



# Drivers Handbook

*Ride Hailing*

[WWW.GEOLAH.COM](http://WWW.GEOLAH.COM)



# Southeast Asia's newest on-demand, transport platform

## Mission

To create a which offers a wide range of affordable transportation services.

## Vision

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

## Agenda

- 1 Ride Services
- 2 Getting Started
- 3 App Features/Wallet
- 4 Community Guidelines
- 5 Driver Special Offers

Section 2

# Ride Services



# Ride Services

**AnyGeo**

4 seats



**GeoCar XL**

6 seats



**GeoCar VIP**

Premium, 6 seats



**GeoAirport**

Up to 4 seats



**GeoKids**

Child below 1.35m, 4 seats



**GeoKids XL**

Child below 1.35m, 6 seats



**GeoTaxi**

Metered fare, 4 seats



**GeoAirport XL**

Up to 6 seats



**GeoLimo**

Hire a Driver up to 8hrs

**GeoShuttle**

9 seats

**GeoPets**

Up to 4 seats

# Detailed Ride 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                              |
| GeoPets       | 4     | 1 small or 1 medium size pet, 2 seats         |
| GeoKids       | 4     | Child standing between 1m-1.35m tall, 4 seats |
| GeoKids XL    | 6     | Child standing between 1m-1.35m tall, 6 seats |
| GeoAirport    | 4     | 3x small luggage, 4 seats                     |
| GeoAirport XL | 6     | 4x mid luggage, 5 seats                       |
| GeoCar        | 4     | Hire a driver up to 8hrs                      |
| GeoCar XL     | 6     | Hire a driver up to 8hrs                      |

# Ride Service & Vocational Licenses

| PDVL (Private Hire Car) |                  | TDVL (Taxi Operator) |            |
|-------------------------|------------------|----------------------|------------|
| 4 seats                 | 6 seats          | 4 seats              | 6 seats    |
| AnyGeo                  | GeoKids XL       | GeoTaxi              | GeoTaxi XL |
| GeoKids                 | GeoAirport XL    |                      |            |
| GeoAirport              | <i>GeoCar XL</i> |                      |            |
| GeoPets                 |                  |                      |            |
| <i>GeoCar</i>           |                  |                      |            |
|                         |                  |                      |            |

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

# Documents for Vocational Licenses

\*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"><li>• NRIC</li><li>• Driving license</li><li>• Clear headshot photo</li><li>• Front vehicle photo image</li><li>• Vocational license (PDVL)</li><li>• PHV Car decal photo image</li><li>• Commercial insurance (Z10/Z11)</li><li>• Vehicle log card</li></ul> |
| TDVL                       | Taxi             | <ul style="list-style-type: none"><li>• NRIC</li><li>• Driving license</li><li>• Clear headshot photo</li><li>• Front vehicle photo image</li><li>• Homepage image of your mobile data terminal (MDT)</li><li>• Vocational Licence (TDVL)</li></ul>                                             |
| BDVL                       | Minibus          | <ul style="list-style-type: none"><li>• NRIC</li><li>• Driving license</li><li>• Clear headshot photo</li><li>• Front vehicle photo image</li><li>• Vocational licence (BDVL)</li><li>• Commercial insurance</li><li>• Vehicle log card</li></ul>                                               |

# Platform Fee

## Cash Ride

| Type of Fee      | Fees                                                                                                                                   |
|------------------|----------------------------------------------------------------------------------------------------------------------------------------|
| Driver Fee       | S\$2.00                                                                                                                                |
| Geolah Deduction | A fee charged to the driver on cash trips, calculated dynamically based on the passenger's base fare, to cover platform service costs. |

## Card Ride

| Type of Fee               | Fees    |
|---------------------------|---------|
| Driver Fee & Platform Fee | S\$1.00 |



# CPF Contribution

Saving as a Platform Worker with CPF - link [here](#)

Write to CPF - link [here](#)

Platform Worker CPF Contribution Calculator - link [here](#)

Platform Workers CPF Transition Support Calculator - link [here](#)

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

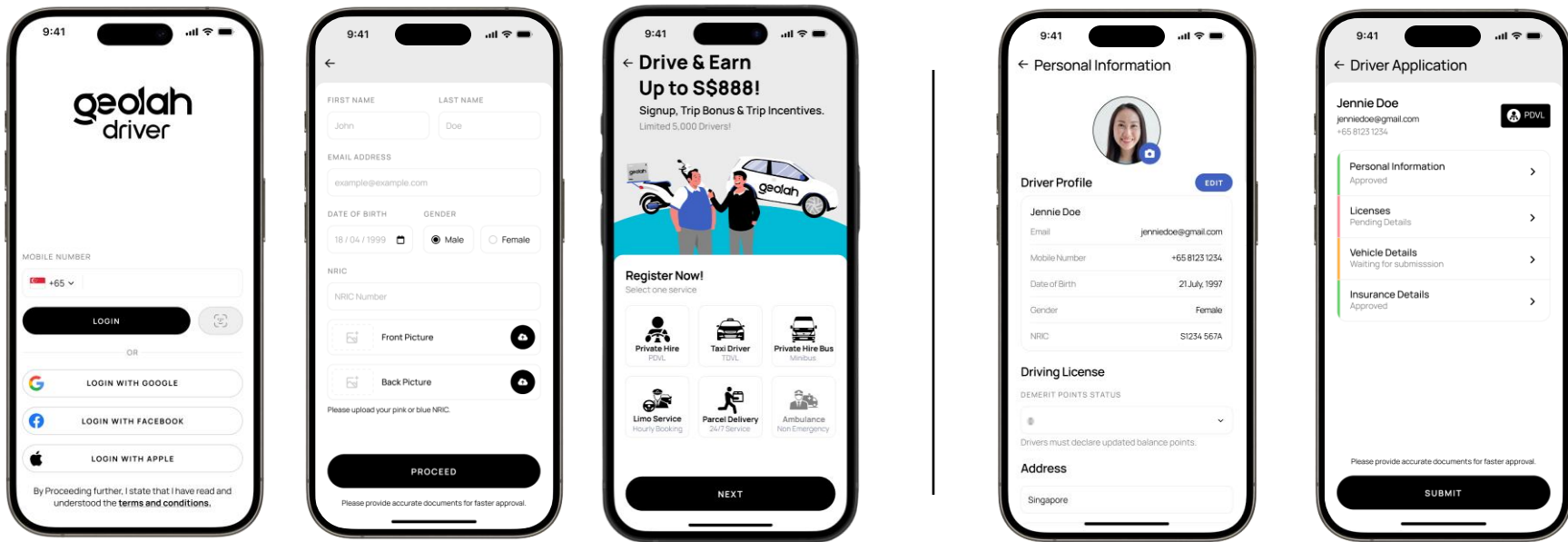


IOS 13 and above

Section 5

# App Features/ Wallet



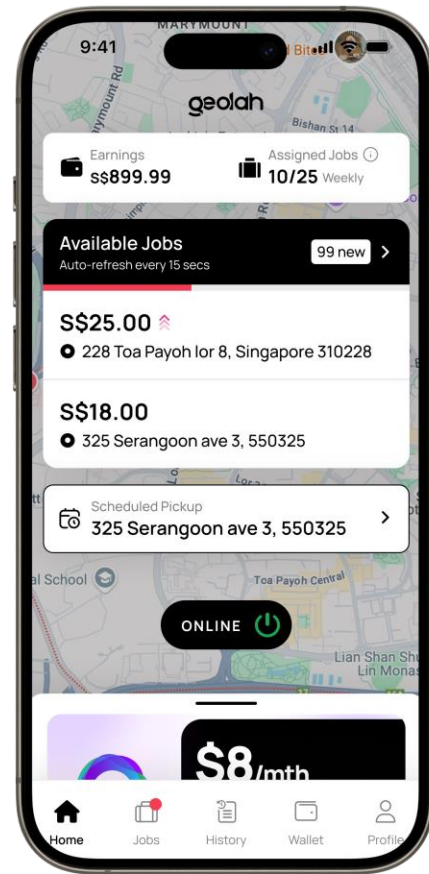
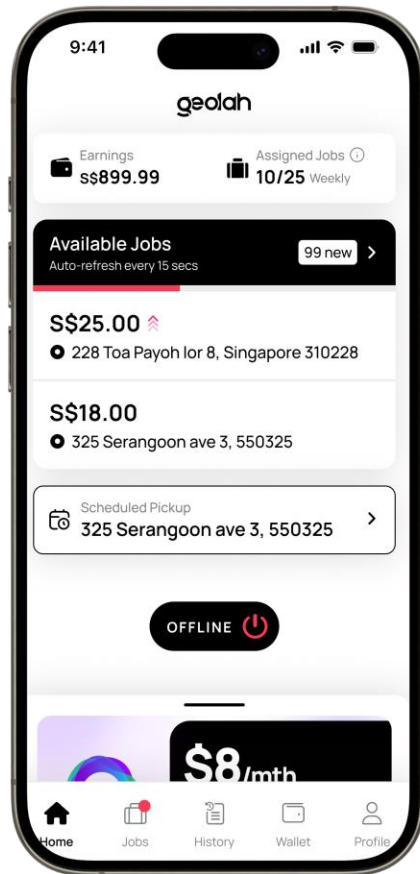


# Sign-up & Onboarding

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.

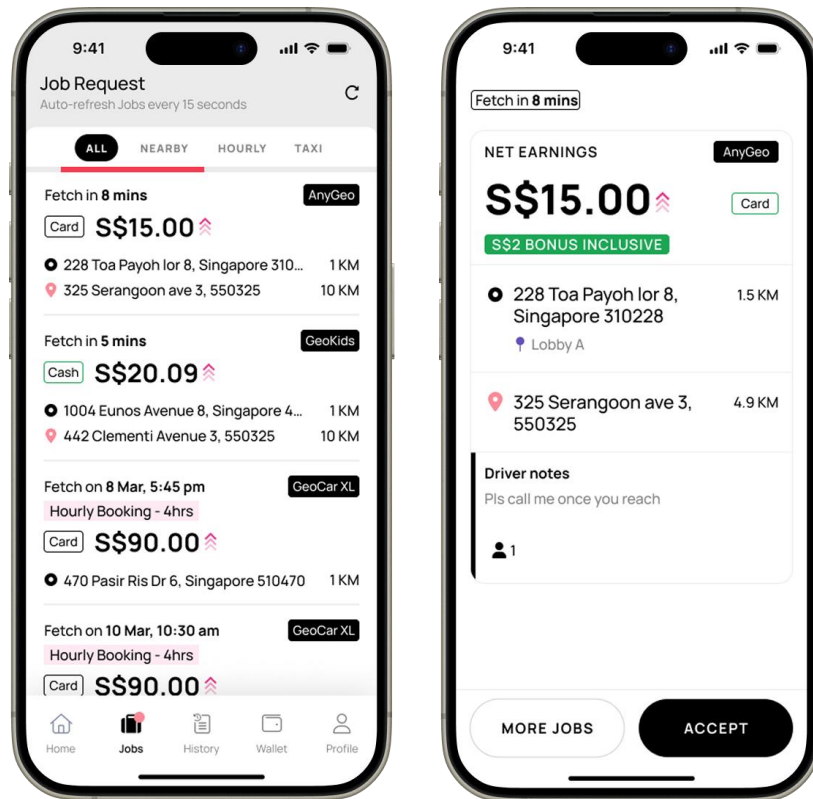
# Home screen & Going Online

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.



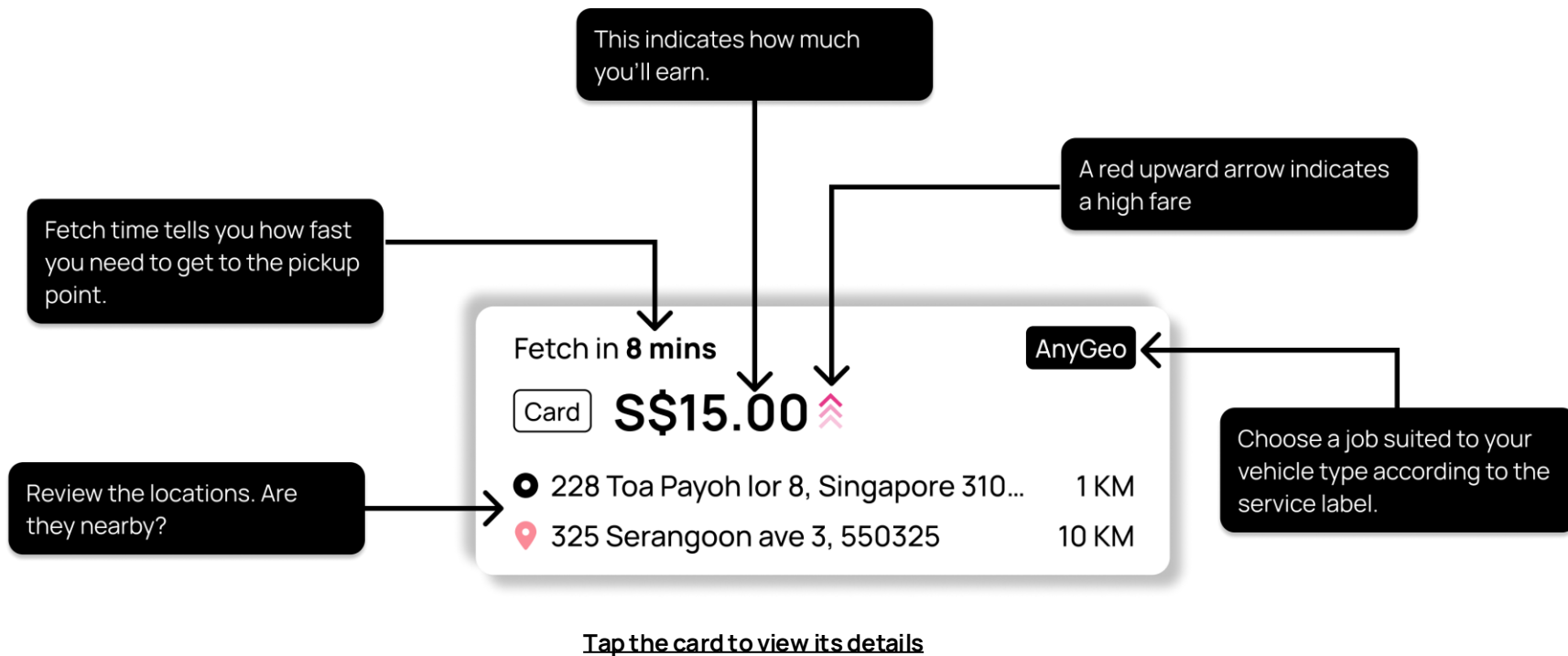
# Jobs Page - Tabs

1. Tap 'Jobs' to view the Jobs page. Available jobs will be displayed here.
2. Tabs:
  - ALL - Every active and ready jobs.
  - NEARBY - Jobs closest to your current location.
  - HOURLY - Jobs on hours.
  - TAXI - Metered fare rides.
3. Tap on an available job to view its details
4. Tap accept to take the job if you want it.
5. For more information, visit: <INSERT POST LINK HERE>



# Jobs Page – Card

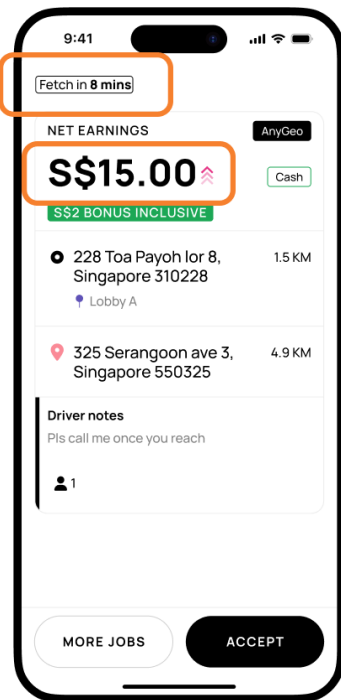
Detailed views of listed and available "Jobs".



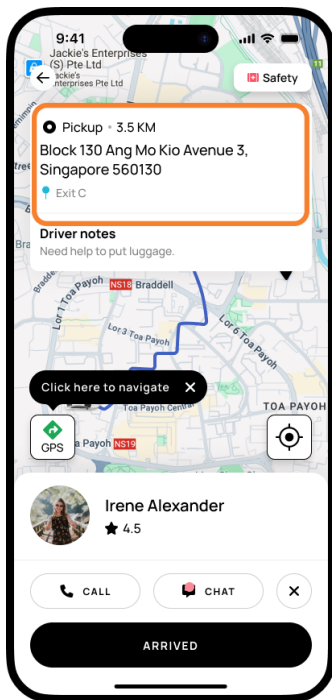


# Accept On-Demand Job

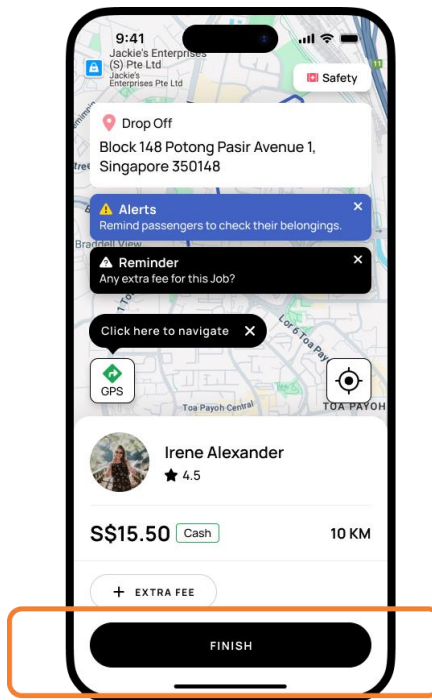
Make sure to review the fetch time, location, and payout.



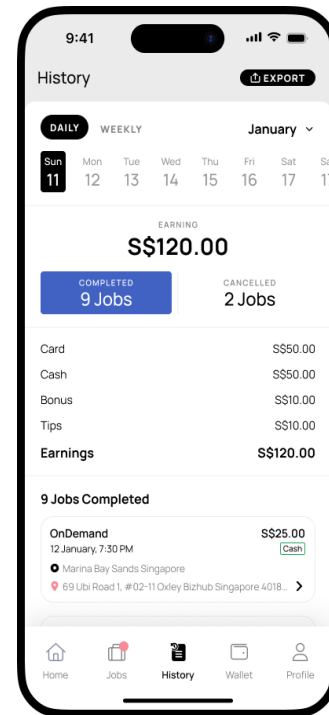
- Go to the pickup location.
- Contact the customer if needed



Ensure you drop-off at the right location.



Track your completed jobs in the app.



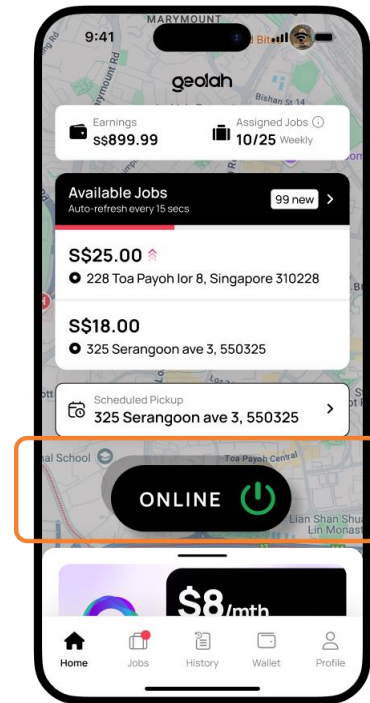
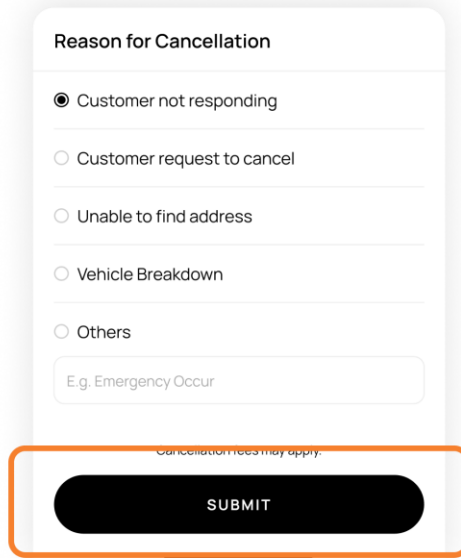
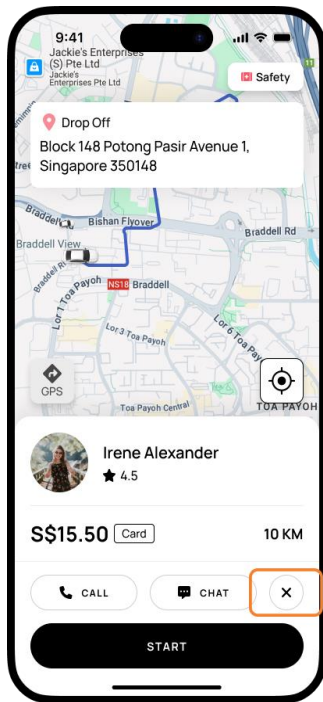
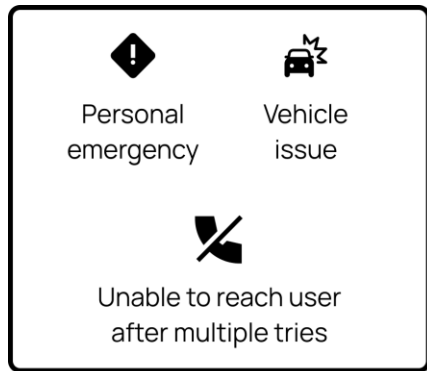
# Cancelling a Job

Cancel only when absolutely necessary.

Tap the Job Cancel icon.

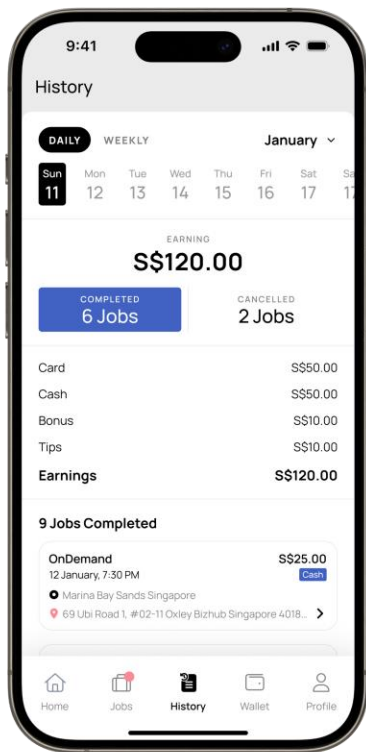
- Select a cancellation reason.
- Confirm your choice.
- Make sure to select the appropriate reason.

Keep the platform smooth—go online only when ready to accept and complete bookings!



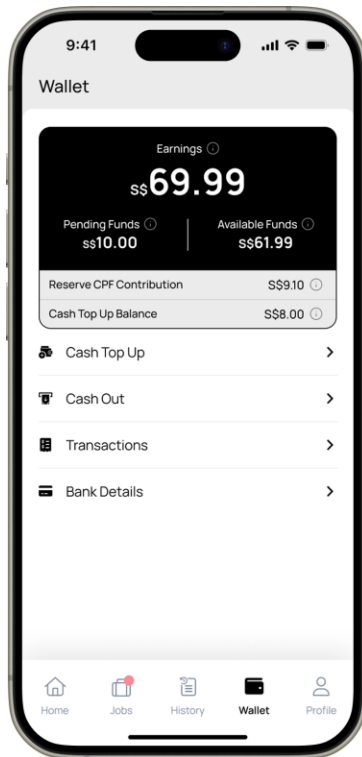
# History

See past jobs & earnings here.



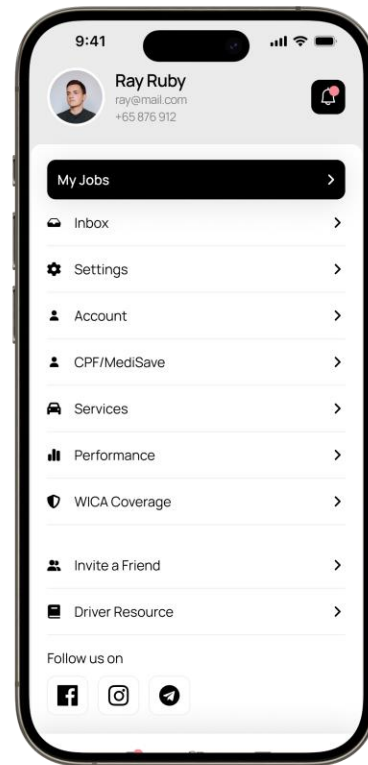
# Wallet

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 Adverse Ratings  
Drivers who have received negative feedback for issues like rudeness, safety concerns, or fraudulent activities.

2 Min. AcceptanceRate (AR)  
We don't have a minimum AR criteria

3 Fraudulent Activities  
Any fraudulent activity such as completing rides without any customer on board or any form of gaming incentives/levy

4 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 customer.



# 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](mailto: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](mailto: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

Drivers with suspended or deleted accounts who wish to reactivate their accounts will receive an electronic invoice for a \$25 reactivation fee, sent to their registered email address.

Accounts will be reactivated within 48 hours after payment is received. Upon reactivation, driver ratings will be reset to 5 stars, and the cancellation rate (CR) will be reset to 0%.

# Lost & Found Procedures

If a passenger leaves an item in your vehicle:

1. Secure the item safely.
2. Contact the passenger using the in-app chat or call function.
3. If you're unable to reach the passenger, report the item via our Driver Support at <https://wa.me/6598883883>.
4. Geolah will assist in returning the item. You may be required to deliver it to a designated location or wait for further instructions.
5. Reminder: Never keep or discard any lost item. Misuse may result in account suspension.

# How to Handle a Road Accident

In the event of a road accident while on duty:

1. Check for injuries and ensure everyone is safe.
2. Turn on your hazard lights and move to a safe location if possible.
3. Call emergency services (999) if needed.
4. Take clear photos of:
  - Vehicle damage
  - Road condition
  - License plates of involved vehicles
5. Exchange details with the other party:
  - Name
  - Contact number
  - Insurance details
6. Report the accident to:
  - Your insurance provider
  - Geolah support team within 24 hours via the app or hotline.

# geolah

# General Information

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geolah

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](mailto:support@geolah.com)

Questions for us:

Rides

Delivery