



Drivers Handbook

Parcel Delivery

- Introduction & Getting Started
- Parcel Delivery Services
- App Features
- App Wallet

WWW.GEOLAH.COM



Southeast Asia's Newest 24/7 Ride & Delivery On-Demand Regulated Platform

Mission

To create a sustainable transportation ecosystem that values both riders and drivers earn fairly, with dignity and respect.

Vision

To transform urban mobility and parcel delivery through innovative and affordable solutions for everyone

Download Geolah App



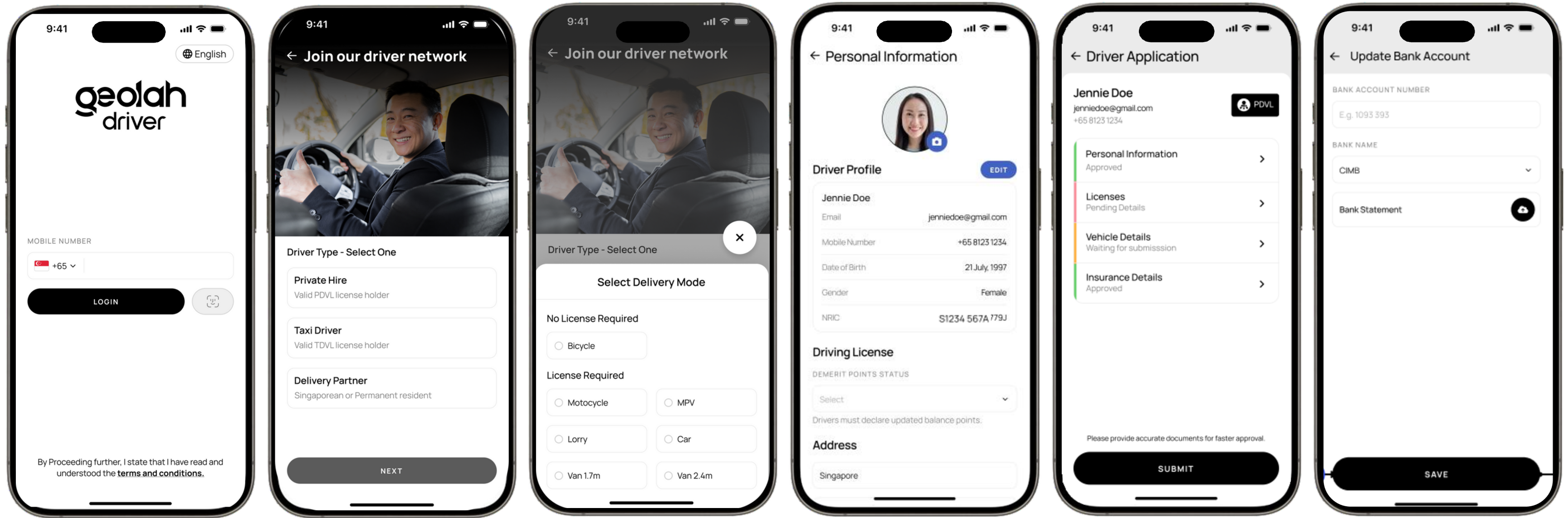
Download the **Geolah Driver app** on the Google Play Store if you're an android user or on the App Store if you're an iPhone user.



Android 9 and above



iOS 13 and above



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. Choose your preferred vehicle type.
3. Fill in the remaining personal information and complete all steps of the application.
4. Please add your bank account details to enable future withdrawals once your application has been approved by Geolah's admin.

Driver Registration

- Only for Singapore Citizens/ PR with a valid NRIC.
- By law, private hire vehicles are not allowed to register for parcel delivery services.

Vehicle Type		Type of Documents required
• Bicycle	• NRIC • Clear headshot photo	• Minimum age of 18 years, physically fit and able to deliver small parcels
• Motorcycle • Car • MPV • Van 1.7m • Van 2.4m • Lorry		• Valid Driving License • Front vehicle photo image • Commercial insurance • Vehicle log card • Minimum age of 18 years, physically fit and able to deliver small parcels to bulky items

Section 2

Parcel Delivery Services



Mode of Delivery



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 2.4

230X120X120 cm

Up to 480kg



Lorry

290X140X170 cm

1000kg max

Service Type

Same Day Delivery

Pickup and delivery will be completed within 6 hours.

Booking cutoff
time:

5PM

Delivery must be completed by 11pm. For deliveries to office locations, booking must be made by customer by 12pm.

Next Day Delivery

Pickup on the day of booking, and delivery will be completed by 11pm, the next day.

Booking cutoff
time:

7PM

Delivery must be completed by 11pm the next day. For deliveries to office locations, booking must be made by customer before 6pm

Delivery Fleets

Service type	Distance	Weight limit	Size limit	Suitable Items	Up to 2 pets	Rent trolley	Extra Manpower	Restricted zone	No lift landing
Bicycle	701m to 3km	Up to 5kg	40 × 30 × 15 cm	Documents, Smaller Parcels & Groceries etc	NO	NO	NO	NO	NO
Motorcycle	Island wide	Up to 10kg	50 × 45 × 45 cm	Documents, Parcels, Groceries, Small Electronic device etc	NO	NO	NO	<u>YES</u>	NO
Car	Island wide	Up to 25kg	70 × 50 × 50 cm	Documents, Parcels, Flowers, Glassware, Electronics, Groceries, etc	<u>YES</u>	NO	NO	<u>YES</u>	NO
MPV	Island wide	Up to 60kg	110 × 80 × 50 cm	Small Parcels, Flowers, Glassware, Electronic, Furniture, etc	<u>YES</u>	NO	NO	<u>YES</u>	NO
Van, 1.7m	Island wide	Up to 350kg	160 × 120 × 100 cm	Parcels, Flowers, Glassware, Electronic, Furniture & Odd size items	<u>YES</u>	<u>YES</u>	<u>YES</u>	<u>YES</u>	NO
Van, 2.4m	Island wide	Up to 480kg	230 × 120 × 120 cm	Parcels, Flowers, Glassware, Electronic, Furniture & Odd size items	<u>YES</u>	<u>YES</u>	<u>YES</u>	<u>YES</u>	NO
Lorry	Island wide	Up to 1000kg	290 × 140 × 170 cm	Boxes, Electronics, furniture & Odd size items etc	<u>YES</u>	<u>YES</u>	<u>YES</u>	<u>YES</u>	NO

Extra Delivery Charges

Delivery Service	Bicycle	Motorcycle	Car	MPV	Van 1.7m	Van 2.4m	Lorry
Access Restricted Area	—	\$ 12.00	\$ 12.00	\$ 12.00	\$ 12.00	\$ 12.00	\$ 12.00
1 Pax at front seat	—	—	—	—	—	—	—
Pet Friendly	—	—	—	—	—	—	—
Borrow Trolley	—	—	—	—	—	—	—
No Lift Landing	—	—	—	—	—	—	—
Door to Door driver as helper	—	—	—	—	\$ 15.00	\$ 15.00	\$ 30.00
Door to Door driver + 1 helper	—	—	—	—	\$ 30.00	\$ 30.00	\$ 50.00
Extra Wait time - Per 10 mins block upon reaching Pickup	\$3.00	\$ 3.00	\$ 3.00	\$ 3.00	\$ 3.00	\$ 3.00	\$ 3.00
Cancelation - After driver accept & reach at Pickup	\$ 3.00	\$ 3.00	\$ 3.00	\$ 3.00	\$ 3.00	\$ 3.00	\$ 3.00
Platform Fee	Up to 12% applicable for all orders.						
Transaction Fee	Up to 3.5% + \$0.35 for any Card payments.						

App Features



Online & Offline Status

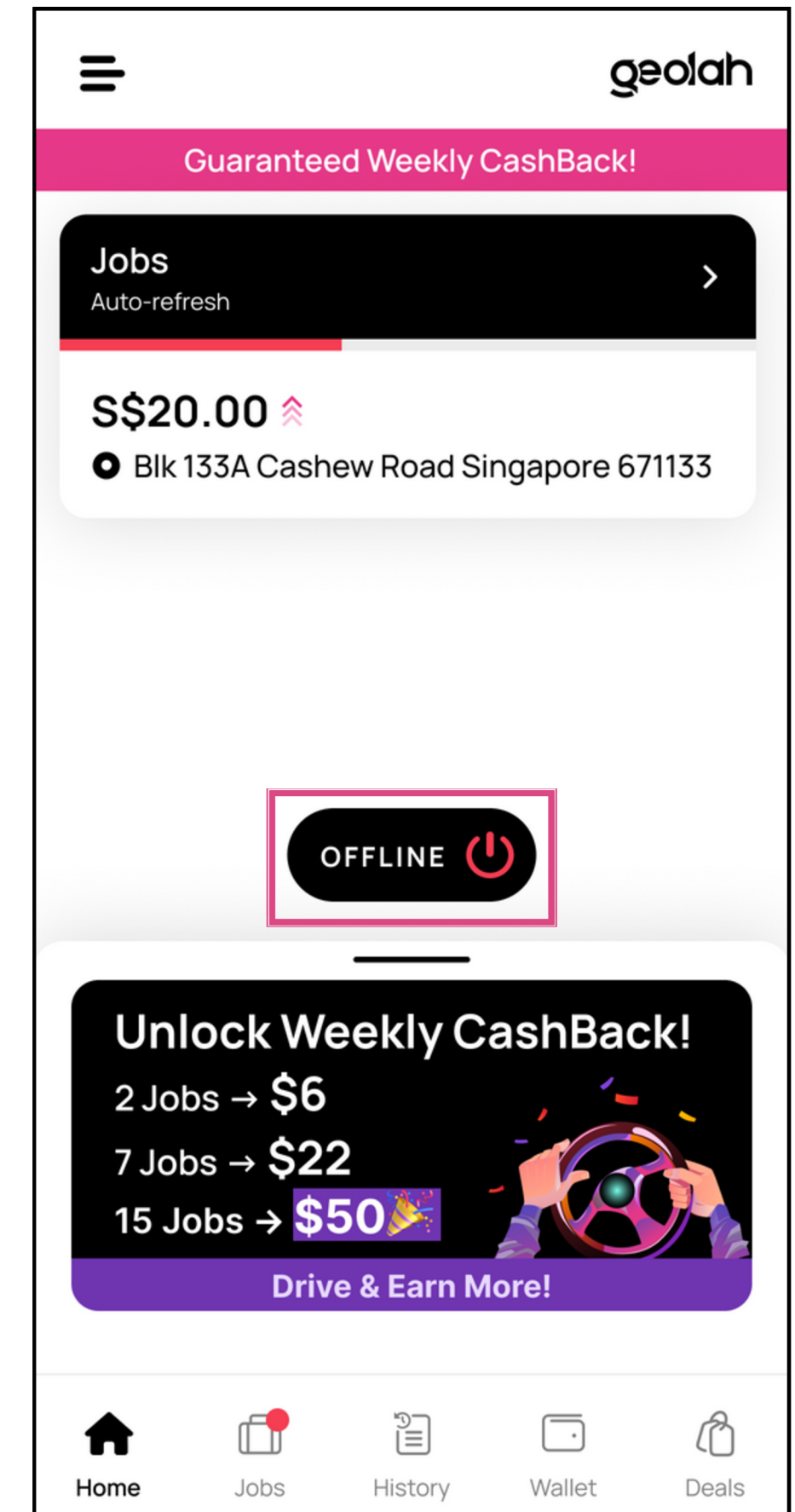
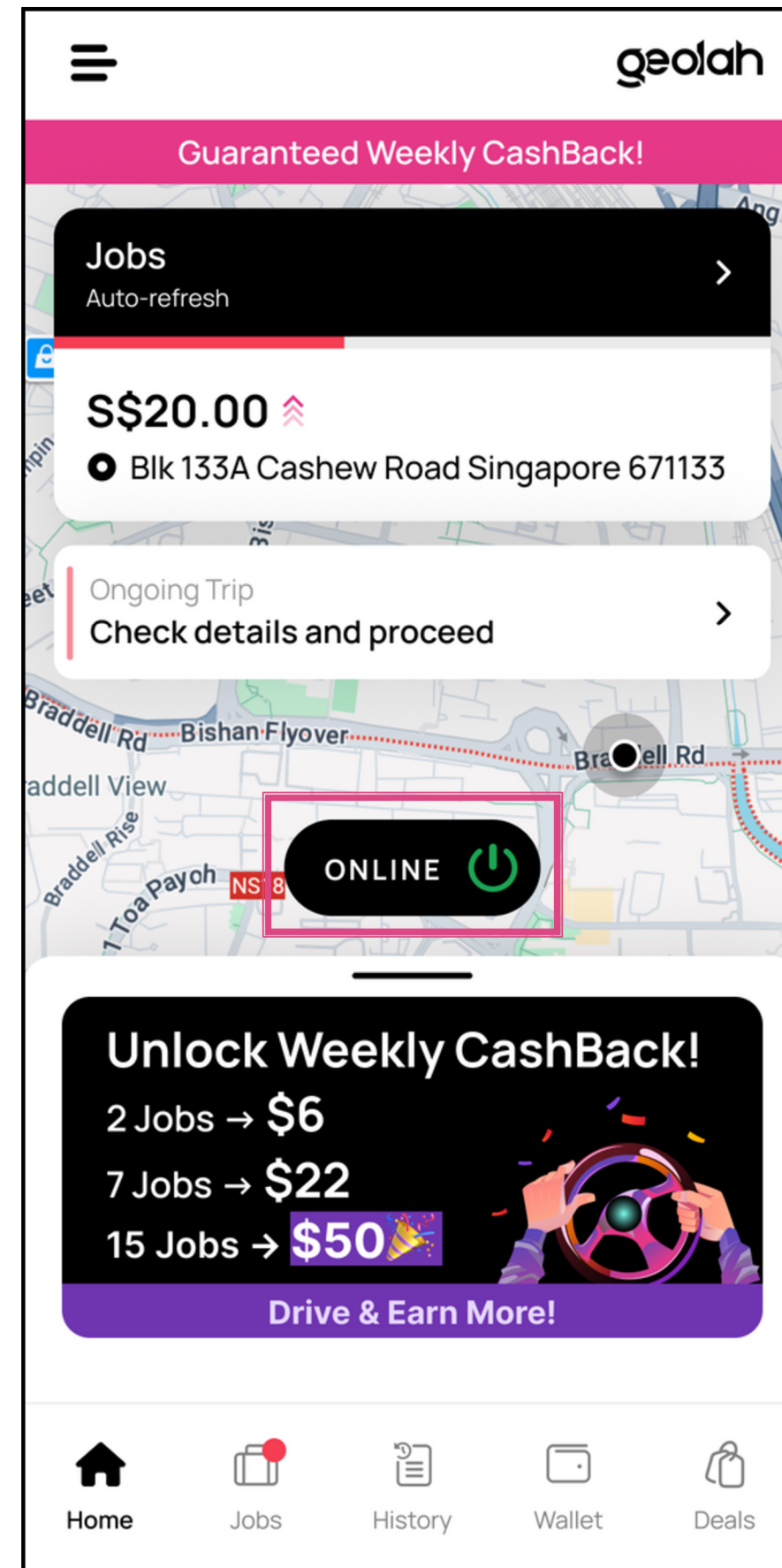
Online

- You'll receive job notifications instantly, even when the app is closed.
- You can accept rides right away when requests come in.

Offline

- You can still receive job offers, but they'll only appear when you open the app.
- You cannot accept rides until you switch to Online.

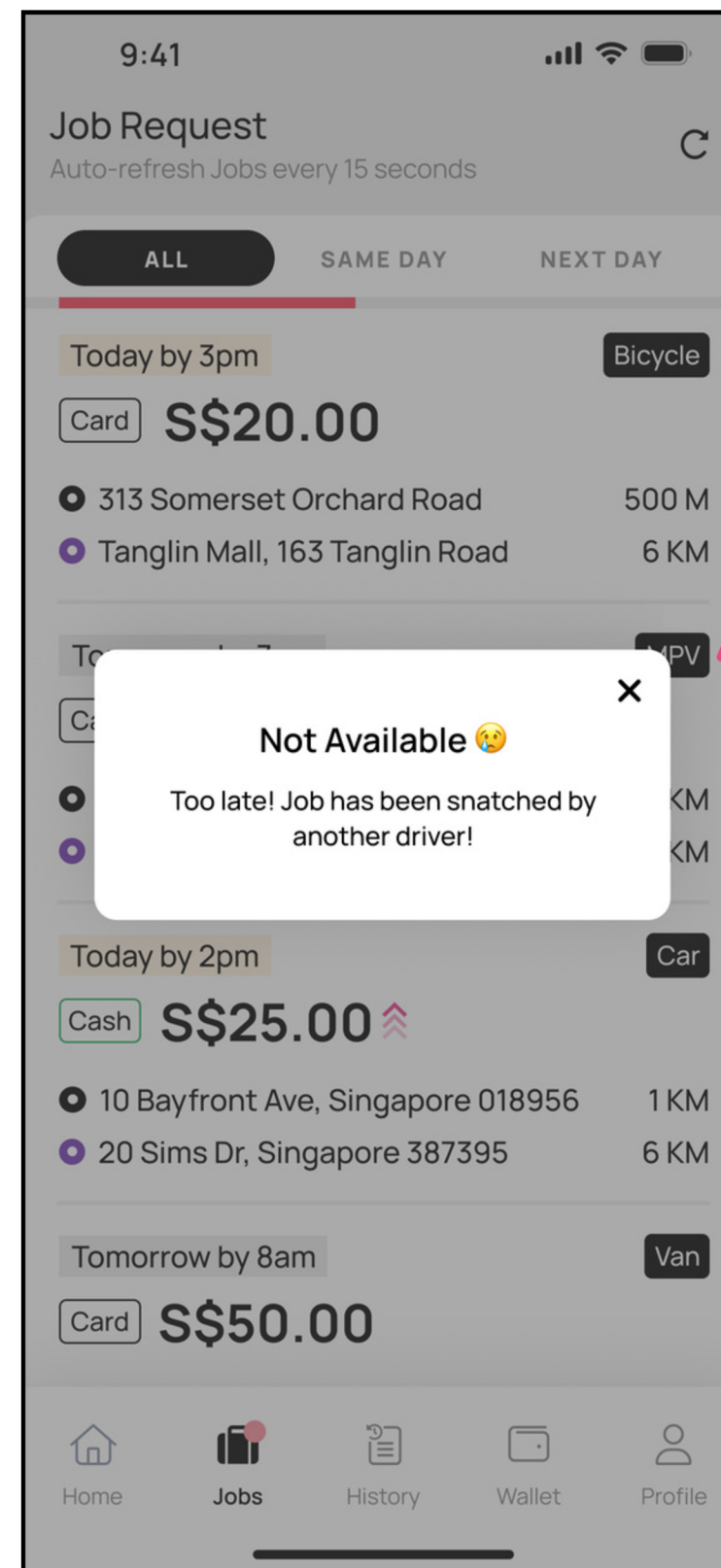
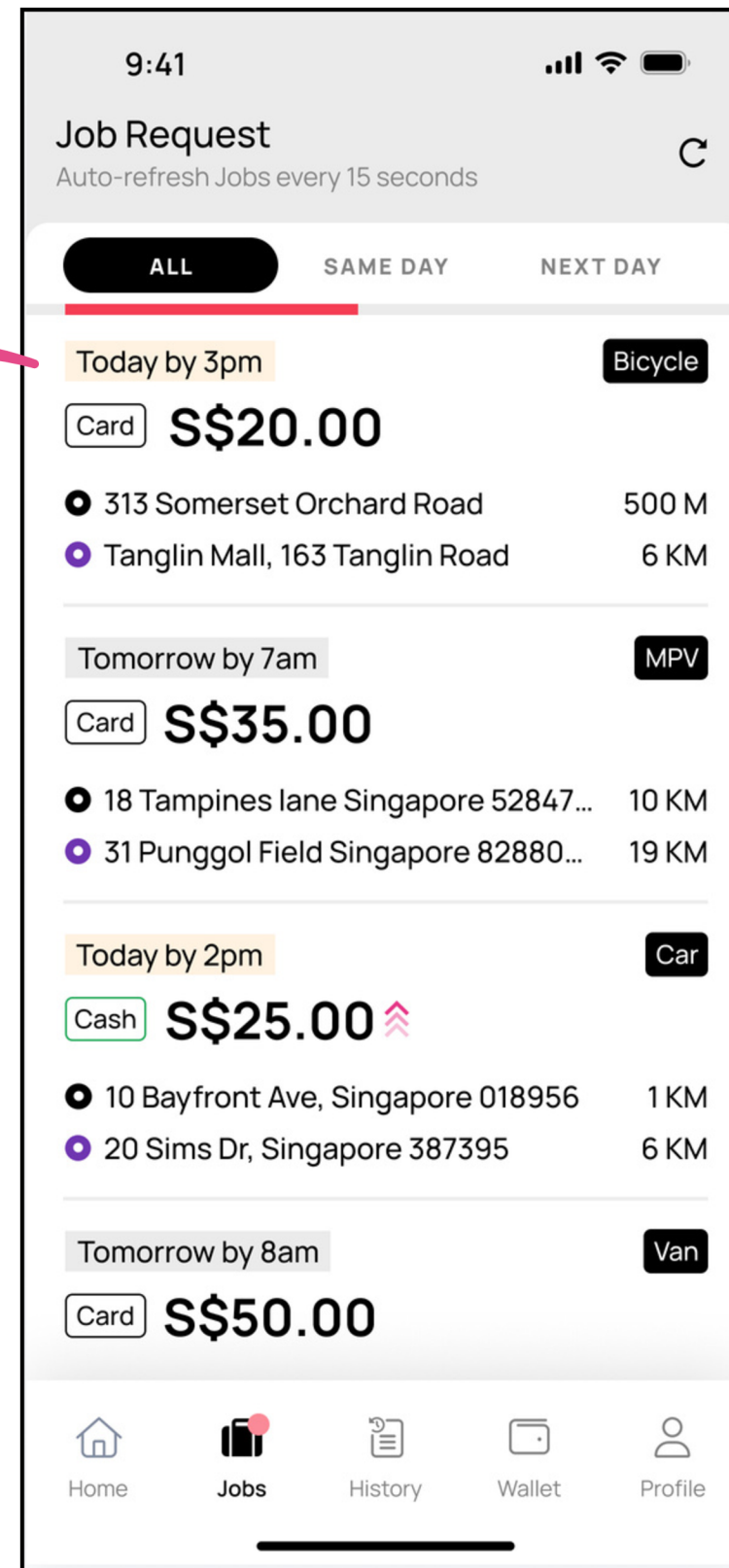
Switch between **Online and **Offline** anytime*



Order Pickup Tutorial

View & Accept jobs:

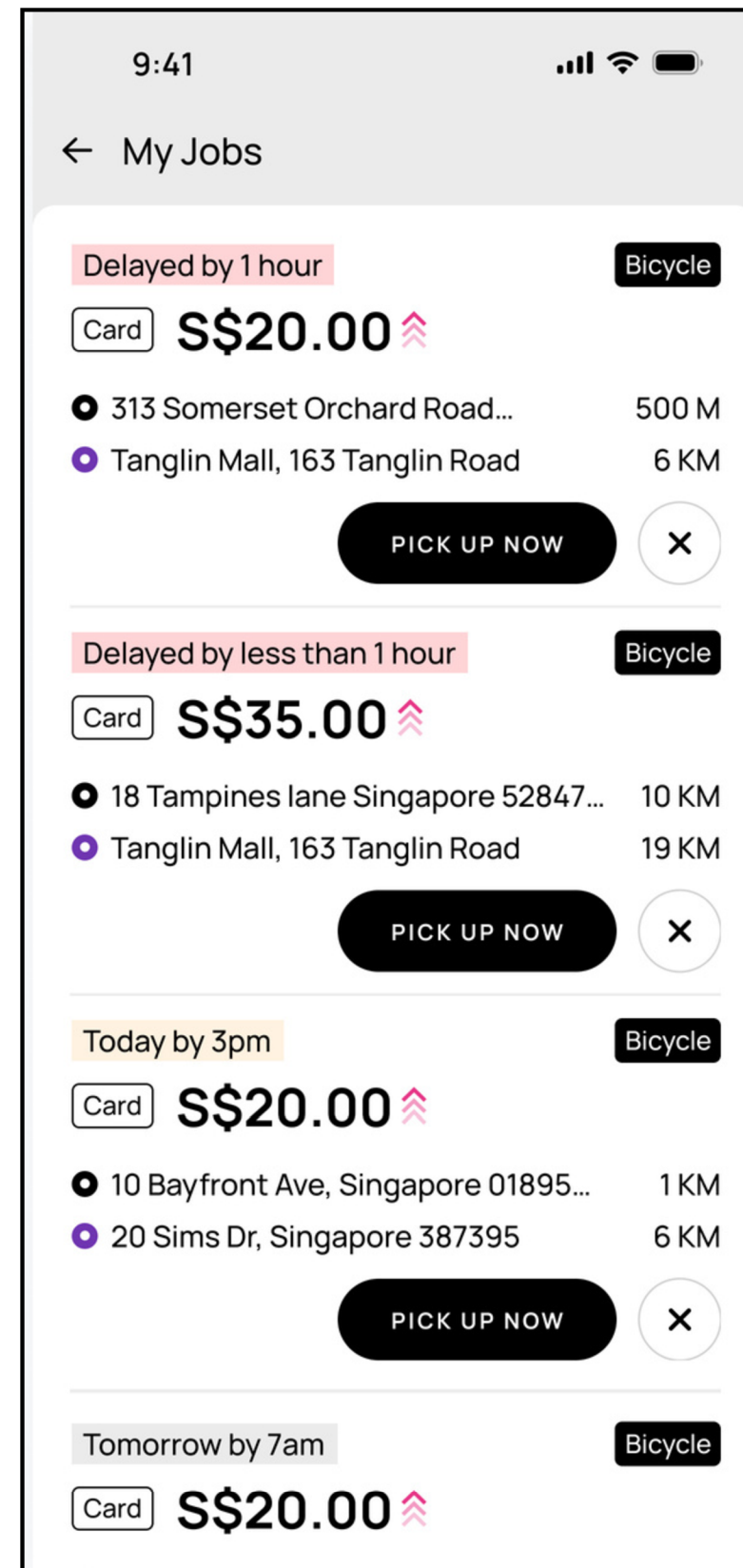
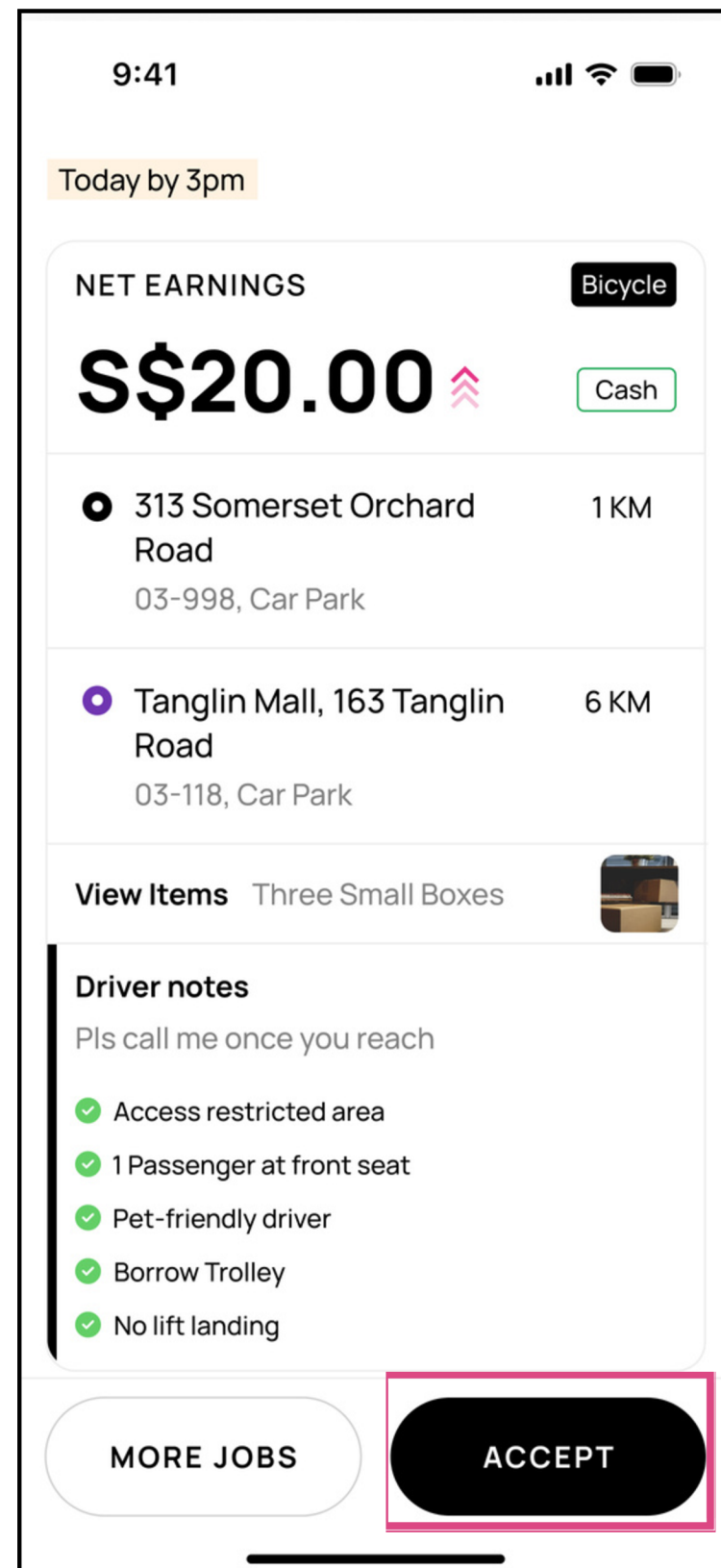
- All (all types of available jobs)
- Same day (deliver within 6 hours)
- Next day (deliver by 11pm the next day)



If the job is no longer available, you will be directed back to the jobs page and see this pop-up notification

Order Pickup Tutorial

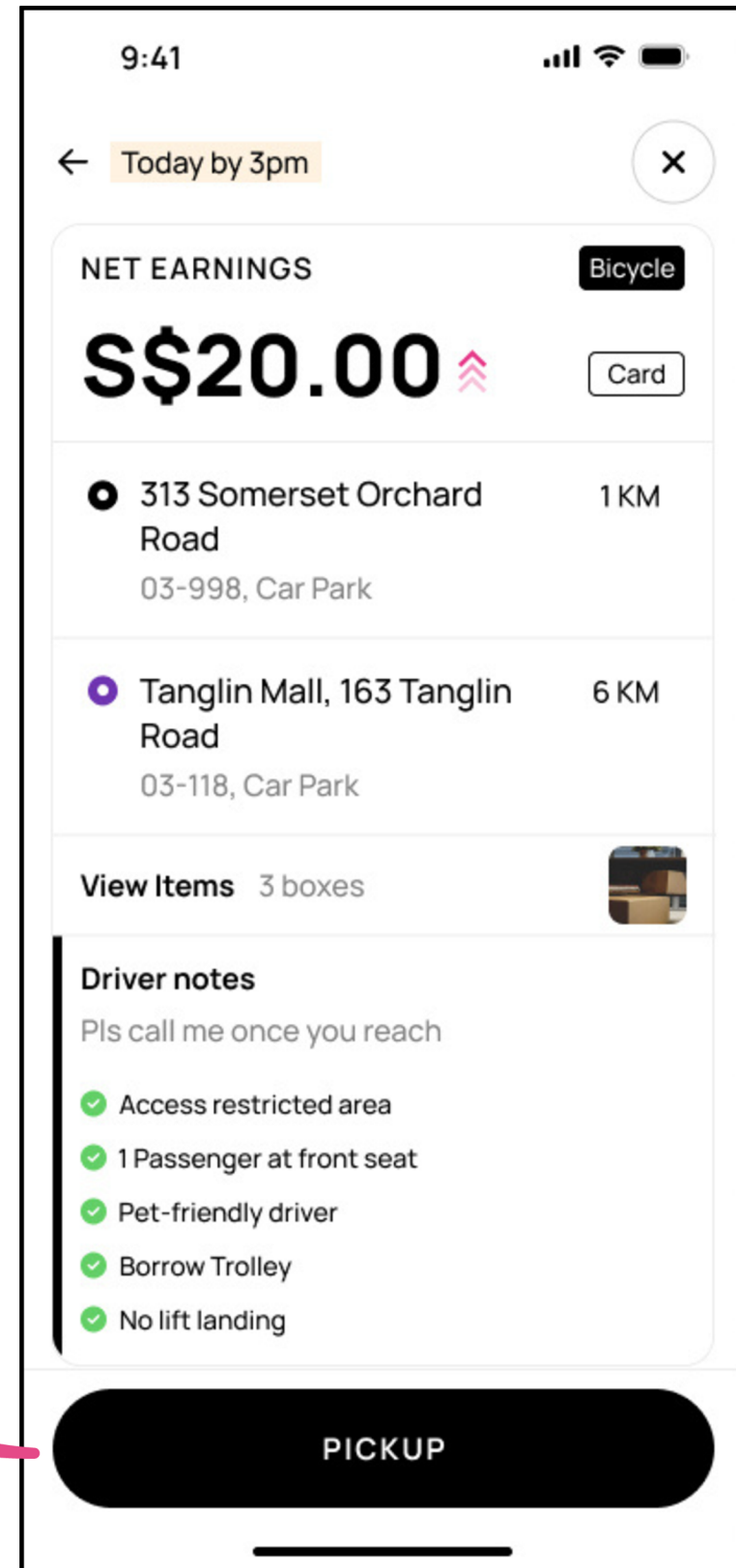
Accept the
selected job



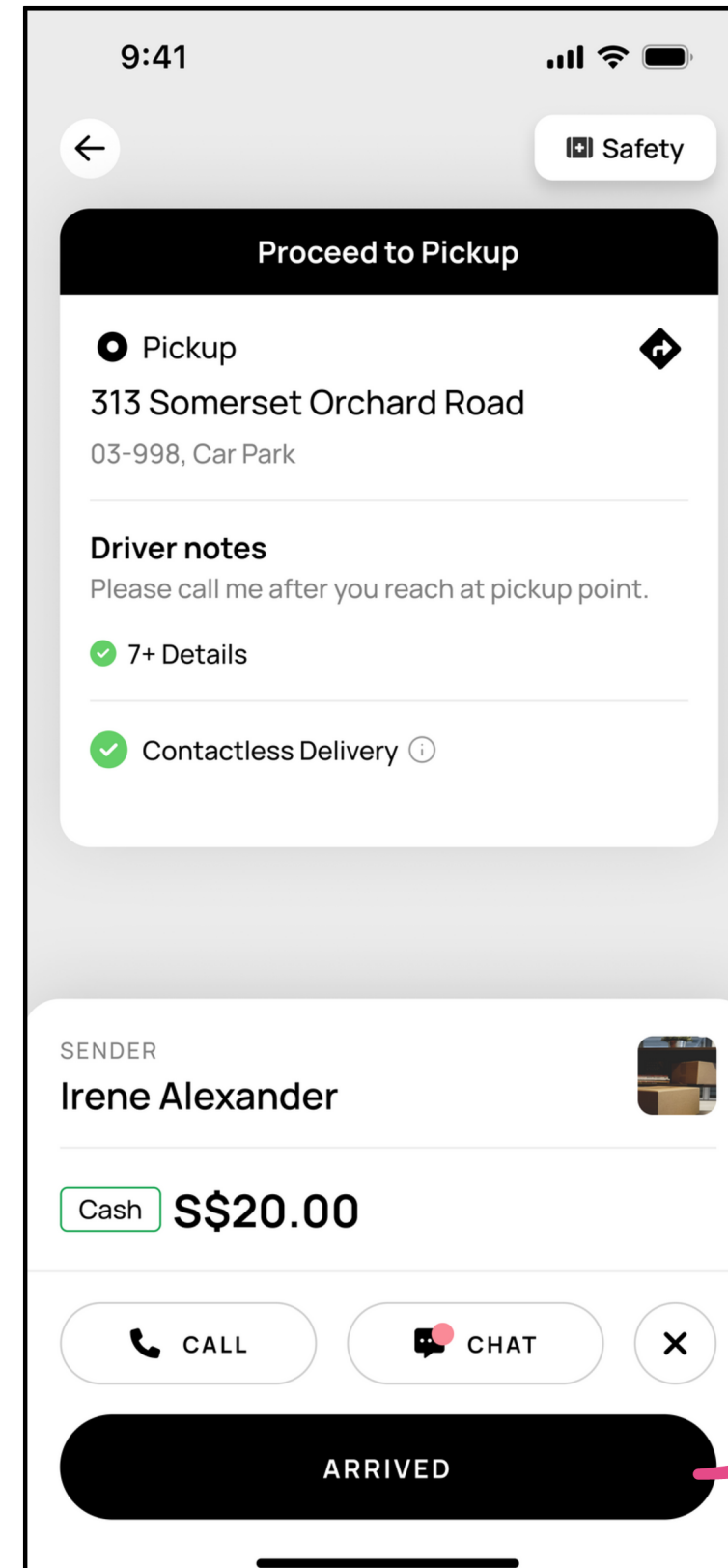
View your ongoing
jobs

Order Pickup Tutorial

Click Pickup and proceed to the pickup point

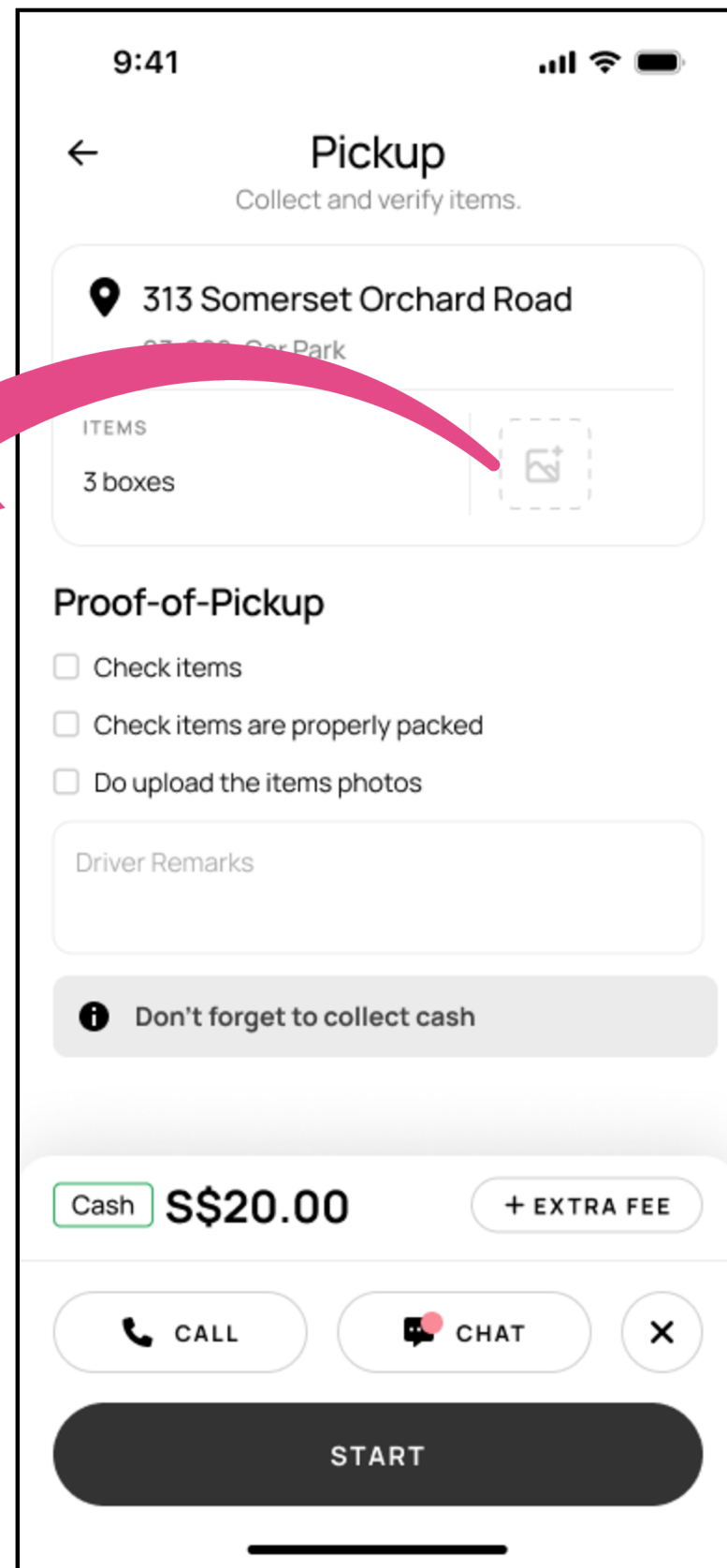


Click here once you arrive at the pickup point



Order Pickup Tutorial

Click the icon and upload an image of the parcel



9:41

← Pickup
Collect and verify items.

📍 313 Somerset Orchard Road
03-998, Car Park

ITEMS
3 boxes

📷

Proof-of-Pickup

- ☐ Check items
- ☐ Check items are properly packed
- ☐ Do upload the items photos

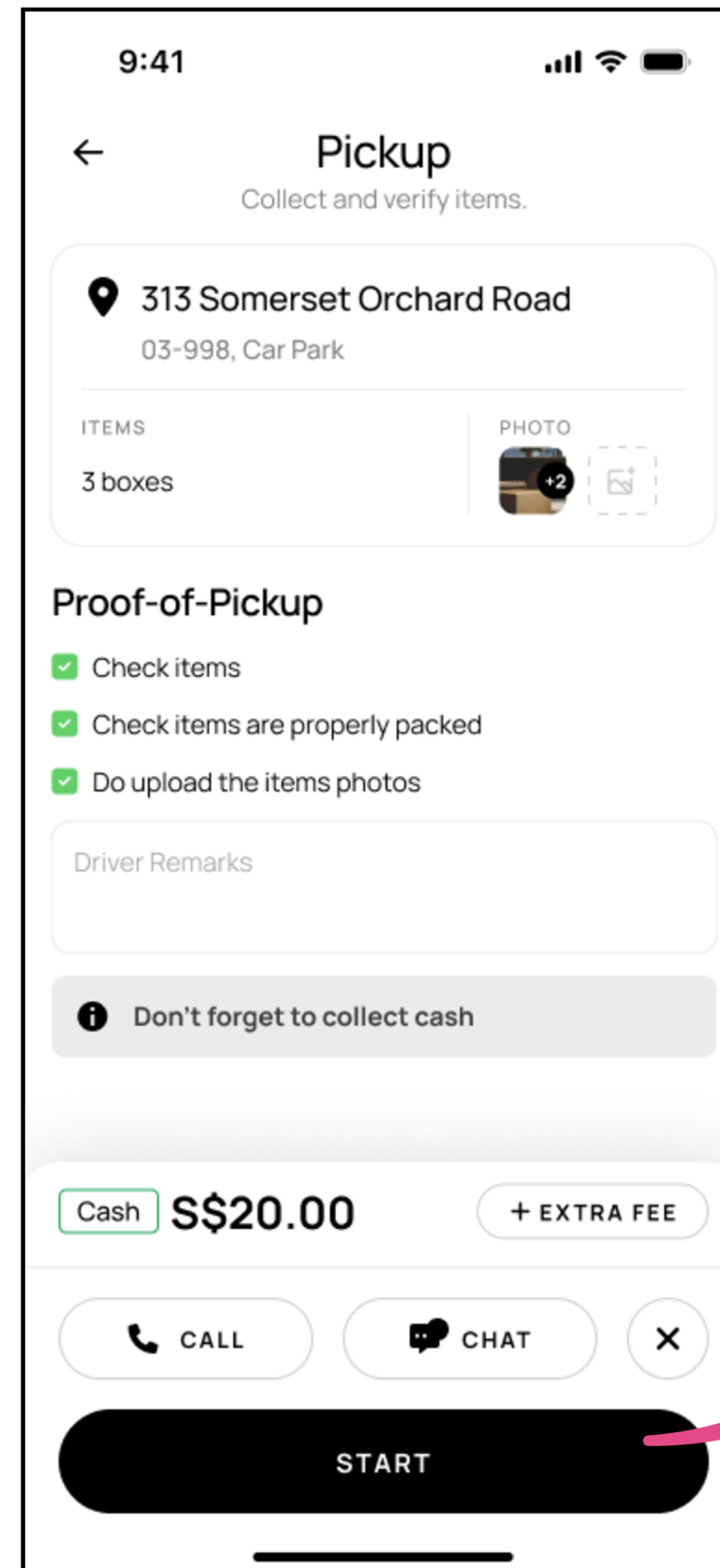
Driver Remarks

📢 Don't forget to collect cash

Cash S\$20.00 + EXTRA FEE

📞 CALL 🗨️ CHAT ✕

START



9:41

← Pickup
Collect and verify items.

📍 313 Somerset Orchard Road
03-998, Car Park

ITEMS
3 boxes

PHOTO
📷 +2

Proof-of-Pickup

- ☒ Check items
- ☒ Check items are properly packed
- ☒ Do upload the items photos

Driver Remarks

📢 Don't forget to collect cash

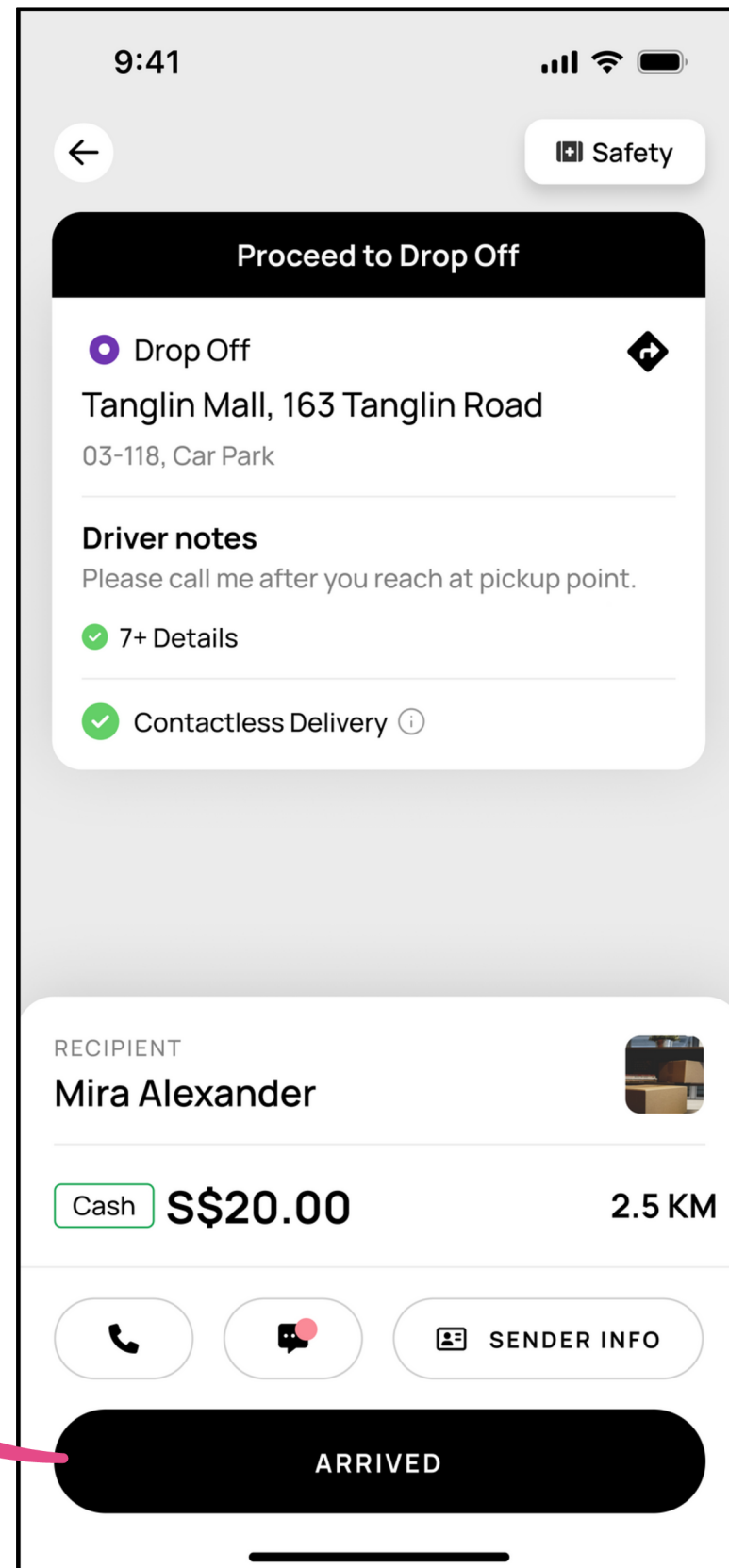
Cash S\$20.00 + EXTRA FEE

📞 CALL 🗨️ CHAT ✕

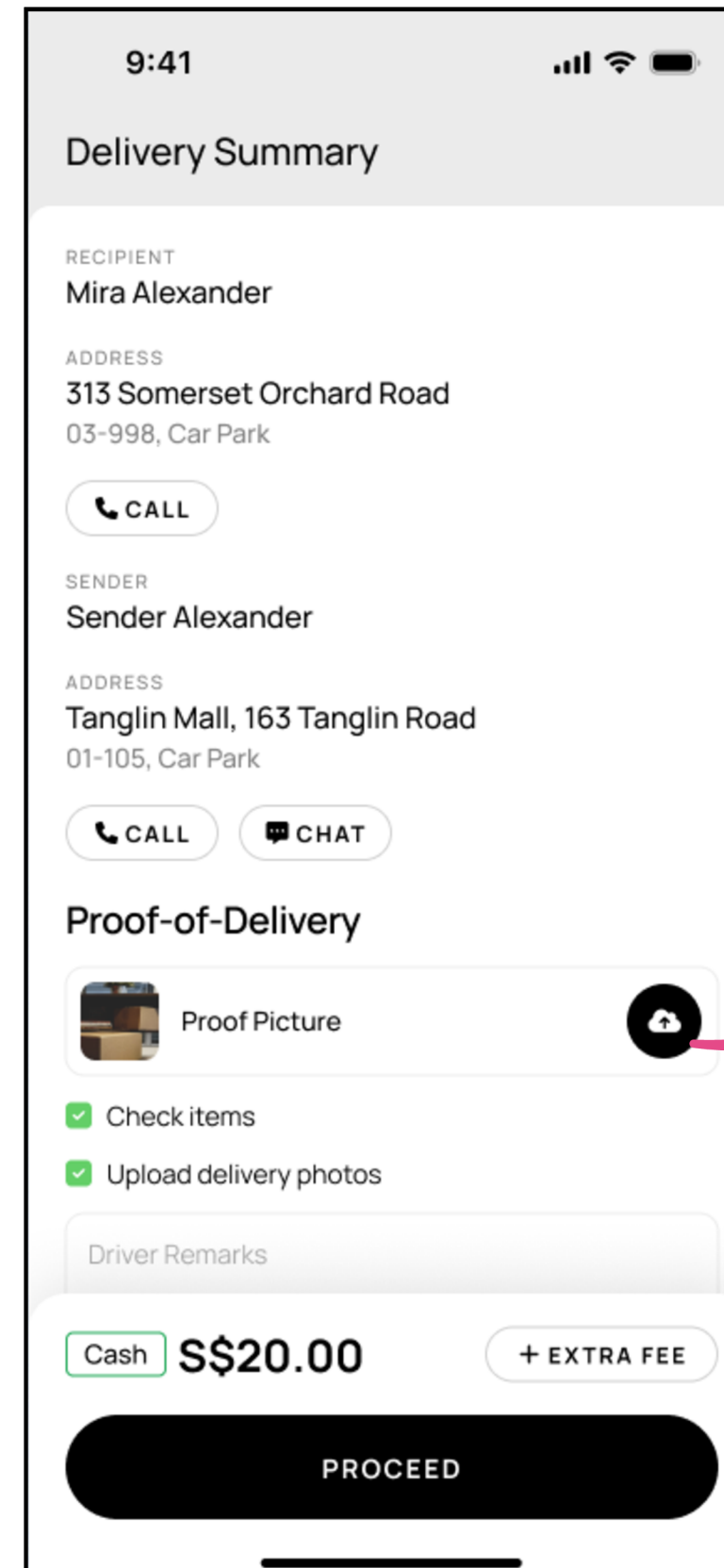
START

Review all details and click Start to proceed with the parcel delivery

Order Pickup Tutorial



Click here once you have arrived at the drop-off point



Upload a Proof-of-Delivery picture and remember to collect payment if it's a cash job

Order Completion Tutorial

Cash Payment

Collect the payment from the customer when you deliver the item.

Review all job details and click Done to complete the job

9:41

← Delivery Summary

RECIPIENT
Mira Alexander

ADDRESS
69 Ubi Road 1, #02-11 Oxley Bizhub Singapore

COLLECT CASH
S\$20.00
Monday, 12 Sep 2024 • 12:30 PM

Rate Delivery
★★★★☆

Courteous Considerate Paid On Time

Location Accuracy Punctuality

SHARE WITH US
Fill your suggestion or comments

REPORT AN ISSUE

DONE

Card Payment

Your payment will be credited to your wallet after the order is completed. No cash collection is required.

Review all job details and click Done to complete the job

9:41

← Delivery Summary

RECIPIENT
Mira Alexander

DELIVERY COMPLETED
S\$20.00
Monday, 12 Sep 2024 • 12:30 PM

Tips Received **S\$ 3.50**

Rate Delivery
★★★★☆

Courteous Considerate Paid On Time

Location Accuracy Punctuality

SHARE WITH US
Fill your suggestion or comments

REPORT AN ISSUE

DONE

Handling Suspicious or Fraud-Related Items

If you suspect that an item or order may be restricted or fraud-related, follow the steps below immediately. Do not attempt to complete the delivery.

1. Suspicious or Fraud-Related Items (Dangerous or prohibited goods)

If you believe the item may fall under the dangerous or prohibited goods category:

- Do not proceed with delivery.
- Submit a ticket through the app.
- Bring the item to the Geolah office immediately.

Examples of restricted or prohibited items include (but are not limited to):

- Explosive or flammable substances
- Alcohol, food & beverages, groceries

- Livestock (any animals or pets)
- Musical instruments, plants, or flowers

- Narcotics and psychotropic substances
- Obscene or immoral materials

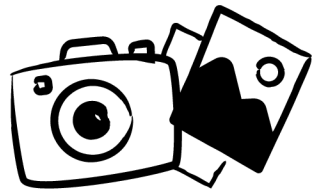
- Coins, bank notes, or high-value valuables
- Gold, jewellery, watches, precious stones, gems

- Art pieces, artefacts, or luxury goods
- Mails, letters, or sensitive documents
- Personal effects (e.g., household items during removal)

2. How to handle a road accident

In the event of a road accident while on duty:

- Check for injuries and ensure everyone is safe.
- Turn on your hazard lights and move to a safe location if possible.
- Call emergency services (999) if needed.



Take clear photos of:

- Vehicle damage
- Road condition
- License plates of involved vehicles



Exchange details with the other party:

- Name
- Contact number
- Insurance details



Report the accident to:

- Your insurance provider
- Geolah support team within 24 hours via the app or hotline.

Failed Delivery Procedures

First Delivery Attempt:

- Driver attempts delivery at the provided address.
- If delivery fails due to recipient not available, incorrect address, or access issues:
 - Wait for up to 10 minutes and try to contact sender and recipient.
 - If unable: Mark the delivery as "Failed – No Recipient/Undeliverable" in the app.
- Capture proof (photo, time stamp, delivery note left).

Notify Customer Immediately:

- Send a message to both sender and recipient (SMS or Whats App or In App Notification) with the reason for failed delivery.

Return to Sender:

- Return the parcel to the sender.
- Log all actions and update the system.

Section 4

App Wallet



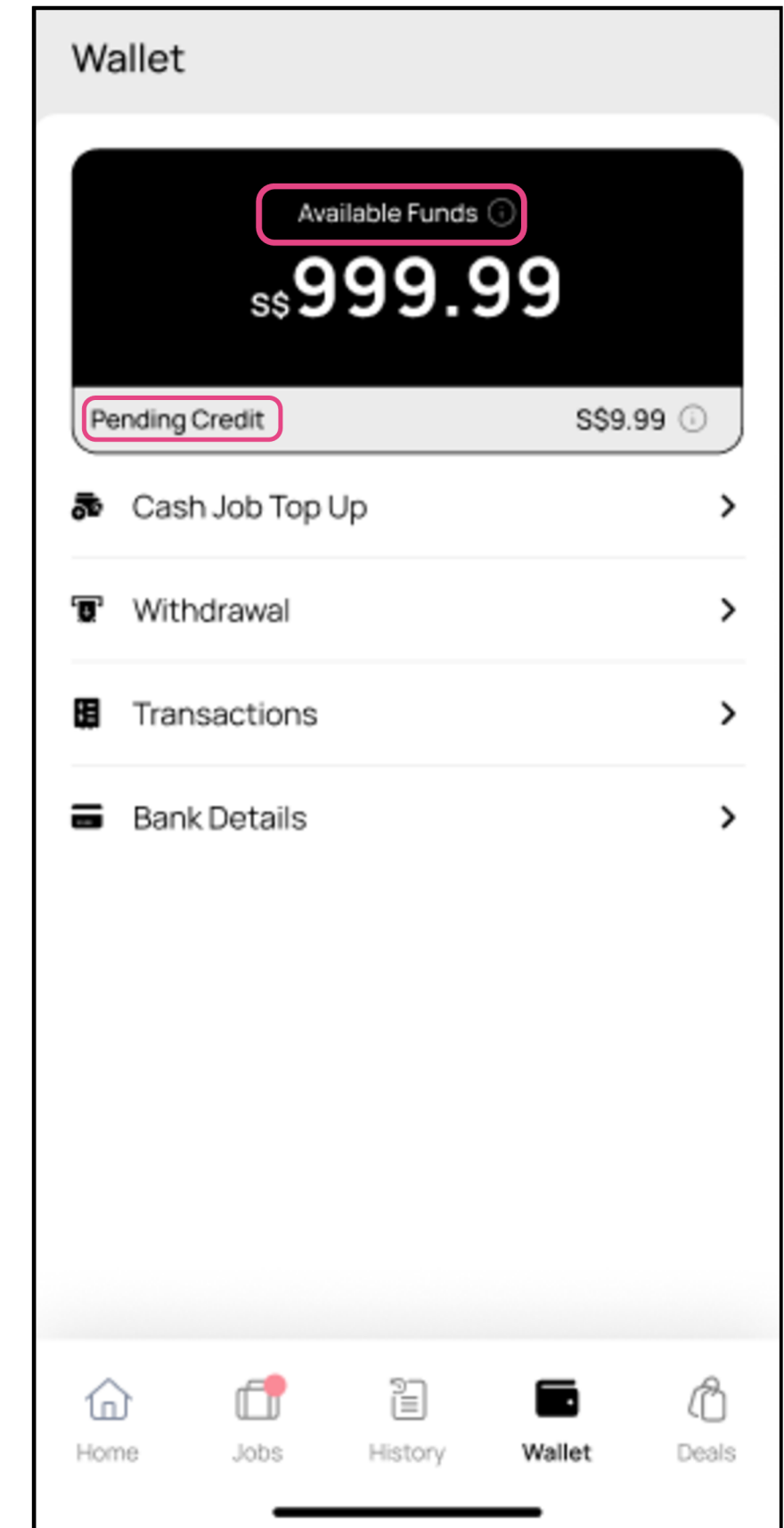
Wallet

- **Available Funds**

- This shows the amount you can withdraw, including your trip earnings and top-ups.
- We recommend keeping at least \$10 in your cash wallet so you can continue receiving cash jobs.

- **Pending Credit**

- This amount is pending verification. Once the review is complete, it will be moved to "Available Funds."



Top-up

- Drivers need to maintain a wallet balance to accept cash jobs, as the system deducts commission from the wallet for each cash trip.
- Indicate the amount and choose the card to top up with.

Add Card Details

- Adding a new card
 - Indicate Card Number
 - Expiry Date
 - CVV
- Save card details
- You may add multiple cards

Top Up

All cash top-up amounts are withdrawable anytime.

S\$5 S\$10 S\$20

SELECT CARD

☐ VISA 12** **** **42

☐ 12** **** **42

ADD CARD +

PROCEED

Add Card Details

CARD NUMBER

E.g. XXXX XXXX XXXX XXXX

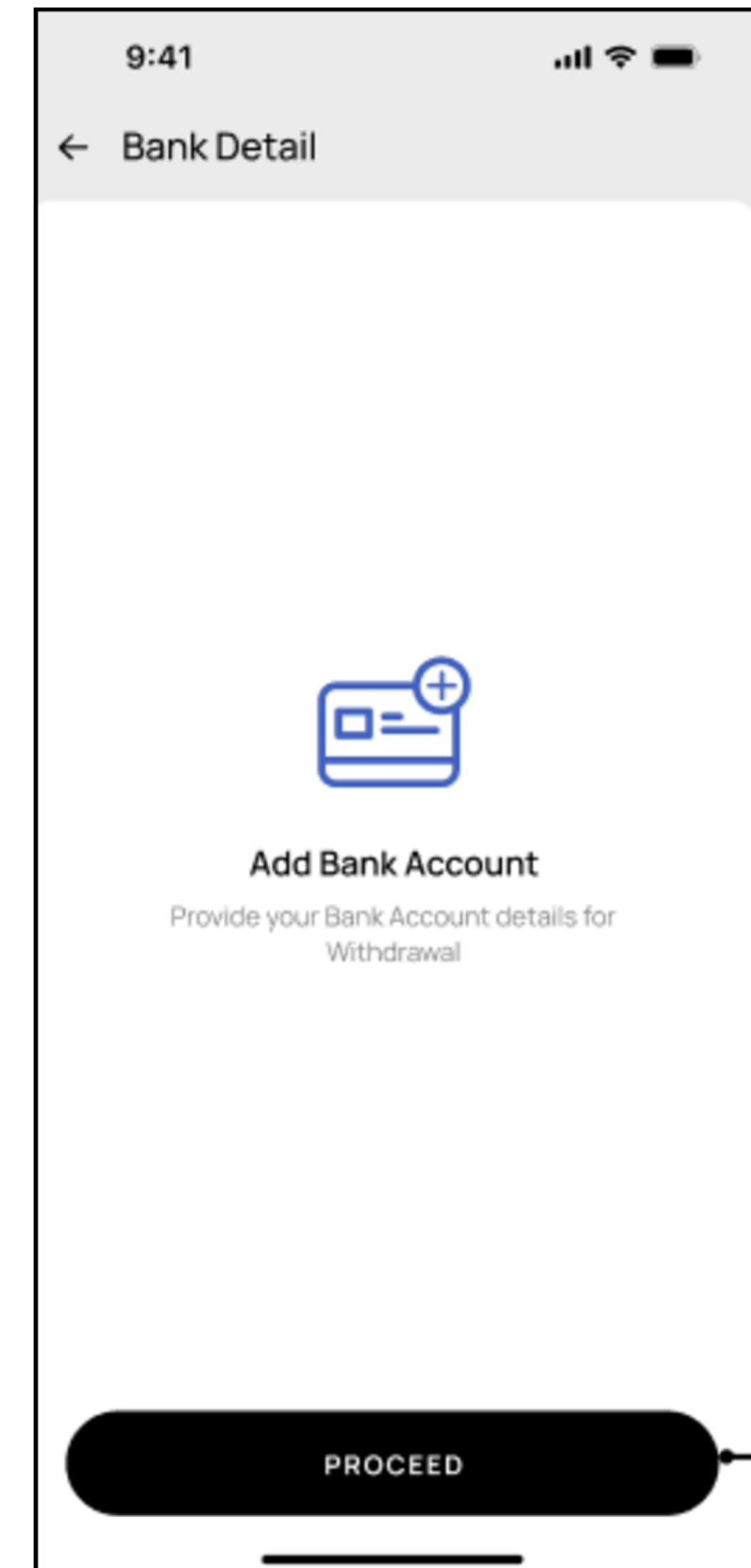
EXPIRY DATE CVV

mm/yy XXX

SAVE CARD

Bank Detail

- You will be required to provide the following information:
 - Account Holder Name
 - Account Number
 - Bank Name
 - Bank Statement (showing the account holder's name and account number)



Withdraw Your Earnings

Withdrawal request

- Indicate amount to withdraw and choose
 - 1 Business Day (\$0.50 transaction fee)
 - 3 Business Days (\$0.30 transaction fee)
- **\$10 Available balance**
 - Make sure your account has at least \$10 available, as the platform fees will be deducted automatically after you complete a cash job.

Withdrawal Request

i We recommend keeping \$10 in your cash wallet to continue receiving cash jobs and enjoy all trip bonuses and incentives.

Available Funds S\$120.00

S\$ 0.00

SELECT

☒ **Fast within 1 business day**
S\$0.50 transaction fees applies for every cash out

☐ **Regular within 3 business days**
S\$0.30 transaction fees applies for every cash out

CONFIRM

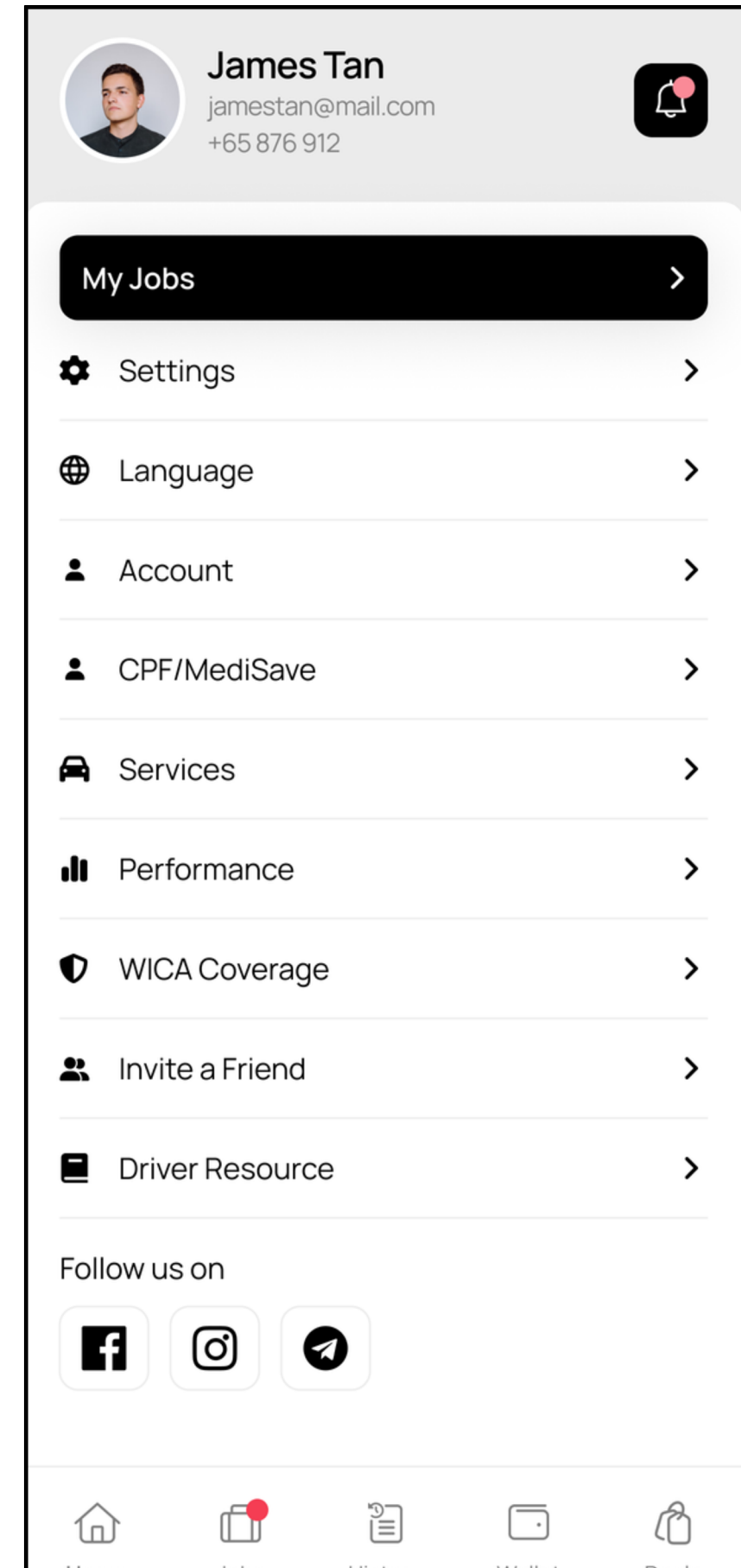
Section 5

Drive Profile & Job History



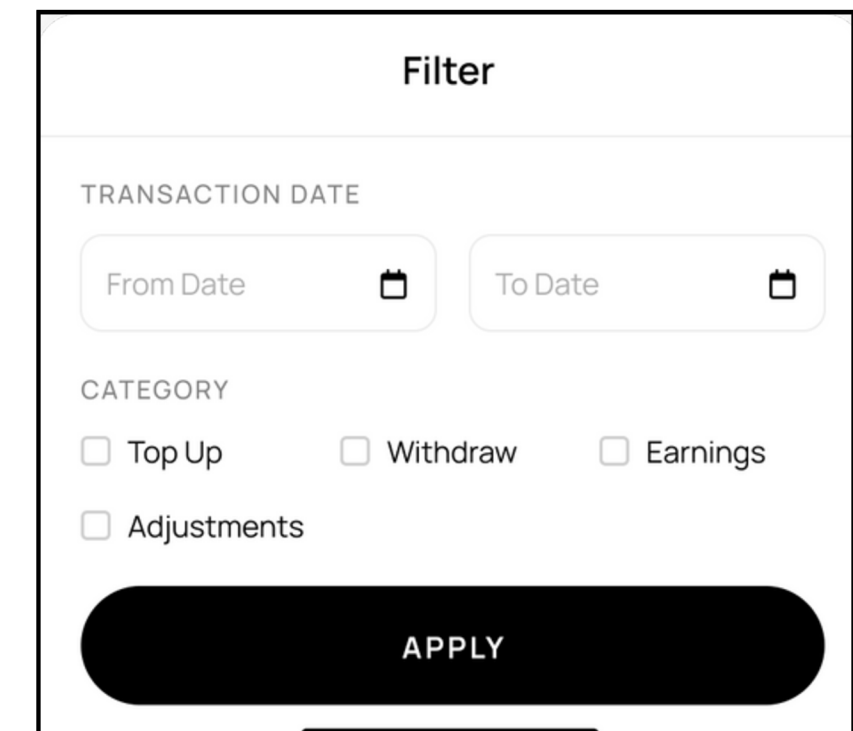
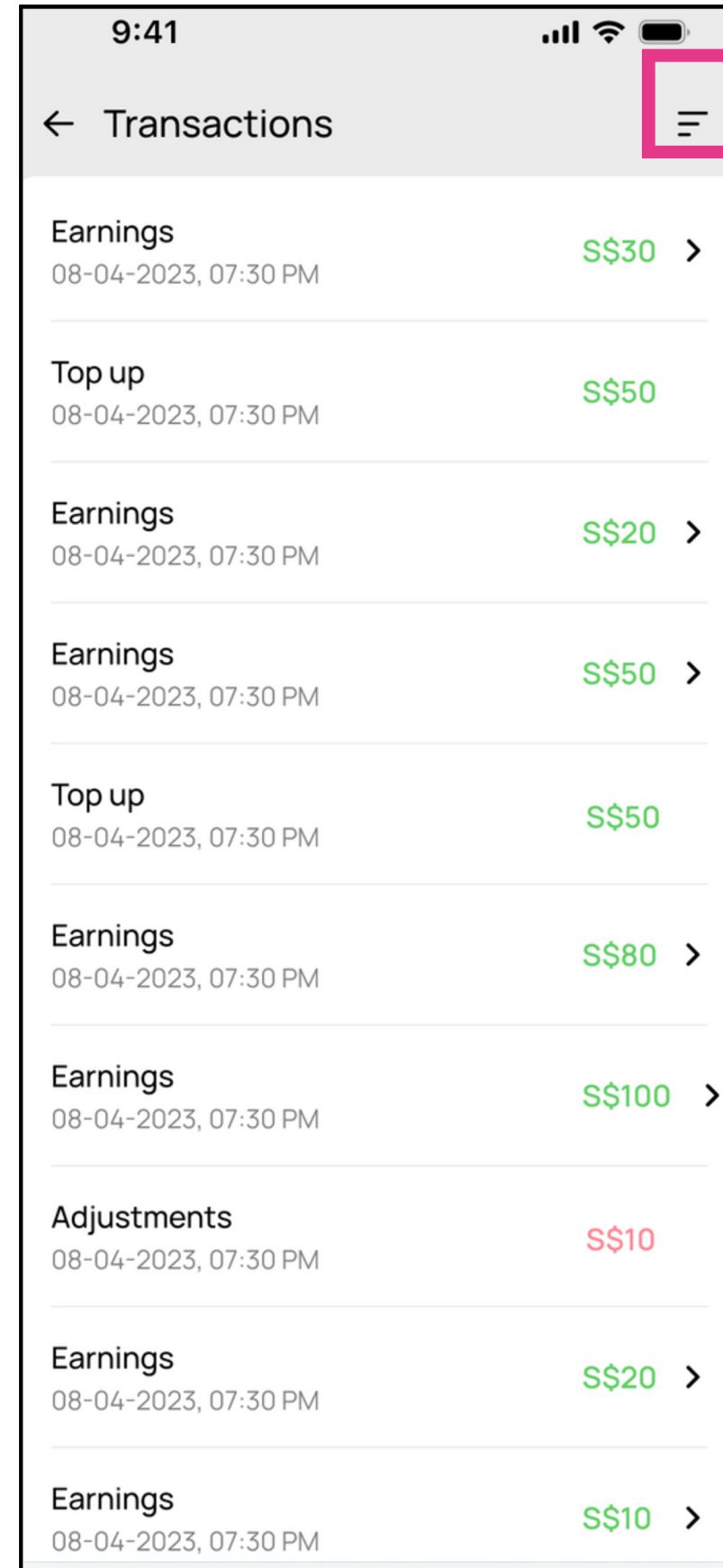
Driver Profile

- **This Profile page is where you may view and manage everything about your account.**
 - Past Jobs
 - Insurance Details
 - CPF & WICA Information
 - Account Information
 - Services and Preferences
 - Etc



Job History

- **Transactions**
 - View all past transactions
- **Filter**
 - By date
 - By transaction type
 - By category



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:

[Geolah Website](#)

Write to us:

support@geolah.com

Questions for us:

[Rides](#)

[Delivery](#)