

geolah

Drivers Handbook



WWW.GEOLAH.COM



Agenda

- 1 **About Us**
- 2 **Transport Services**
- 3 **Parcel Delivery Services**
- 4 **Getting Started**
- 5 **App Features/Wallet**
- 6 **Community Guidelines**

Section 1

About Us



Southeast Asia's newest on-demand, transport platform

Mission

To create a which offers a wide range of affordable transportation services. To introduce zero-commission fee for driver partners and create opportunities for SME establishments

Vision

Our vision is to be the driving force behind a dynamic & interconnected ecosystem that seamlessly blends innovation, mobility, and economic empowerment.

Section 2

Transport Services



Transport Services

AnyGeo



Accept & enjoy 10% bonus!

GeoCar XL



Accept & enjoy 10% bonus!

GeoCar VIP



Accept & enjoy 10% bonus!

GeoAirport



Accept & enjoy 10% bonus!

GeoKids



Booster seat fee included.
Accept & enjoy extra 7% bonus!

GeoKids XL



Booster seat fee included.
Accept & enjoy extra 10% bonus!

GeoTaxi



Accept & enjoy bonus!

GeoAirport XL



Accept & enjoy 10% bonus!

GeoLimo

Accept & enjoy high bonus!

GeoShuttle

Accept up to 8 hours & enjoy high bonus!

GeoPets

Accept 1 pet & enjoy high bonus!

GeoPets XL

Accept 2 pets & enjoy more bonus!

What are the available transport services?

Services	Seats	Descriptions
AnyGeo	4	Nearest available, 4 seats
GeoTaxi	4	Metered fare, 4 seats
GeoTaxi XL	6	Metered fare, 6 seats
GeoCar XL	6	Economy, 6 seats
GeoCar VIP	6	Premium, 6 seats
GeoShuttle	9	Minibus, 9 seats
GeoPets	4	1 small or 1 medium size pet, 2 seats
GeoPets XL	6	Max 2 medium or 1 large pet, 4 seats
GeoKids	4	Child standing between 1 m-1.35m tall, 4 seats
GeoKids XL	6	Child standing between 1 m-1.35m tall, 6 seats
GeoAirport	4	3x small luggage, 4 seats
GeoAirport XL	6	4x mid luggage, 5 seats
GeoAirport XXL	9	Minibus, 9 seats
GeoCar	4	Hire a driver up to 8hrs
GeoCar XL	6	Hire a driver up to 8hrs
GeoCar XXL	9	Hire a driver up to 8hrs

Type of services for different Vocational Licenses

PDVL (Private Hire Car)			TDVL (Taxi Operator)			BDVL (Minibus)		
4 seats	6 seats	9 seats	4 seats	6 seats	9 seats	4 seats	6 seats	9 seats
AnyGeo	GeoKids XL	N/A	GeoTaxi	GeoTaxi XL	N/A	N/A	N/A	GeoShuttle
GeoKids	GeoAirport XL							GeoAirport XXL
GeoAirport	GeoPets XL							<i>GeoCar XXL</i>
GeoPets	GeoCar VIP							
<i>GeoCar</i>	GeoCar XL							
	<i>GeoCar XL</i>							

- 1) All transport services are on-demand and advanced booking.
- 2) ● Services highlighted in yellow are hourly bookings.

Section 3

Parcel Deliveries Services



Parcel Delivery Services

Walker 📦 35X25X10 cm 🏋️ Up to 3kg	Bicycle 📦 40X30X15 cm 🏋️ Up to 5kg	Motorcycle 📦 50X45X45 cm 🏋️ Up to 10kg	Car 📦 70X50X50 cm 🏋️ Up to 25kg
MPV 📦 110X80X50 cm 🏋️ Up to 60kg	Van 1.7m 📦 160X120X100 cm 🏋️ Up to 350kg	Van 2.4m 📦 230X120X120 cm 🏋️ Up to 480kg	Lorry 📦 290X140X170 cm 🏋️ 1000kg max
Express Lightning fast within 2hrs	Same Day Swift & reliable within 6hrs	Next Day Cost-effective within 24hrs	Night Delivery 24/7 service

What are the types of deliveries?

Service type	Distance	Weight limit	Size limit	Suitable for	Up to 3 big pets	Rent trolley	Round trip	Extra Manpower	Restricted zone	No lift landing
Walker	up to 700m	Up to 3kg	35 x 25 x 10 cm	Documents & Groceries	NO	NO	<u>YES</u>	NO	NO	<u>YES</u>
Bicycle	701m to 3km	Up to 5kg	40 x 30 x 15 cm	Documents, Smaller Parcels & Groceries etc	NO	NO	<u>YES</u>	NO	NO	<u>YES</u>
Motorcycle	Island wide	Up to 10kg	50 x 45 x 45 cm	Documents, Parcels, Groceries, Small Electronic device etc	NO	NO	<u>YES</u>	NO	<u>YES</u>	<u>YES</u>
Car	Island wide	Up to 25kg	70 x 50 x 50 cm	Documents, Parcels, Flowers, Glassware, Electronics, Groceries, etc	<u>YES</u>	<u>YES</u>	<u>YES</u>	NO	<u>YES</u>	<u>YES</u>
MPV	Island wide	Up to 60kg	110 x 80 x 50 cm	Small Parcels, Flowers, Glassware, Electronic, Furniture, etc	<u>YES</u>	<u>YES</u>	<u>YES</u>	<u>YES</u>	<u>YES</u>	<u>YES</u>
Van, 1.7m	Island wide	Up to 350kg	160 x 120 x 100 cm	Parcels, Flowers, Glassware, Electronic, Furniture & Odd size items	<u>YES</u>	<u>YES</u>	<u>YES</u>	<u>YES</u>	<u>YES</u>	<u>YES</u>
Van, 2.4m	Island wide	Up to 480kg	230 x 120 x 120 cm	Parcels, Flowers, Glassware, Electronic, Furniture & Odd size items	<u>YES</u>	<u>YES</u>	<u>YES</u>	<u>YES</u>	<u>YES</u>	<u>YES</u>
Lorry	Island wide	Up to 1000kg	420 x 170 x 190 cm	Boxes, Electronics, furniture & Odd size items etc	<u>YES</u>	<u>YES</u>	<u>YES</u>	<u>YES</u>	<u>YES</u>	<u>YES</u>

*All are applicable for express, same-day, next-day and night delivery.

Parcel Delivery fees and additional earnings

Add on services	Explanation	Fees
Round trip	When a parcel is picked up from Point A to Point B and delivered back to Point A.	S\$5.00
No lift landing/access	Driver will indicate the fee	S\$10.00
Trolley	Driver will indicate the fee	S\$10.00
Restricted Zones	Driver will indicate the fee	S\$10.00
Additional Manpower	Driver will indicate the fee	S\$10.00 per pax
Wait Time	Wait time 10 mins period block. Free grace period for the first 10 mins	S\$3 per 10 min block
Other charges	Driver will indicate if there are any extra service fees	

Section 4

Getting Started



Download App



Search for Geolah Driver app on the Google Play Store if you're an android user or on the App Store if you're an iPhone user.



Android 9 and above



IOS 13 and above

Transport

*Criteria: Only Singaporean Citizens or Permanent Residents (PR) possessing a valid NRIC are eligible.

Type of Vocational License	Type of Vehicles	Type of Documents required
PDVL	Private Hire Car	<ul style="list-style-type: none"> • NRIC • Driving license • Clear headshot photo • Front vehicle photo image • Vocational license (PDVL) • PHV Car decal photo image • Commercial insurance (Z10/Z11) • Vehicle log card • Letter of employment (required for PR only)
TDVL	Taxi	<ul style="list-style-type: none"> • NRIC • Driving license • Clear headshot photo • Front vehicle photo image • Homepage image of your mobile data terminal (MDT) • Vocational Licence (TDVL)
BDVL	Minibus	<ul style="list-style-type: none"> • NRIC • Driving license • Clear headshot photo • Front vehicle photo image • Vocational licence (BDVL) • Commercial insurance • Vehicle log card

Parcel Delivery

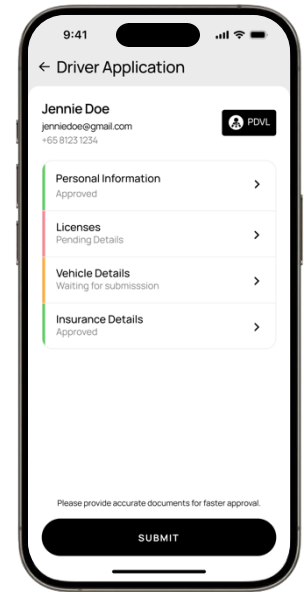
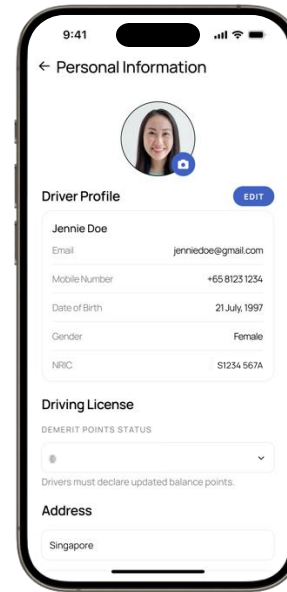
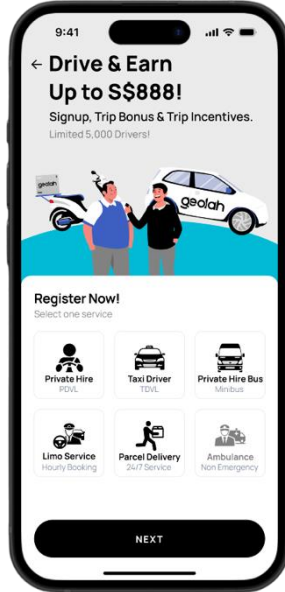
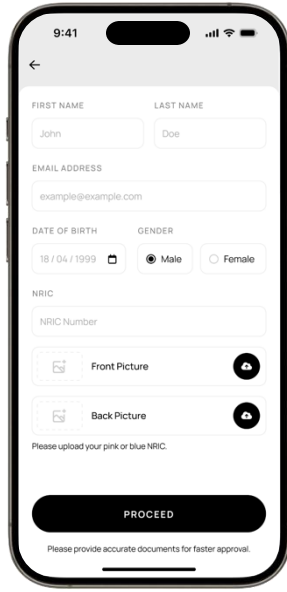
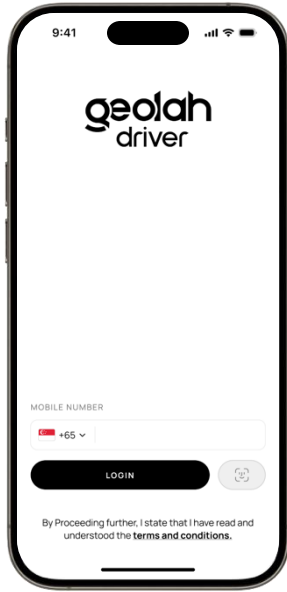
*Criteria: Only Singaporean Citizens or Permanent Residents (PR) possessing a valid NRIC are eligible.

Type of Delivery Drivers	Type of Documents required
Walker/Bicycle	<ul style="list-style-type: none">• NRIC• Clear headshot photo• 18 years old, physically fit and able to deliver small parcels
Motorcycle Car MPV Van 1.7m Van 2.4m Lorry	<ul style="list-style-type: none">• NRIC• Valid Driving License• Clear headshot photo• Front vehicle photo image• Commercial insurance• Vehicle log card• 18 years old, physically fit and able to deliver small parcels to bulky items

Section 5

App Features/ Wallet



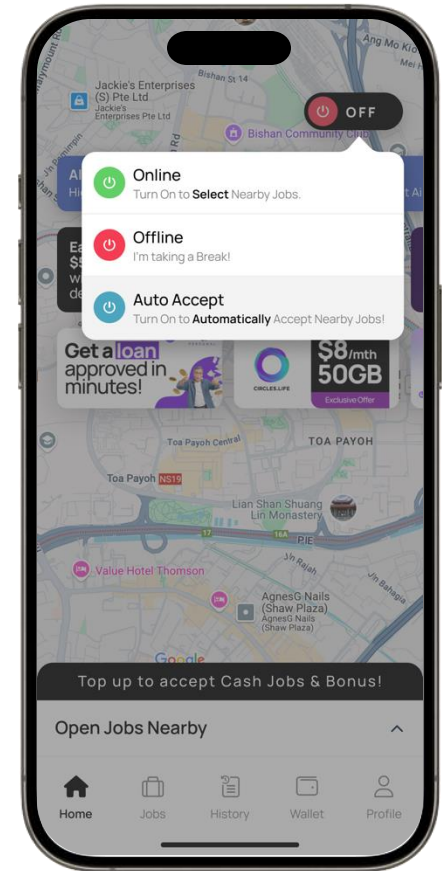
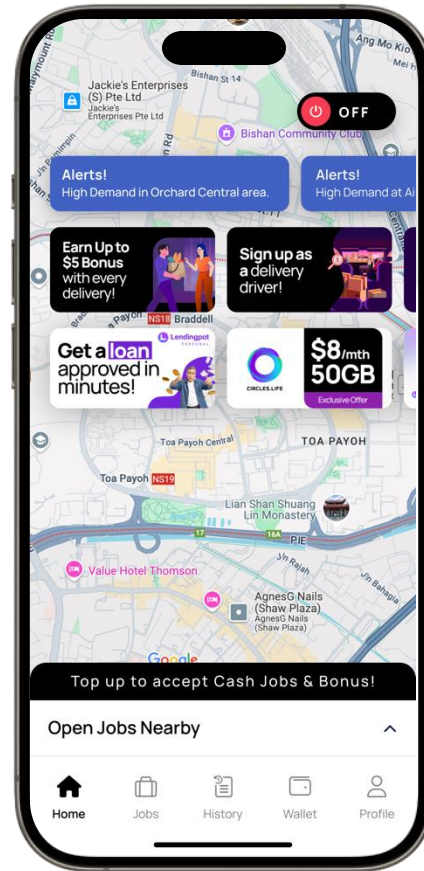


Sign-up & Onboarding

1. On the first screen after opening the app, first-time users need to enter their phone number to receive an OTP and proceed to the registration form.
2. Pick your preferred vehicle.
3. Enter the remaining personal information into the form and complete all steps of the application.

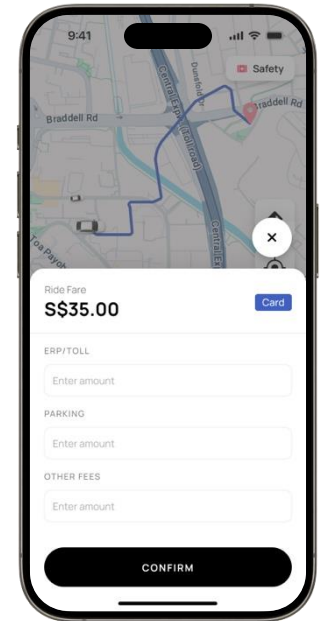
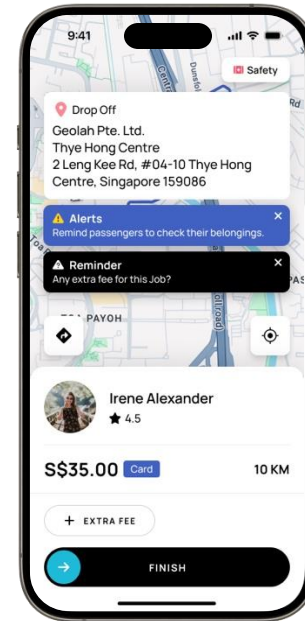
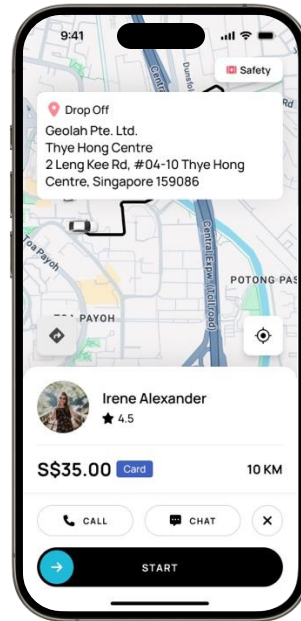
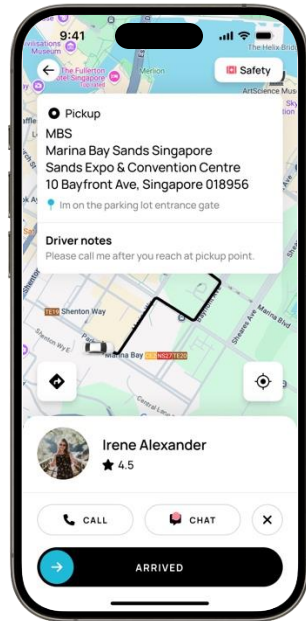
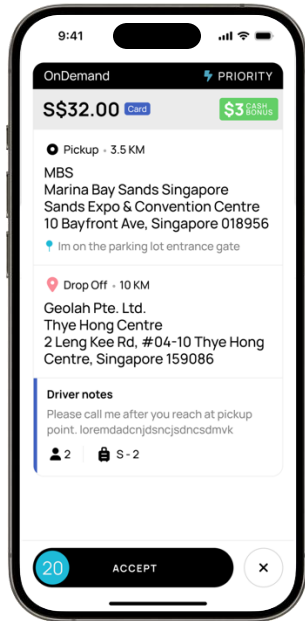
Home screen & Going Online

1. On the first screen after opening the app, first-time users need to enter their phone number to receive an OTP and proceed to the registration form.
2. Pick your preferred vehicle.
3. Enter the remaining personal information into the form and complete all steps of the application.



Accepted On-Demand Job

1. When you receive an order, you will be able to see the customer's pickup location and destination. Swipe on 'Accept' and start driving to the pickup location.
2. Swipe 'Arrived' once you reach the pickup location, and swipe 'Start' to begin the trip.
3. Before swiping 'Finish,' you may also include any 'Extra fees' (if applicable) for the trip.

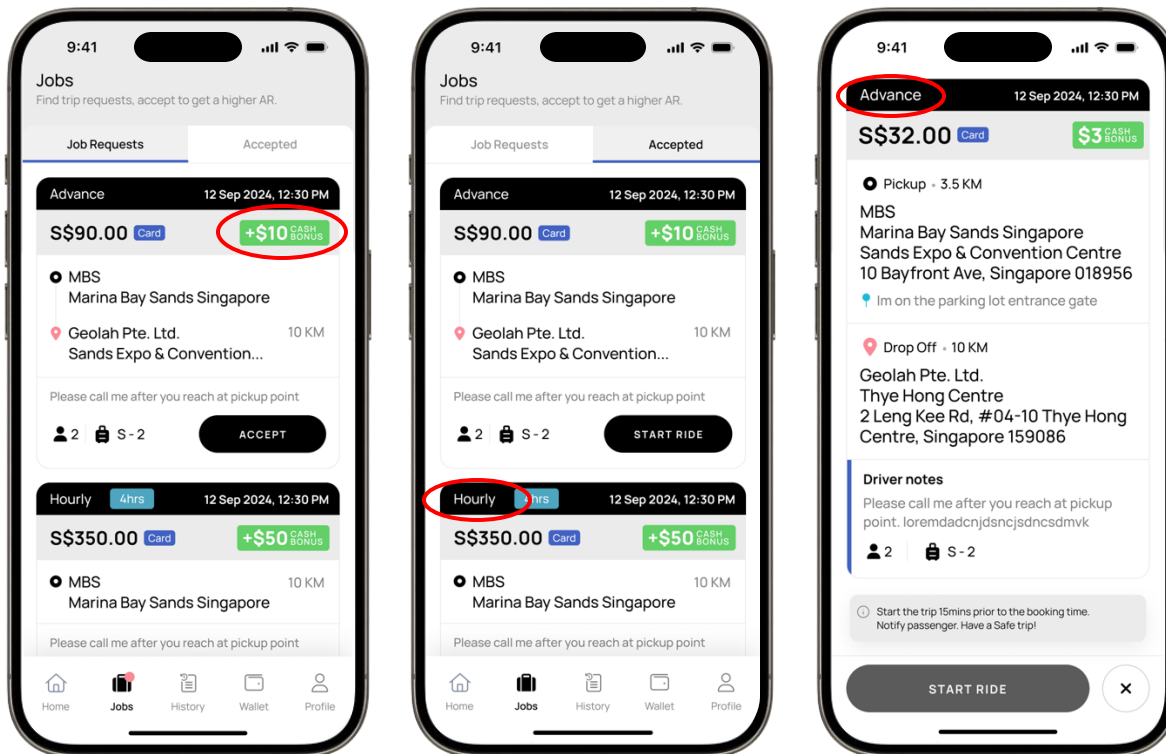


Job Request

You can view a list of nearby jobs other than on-demand jobs in this menu.

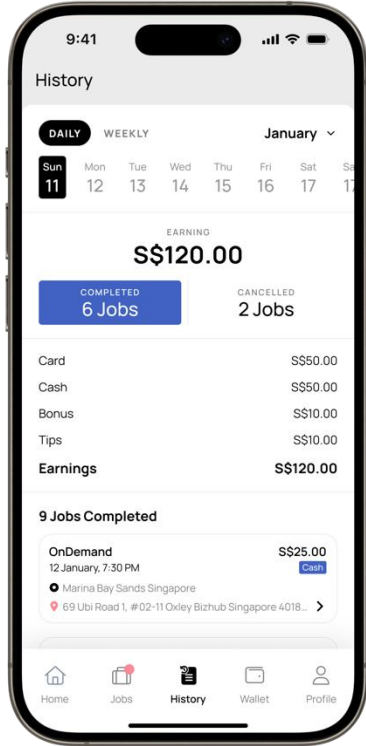
Once you accept the job, the booking information will be transferred to the accepted job tab.

1. View cash bonus and incentives here.
2. View hourly jobs here.
3. View advance bookings here.



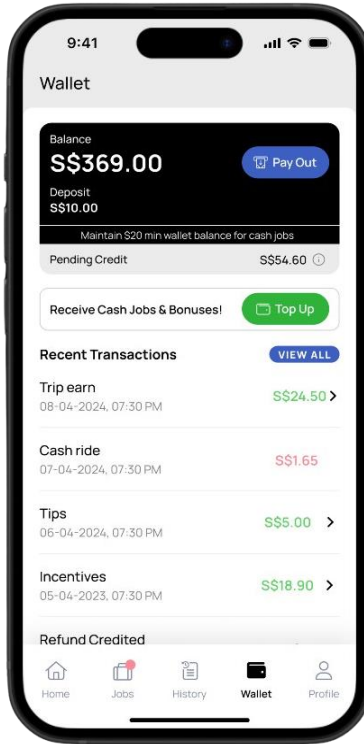
History

See past jobs & earnings here.



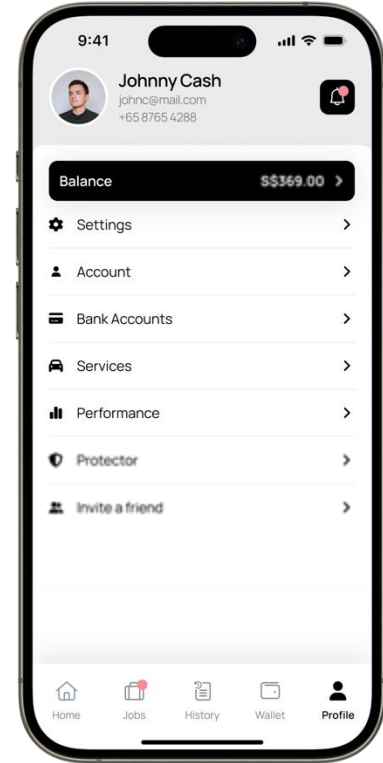
Wallet

Payment transactions



Profile

Menu, Settings



Section 6

Community Guidelines



Do's

Rest Well

Everyone's fatigue threshold varies. Ensure you have at least 6-7 hours of uninterrupted rest before driving to stay alert and reactive.

Adopt right Driving Position

Adjust your seat for a clear view and ensure your knees are slightly bent when your foot is on the pedal. Always wear your seat belt.

Adapt to Changing Road Conditions

Road conditions change due to factors like weather and obstructions. Adjust your driving accordingly. In rain, drive slower, maintain distance, and avoid sharp turns.

Anticipate Hazardous Situations

Stay alert to your surroundings and potential hazards. Anticipate erratic behavior and check your blind spots.

Maintain safe distance

In ideal weather, maintain a 3-second gap behind the vehicle in front. In rain, increase this to at least 9 seconds due to slippery roads.

Maintain vehicle cleanliness

Regular maintenance and vehicle cleanliness can help to ensure a smoother trip experience.

Always be prepared

Signalling doesn't guarantee others will yield. Check before changing lanes. At intersections, watch for red-light runners. Don't proceed just because you have a green light.

Always Be Alert

Stay alert to identify potential hazards and react safely. If tired, stop for a short break before continuing.

Don't

Drive when tired or emotionally affected

Avoid driving if you are not in a proper condition to do so, as it can endanger your life and the lives of others.

Drive Under the Influence

Avoid driving if you have consumed alcohol or medications that cause drowsiness.

Drive Dangerously

Be courteous on the road. Always signal your intentions and do not engage in reckless behaviour such as speeding, tailgating and the sudden cutting of lanes.

Engage in Suspicious /Fraudulent activities

Maintain a safe and honest environment by avoiding activities such as illegal smuggling and transportation of goods.

Wear slippers or sandals

Do not wear slippers or sandals for any service. Wear comfortable, covered shoes instead.

Pass orders off to a third-party

All services should be completed by the assigned driver-partners only. Do not hand off orders to other individuals.

Use an account that does not belong to you

All driver partners must only use their approved, personal accounts. Using someone else's account is prohibited.

Overcharge customers

Avoid charging customers more than the agreed-upon rates and always maintain professionalism.

Failure to comply with these guidelines will result in account termination and permanent ban.

Driver Performance

We're dedicated to maintaining a trustworthy and respectable community. To achieve this, we carefully evaluate driver performance using metrics like driver ratings, cancellation rates, customer reviews, and account behavior.

Conditions where driver accounts will be liable for suspension:

- 1 Driver Rating (DR)
< 4.50
- 2 Cancellation Rate (CR)
> 30%
- 3 Adverse Ratings
Drivers who have received negative feedback for issues like rudeness, safety concerns, or fraudulent activities.
- 4 Min. Acceptance Rate (AR)
We don't have a minimum AR criteria
- 5 Fraudulent Activities
Any fraudulent activity such as completing rides without any customer on board or any form of gaming incentives/levy
- 6 Dormant Account
Failure to complete at least one trip within a 6-month period.

Account Suspension

Your role in delivering an excellent experience for riders is crucial. While we do not enforce minimum trip requirements or Acceptance Rate (AR), any of the following actions may lead to suspension of your account:

Inactivity

To maintain account security and prevent fraud, all drivers must complete at least one trip every six months.

Fraudulent Activity

Drivers who overcharge, complete trips without customers, or engage in other fraudulent activities may have their accounts suspended. Our system detects suspicious behavior.

Driver Rating (DR)

Driver's rating is based on your completed trips. New drivers start with a default rating of 5. Please allow up to 7 business days for rating updates.

High Cancellation Rate (CR%)

Your cancellation rate is calculated based on your completed trips. To avoid negative impacts on your account, please only accept trips you can commit to. If a customer doesn't show up, you can cancel the trip without worry.

Our system considers your recent trip history. As long as you continue accepting trips, occasional cancellations won't result in suspension. However, please be mindful of your cancellation rate to ensure a positive experience for all users.

Account Reactivation

A \$25 fee will be charged to re-activate your account if it's been permanently banned or deactivated. Reasons for deactivation can include any violation of the code of conduct, inactivity, or other account related issues.

****To ensure compliance with Geolah's rules and regulations, please review our [code of conduct](#). This will help prevent any potential account suspensions.***

Banned Accounts

Failure to consistently adhere to Geolah's community standards and code of conduct may lead to your account being permanently banned. We prioritize a positive user experience and uphold high standards.

If your account is banned, you may request a standard cash out. Please note that your account will undergo a fraud investigation before processing (5 business days). To reactivate your account, a \$25 fee is required and is subjected to Geolah's approval.

Inactive Accounts

Driver accounts will be suspended upon 6 months of inactivity from the date of the last completed trip.

If you need to reactivate your account by sending in an email to support@geolah.com. There's a one-time \$25 fee, and your driver ratings will reset, giving you a clean slate to start earning top ratings again. We'll get you back online within 48 hours.

Closed Accounts

Driver accounts will be de-activated upon three years of inactivity from the date of the last completed trip.

Should you wish to drive on the Geolah platform again, you would then have to write in to support@geolah.com to obtain the approval from the operations team to create a new driver account. Criteria for approval include but is not limited to your track record of conduct that is in line with our driver community standards. Please allow up to 7 working days for approval.

Account Reactivation

All suspended drivers will be sent an electronic invoice to their registered email address to pay a \$25 reactivation fee. Driver accounts will be reactivated within 48 hours of payment. Upon account reactivation, the driver ratings will be reset to 5 star and CR reset to 0%.

geolah

✉ support@geolah.com

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🌐 www.geolah.com

General Information

Find us on social media:



Find us in person:

2 Leng Kee Rd, #04-10, Thye Hong Centre, Singapore 159086

Operational Hours:

Monday – Friday

9.30am – 6pm

excluding Public Holidays & Weekends

Learn more about us:

[Geolah Website](#)

Write to us:

support@geolah.com

Questions for us:

Transport

Delivery