



# Drivers Handbook

## Ride Hailing

- Introduction
- App Features
- Completing Jobs (PHV & Taxi)
- App Wallet

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

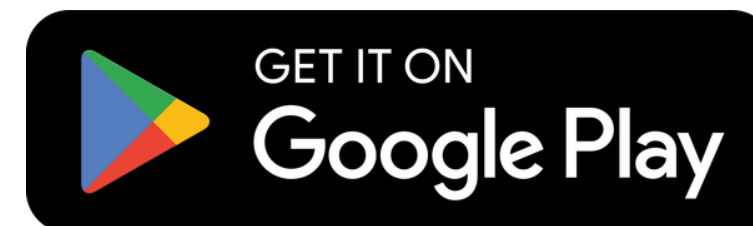
## **Vision**

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

# Download Geolah App



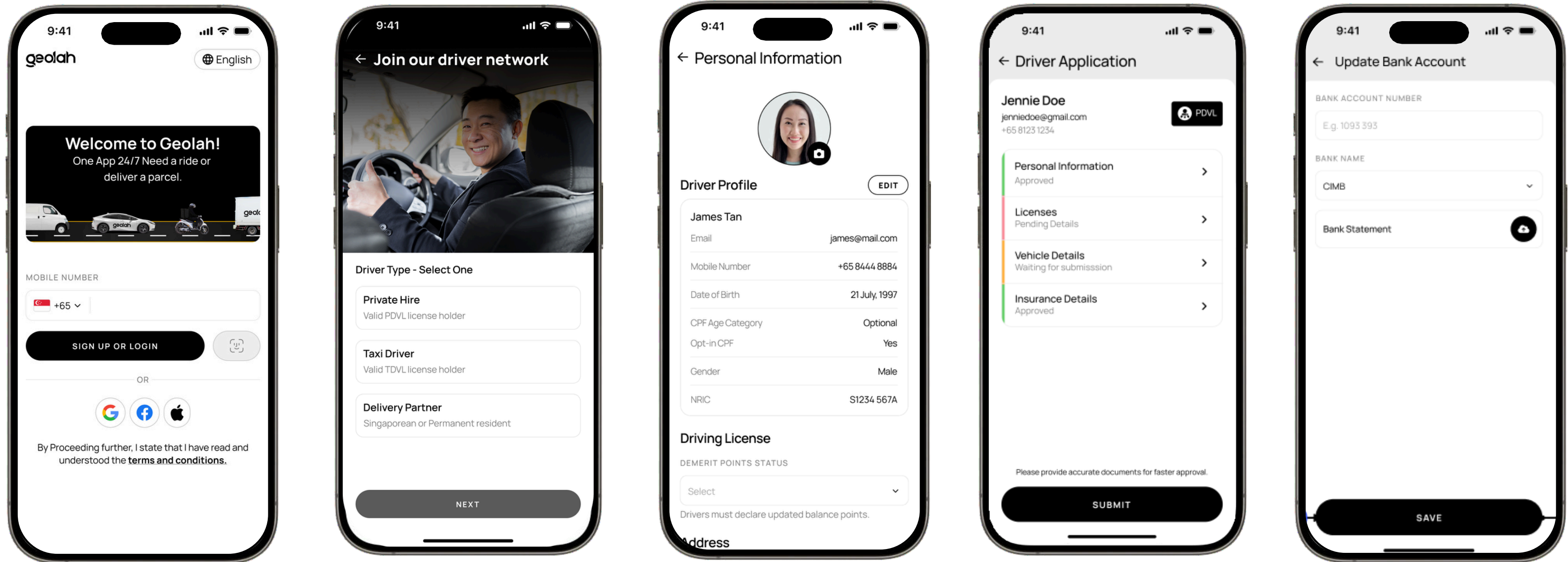
Download the **Geolah Driver app** on the Google Play Store if you're an android user or on the App Store if you're an iPhone user.



Android 9 and above



IOS 13 and above



# Sign-up & Onboarding

geolah

1. On the first screen after opening the app, users are required to enter their phone number to receive an OTP and proceed to the registration form.
2. Select your preferred vehicle.
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

\*Criteria: Singapore Citizen/PR with a valid vocational license can apply.

| Vehicle Type     | Required Documents                                                                                                                                       |                                                                                                                                                                                                  |
|------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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> </ul> | <ul style="list-style-type: none"> <li>• PHV Car decal photo image</li> <li>• Commercial insurance (Z10/Z11)</li> <li>• Vehicle log card</li> <li>• Vocational Licence (TDVL or PDVL)</li> </ul> |
| Taxi             |                                                                                                                                                          | <ul style="list-style-type: none"> <li>• Homepage image of your mobile data terminal (MDT)</li> <li>• Vocational Licence (TDVL only)</li> </ul>                                                  |

# Our Services



## AnyGeo

Economy &  
Premium Cars.  
Up to 4 pax.



## GeoCar XL

Economy &  
Premium Cars.  
Up to 6 pax.



## GeoPets

Driver to accepts up to 2  
medium-sized pets.  
Up to 3 pax

# Service Fee

## What is a Service Fee?

The service fee helps support our platform’s operations, app improvements, and new features—benefiting both drivers and riders.

## 100% Support for Drivers - PHV and Taxi

We’re committed to rewarding our partner-drivers with more value for their work. Starting November 2025 until 31 December 2026.

| Fees         | Amount | Performance Reward                                      | Loyalty Reward                                       |
|--------------|--------|---------------------------------------------------------|------------------------------------------------------|
| Service Fee  | 5%     | Enjoy Cashback<br>Nov 2025 to 31 <sup>st</sup> Dec 2026 | Enjoy Bonus<br>Nov 2025 to 31 <sup>st</sup> Dec 2026 |
| Platform Fee | \$0.50 | all jobs                                                | all jobs                                             |

Section 2

# App Features



# Online & Offline Status

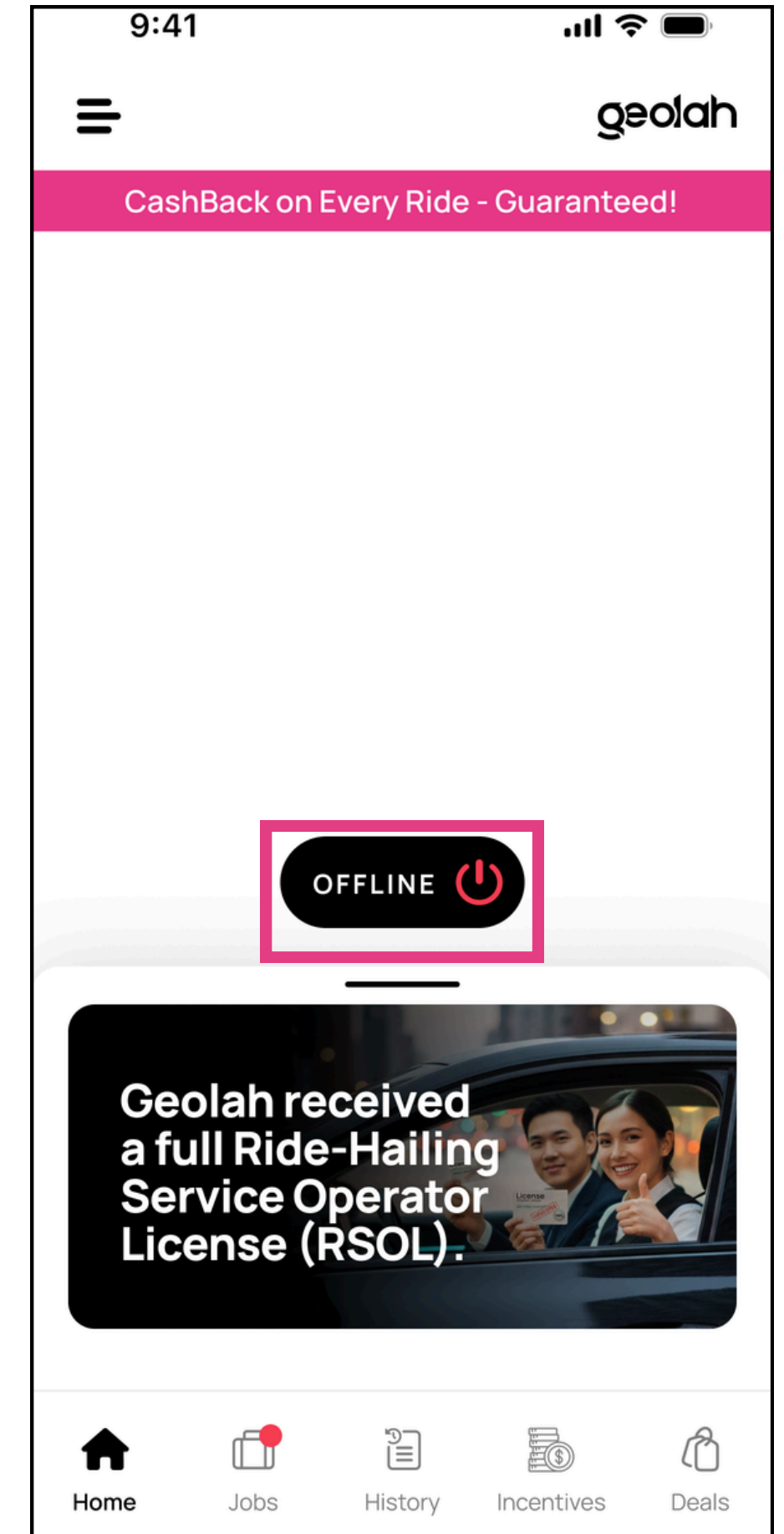
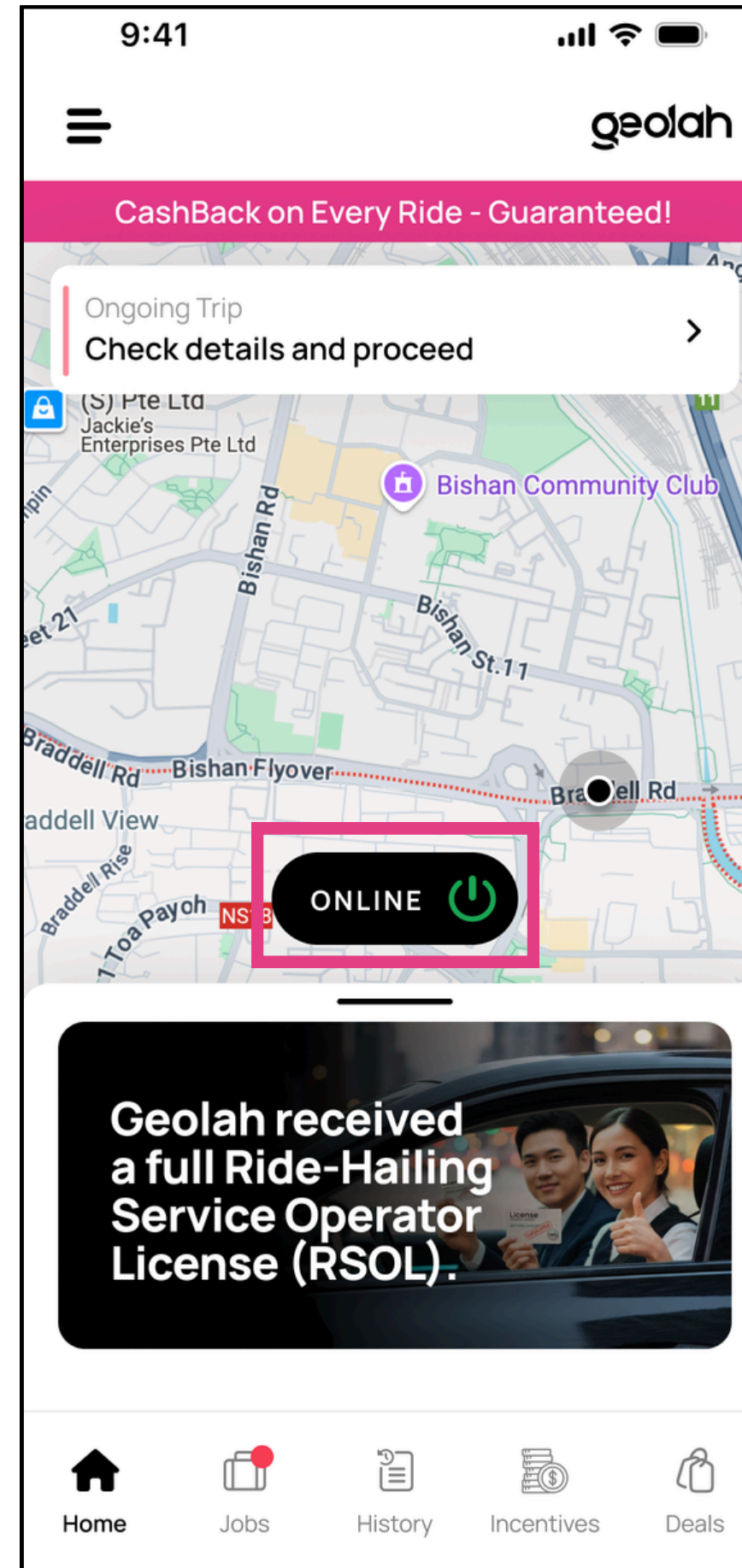
## Online

- 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*

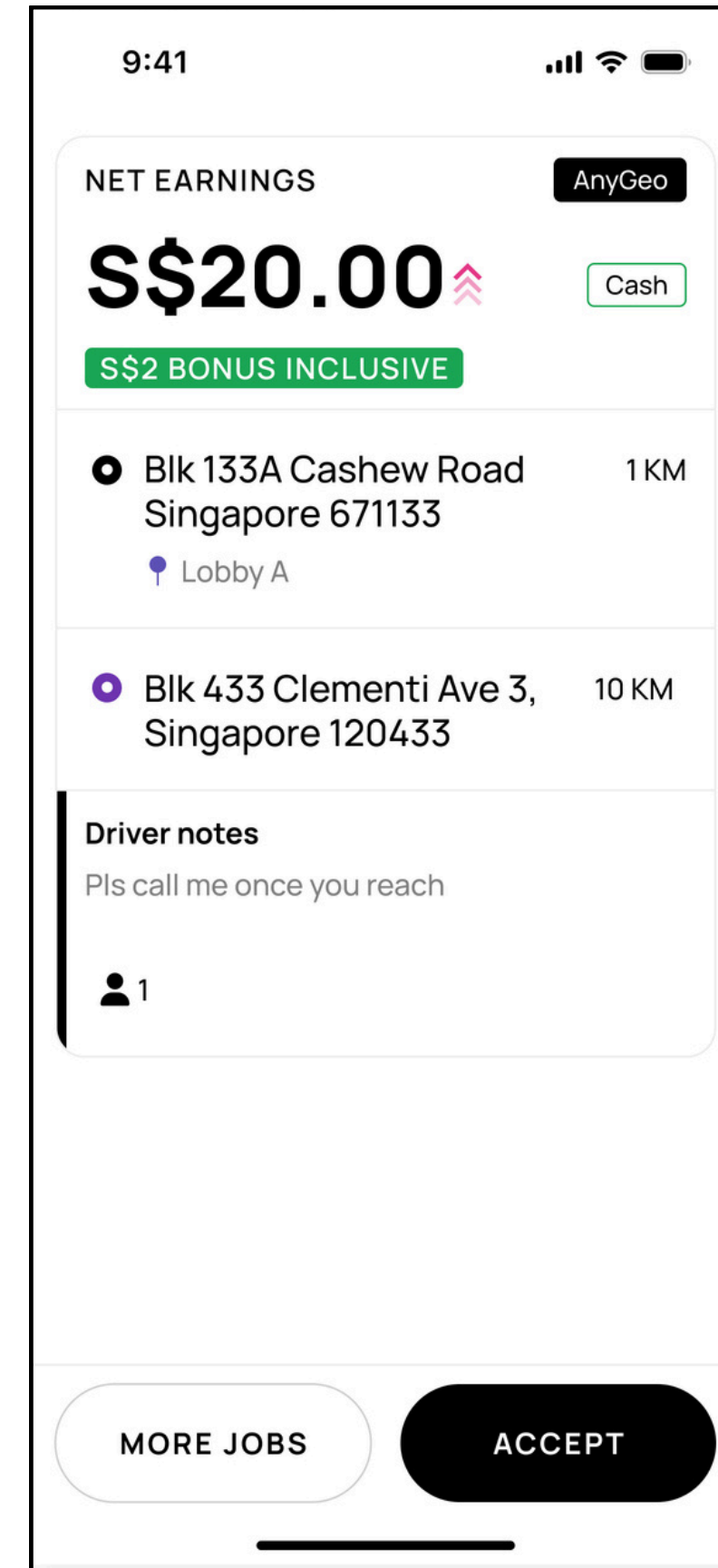


# Accept Jobs

**Step 1:** Job will show at homepage

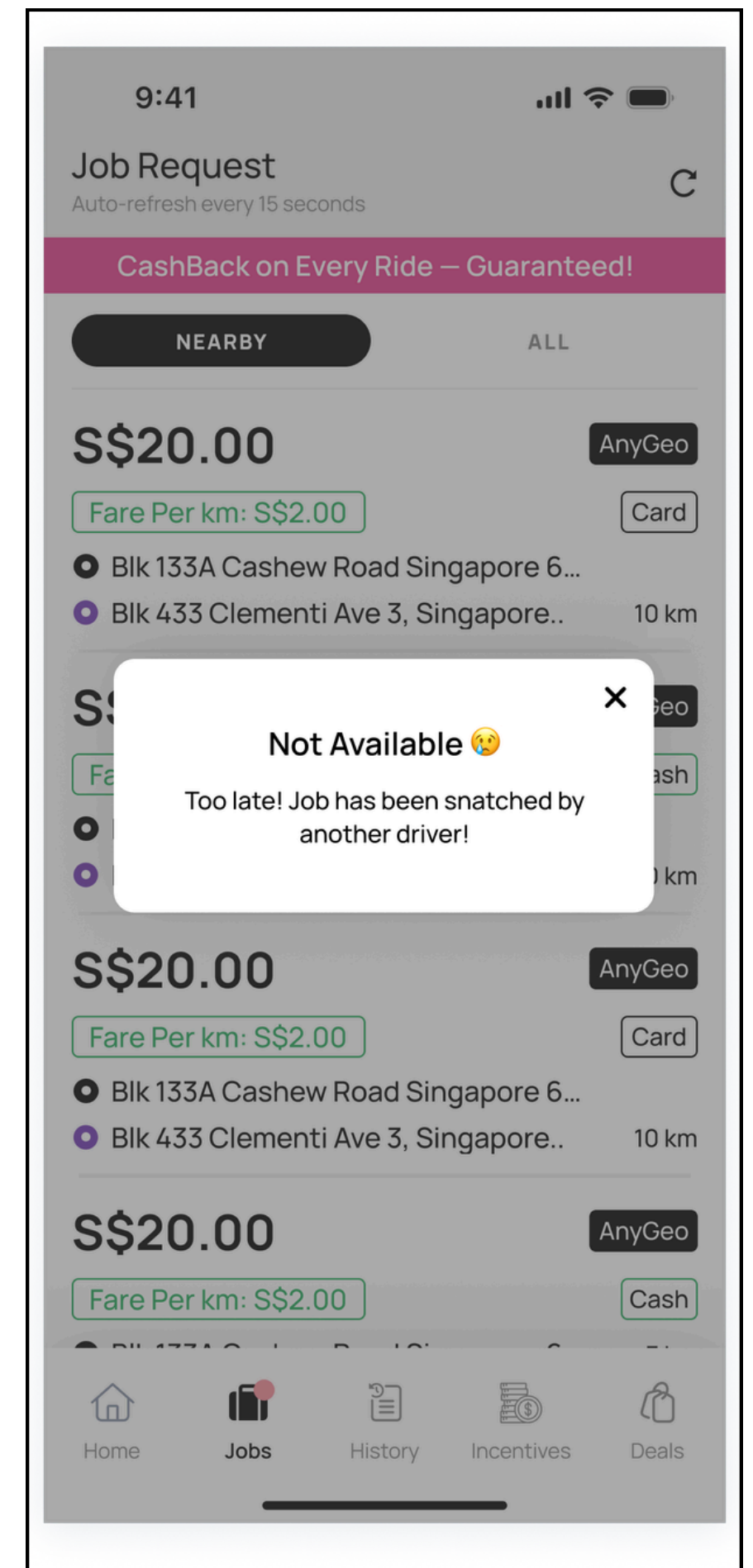
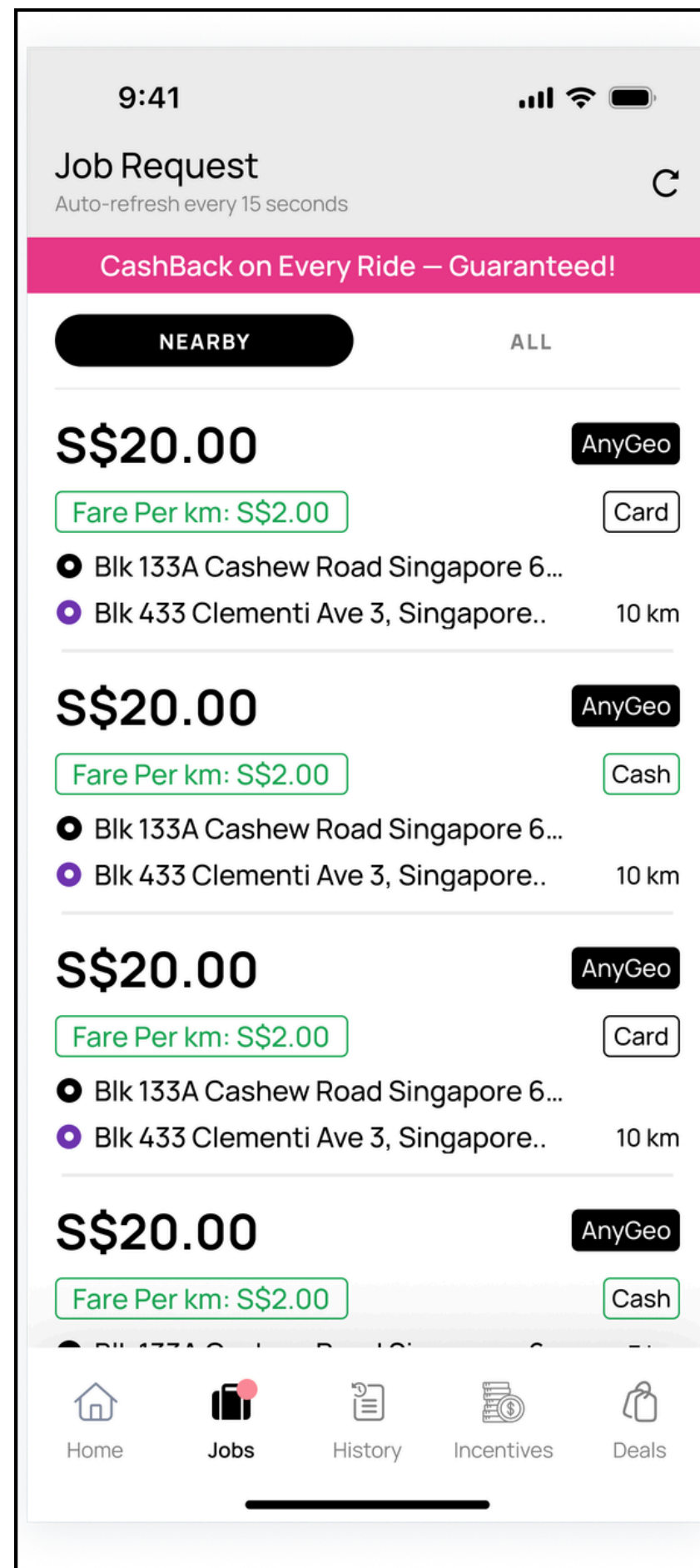
**Step 2:** Click “Accept” to accept the job

To view other available jobs, click “More Jobs”.



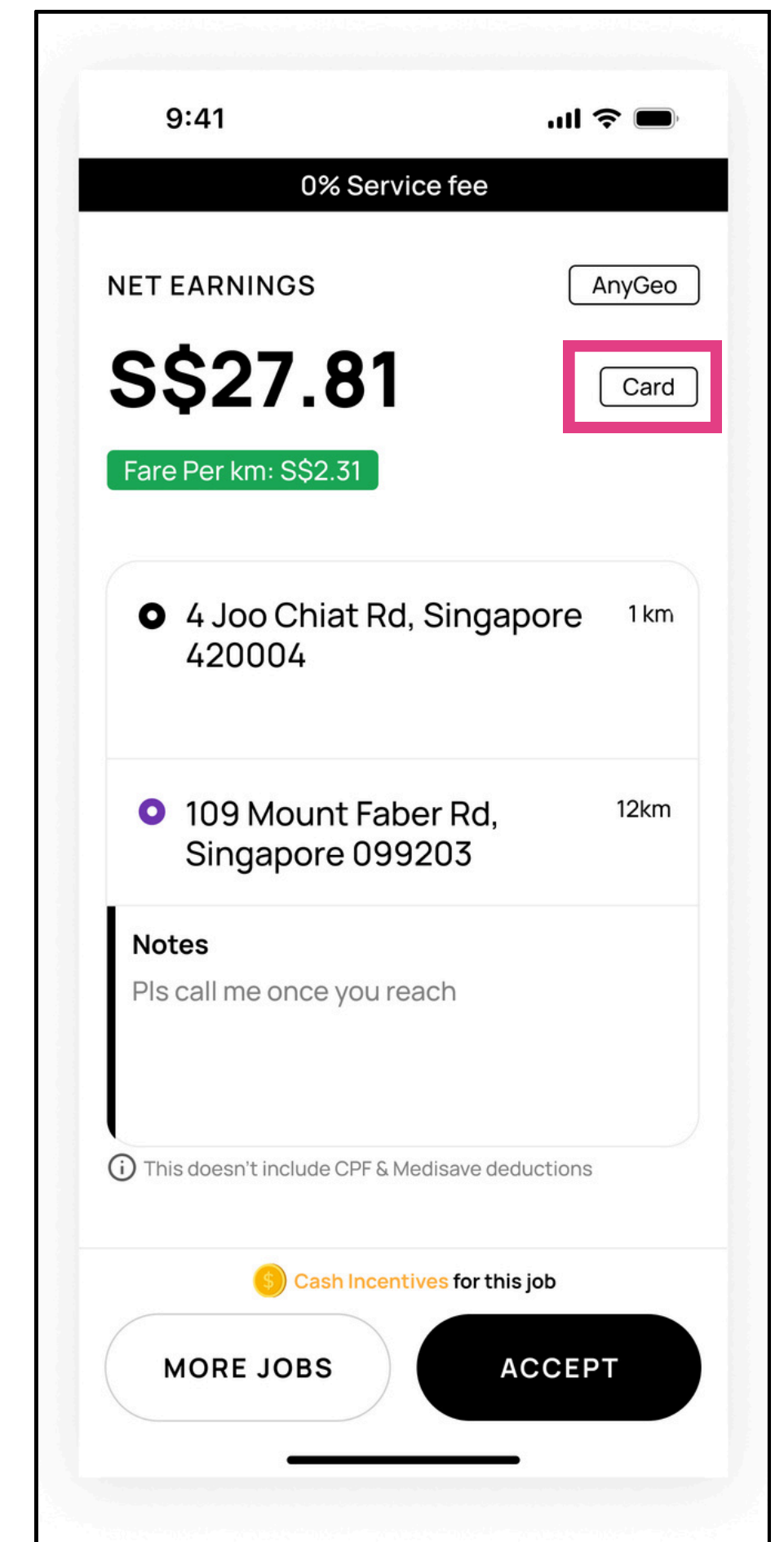
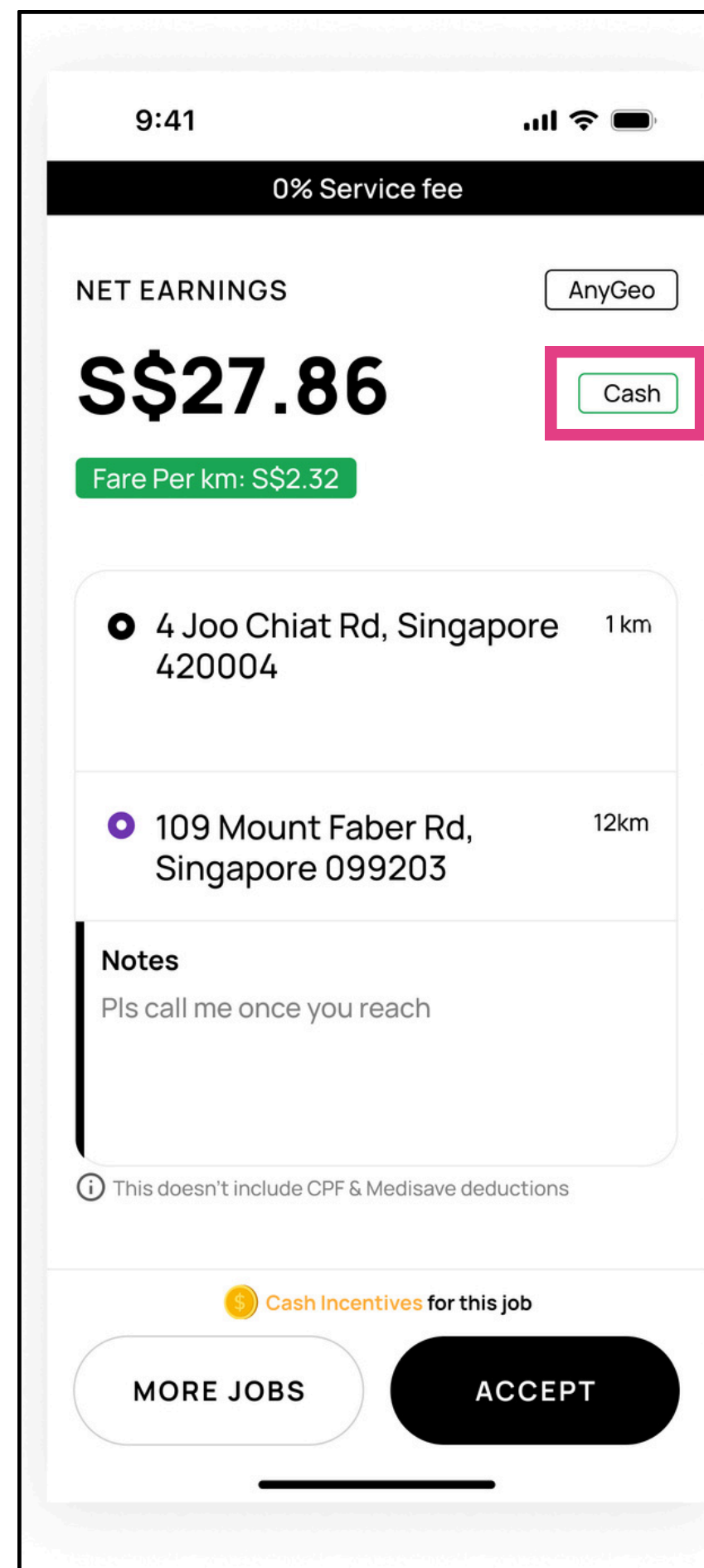
# Job Requests

- View all Job Requests
  - View by
    - All (all types of available jobs)
    - Nearby (nearby jobs based on 3km radius)
  - “Not available” - Jobs has already been accepted by other drivers.



# Ride Payment

- Please refer to the payment type shown next to the amount.
  - Cash
  - Card

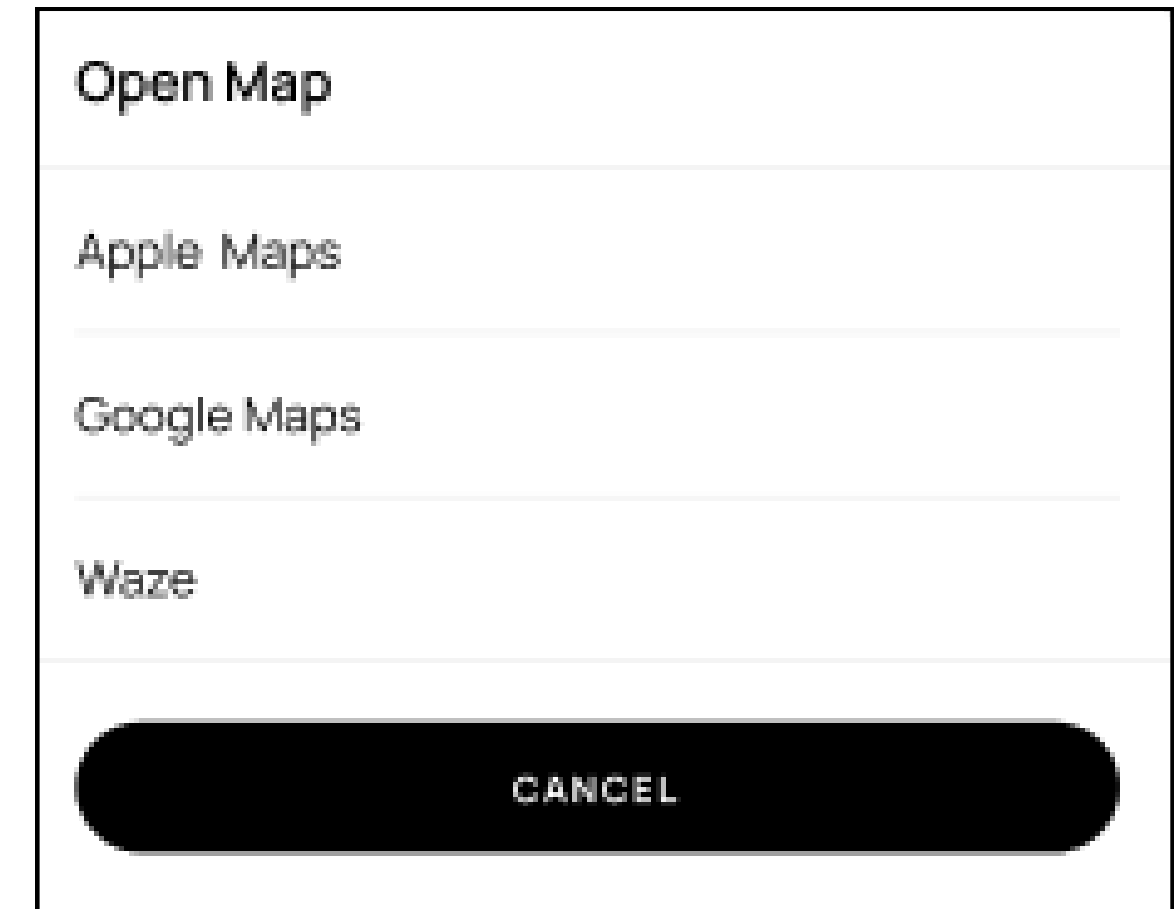
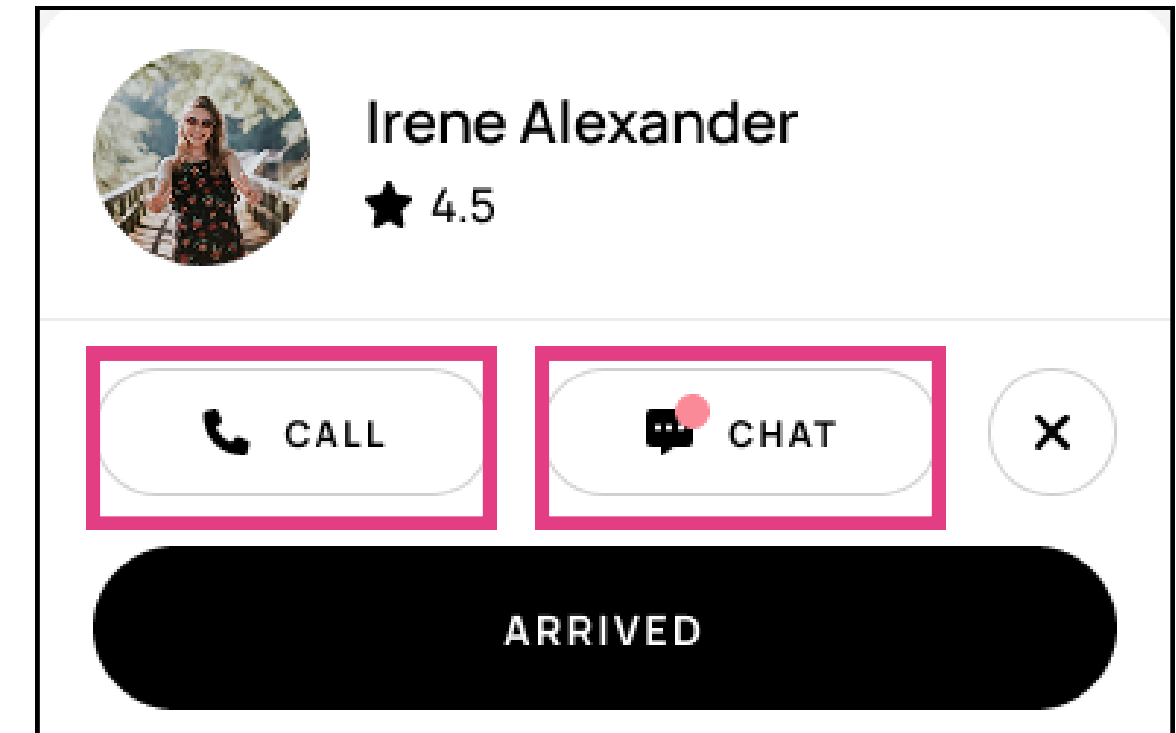
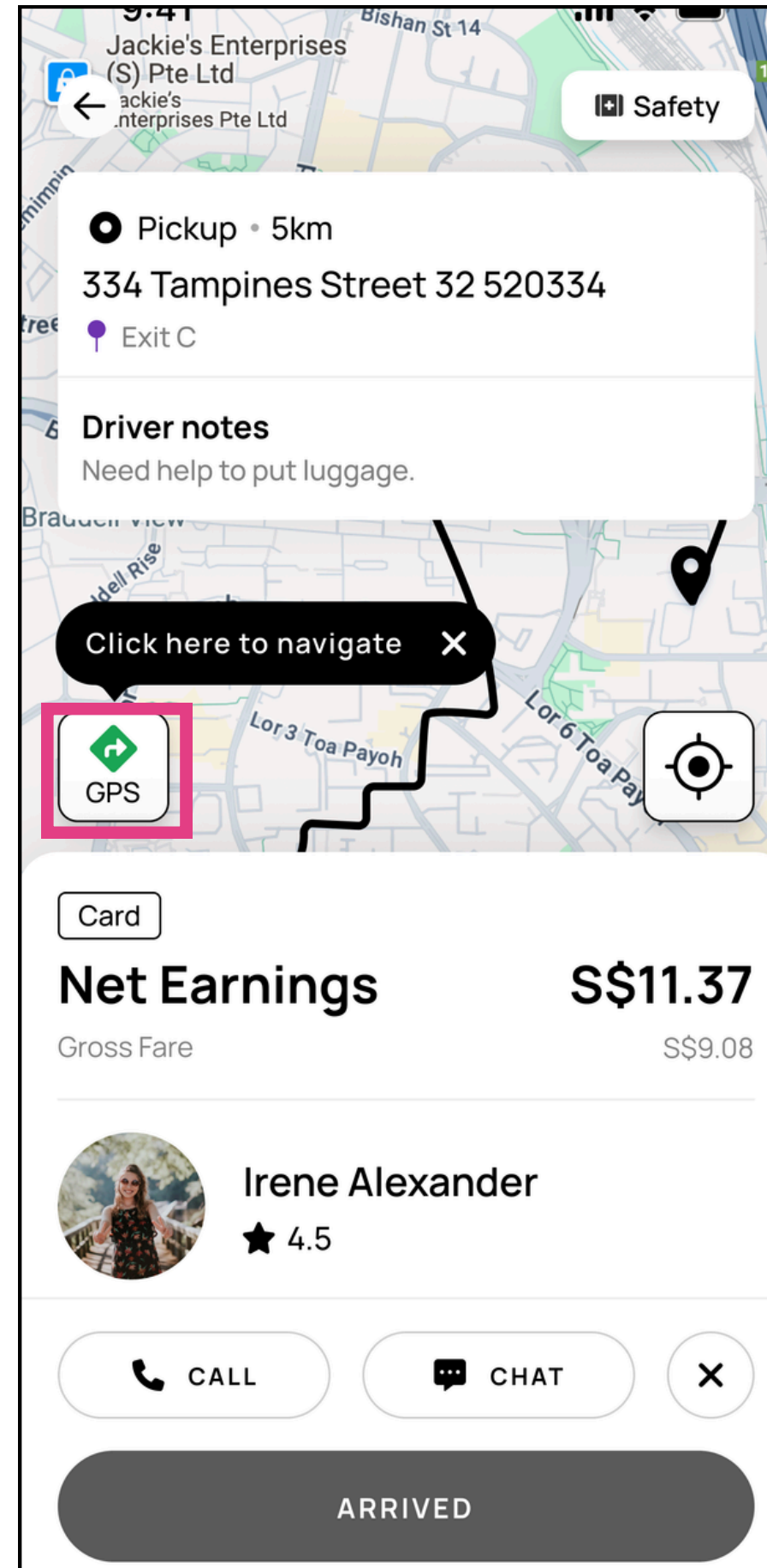


# GPS Options

- Click on the GPS Button
- A list of Map options will be given
  - Apple Maps
  - Google Maps
  - Waze

# Contacting Customer

- Call and Chat Button
  - To contact the customer during transit.
  - Do note that the call and chat button will be disabled after 24 hours upon completion of ride.



Section 3

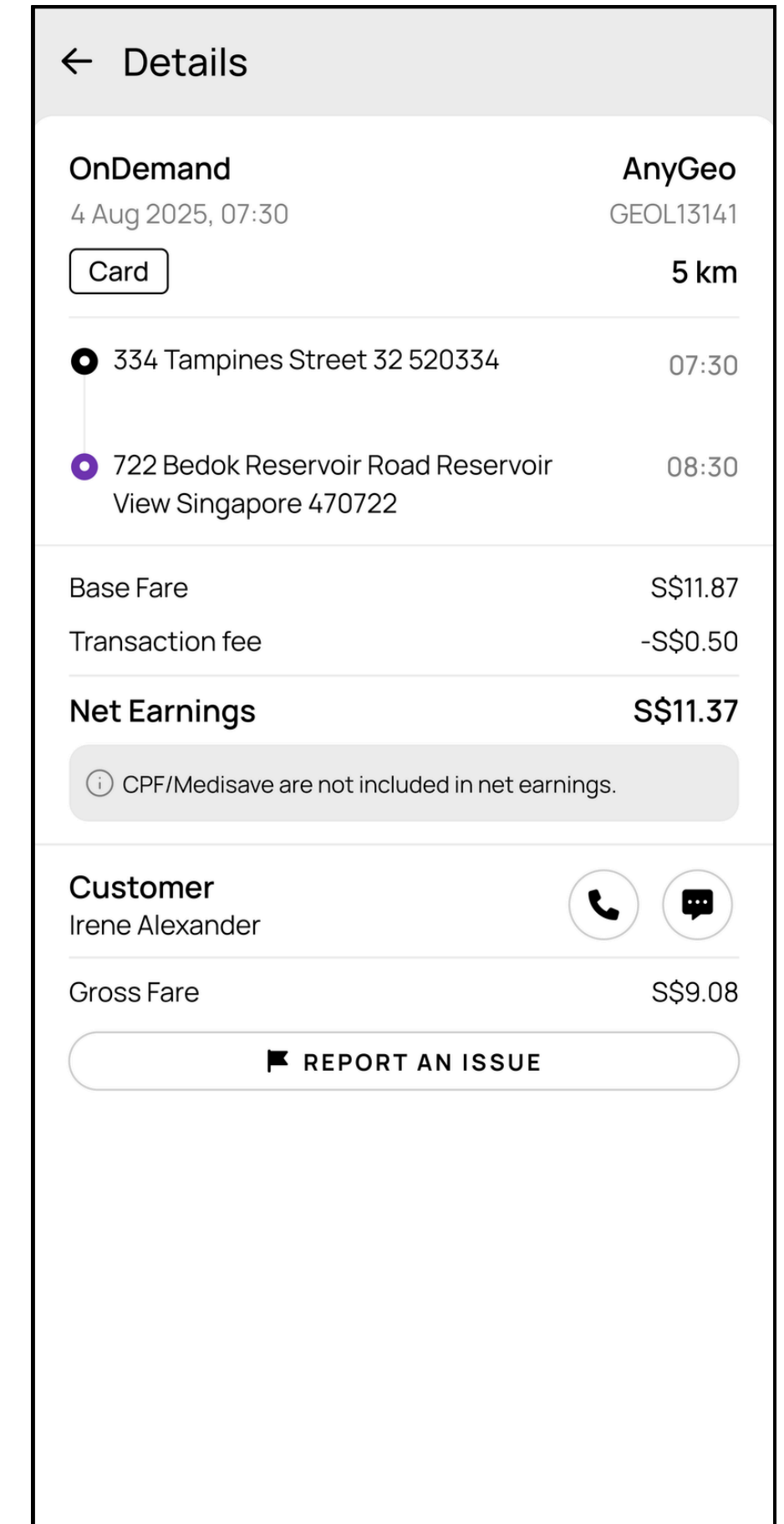
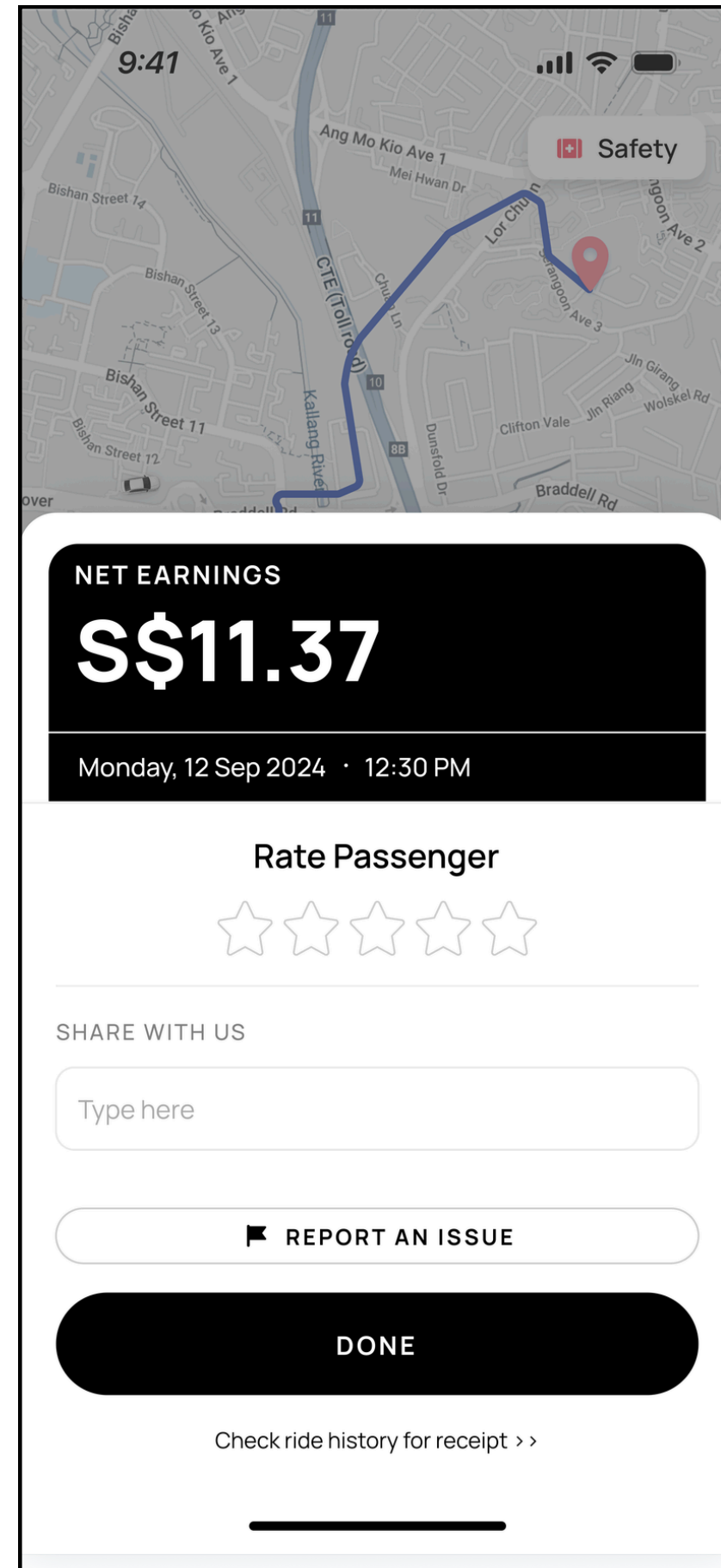
# Completing Jobs (PHV & Taxi)



# Complete Trip (Card)

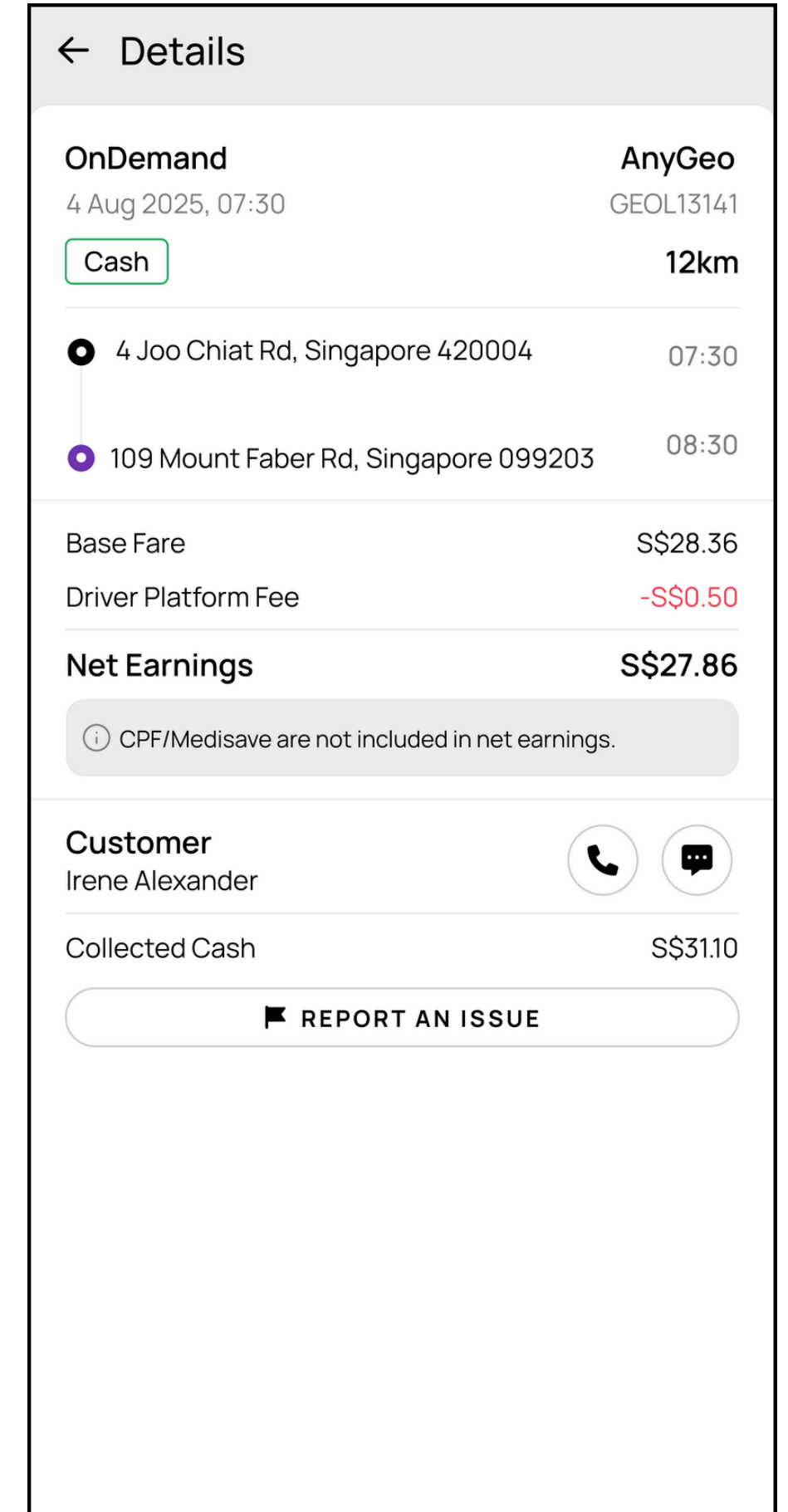
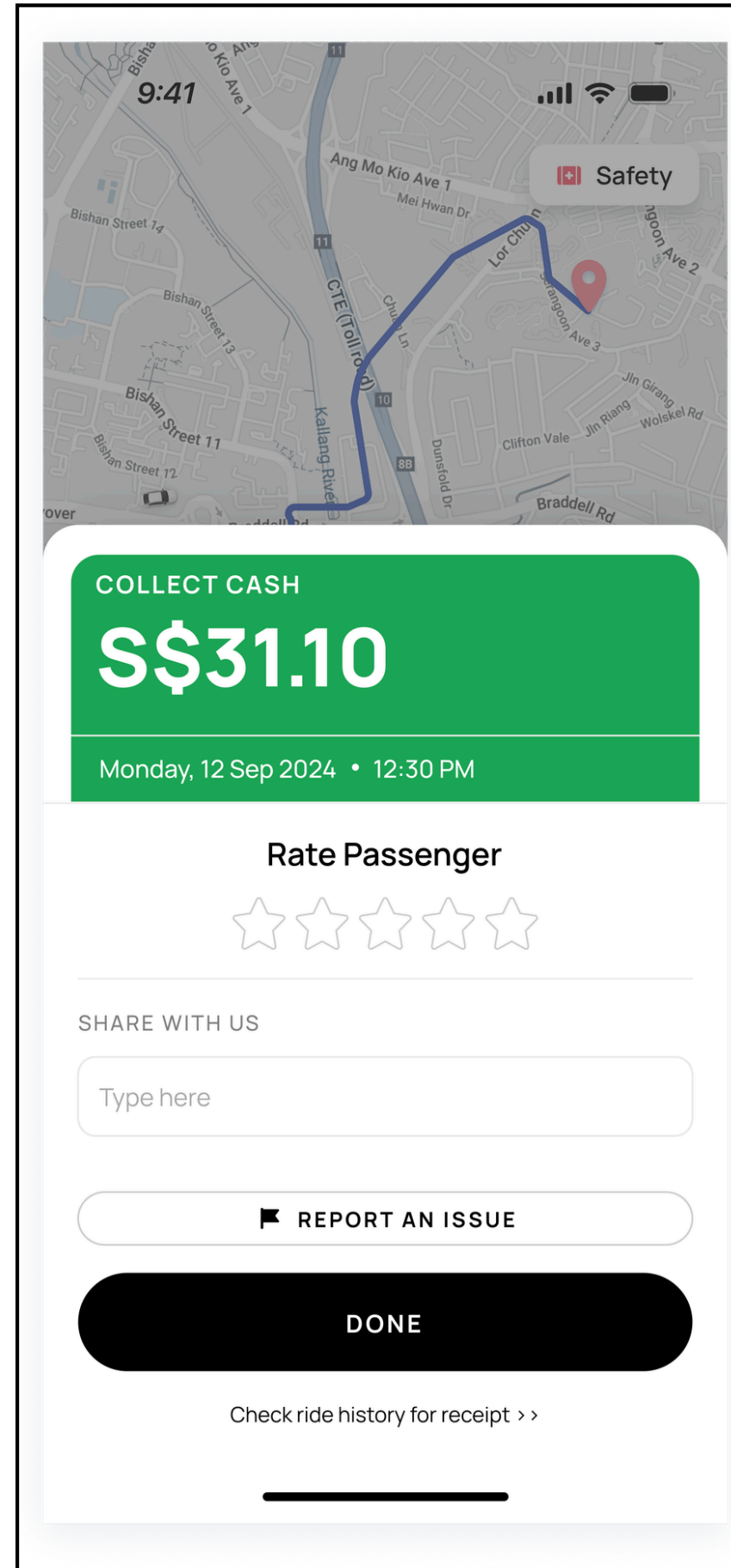
- **Card Payment**

- Driver platform fee and service fee are automatically deducted from the total fare. The Net Earnings shown is your actual amount earned.



# Complete Trip (Cash)

- **Cash Payment**
  - For cash jobs, please collect the full fare in cash from the customer.
  - The platform fee and service fee will then be deducted from your driver wallet after the trip is completed.



Section 4

# App Wallet



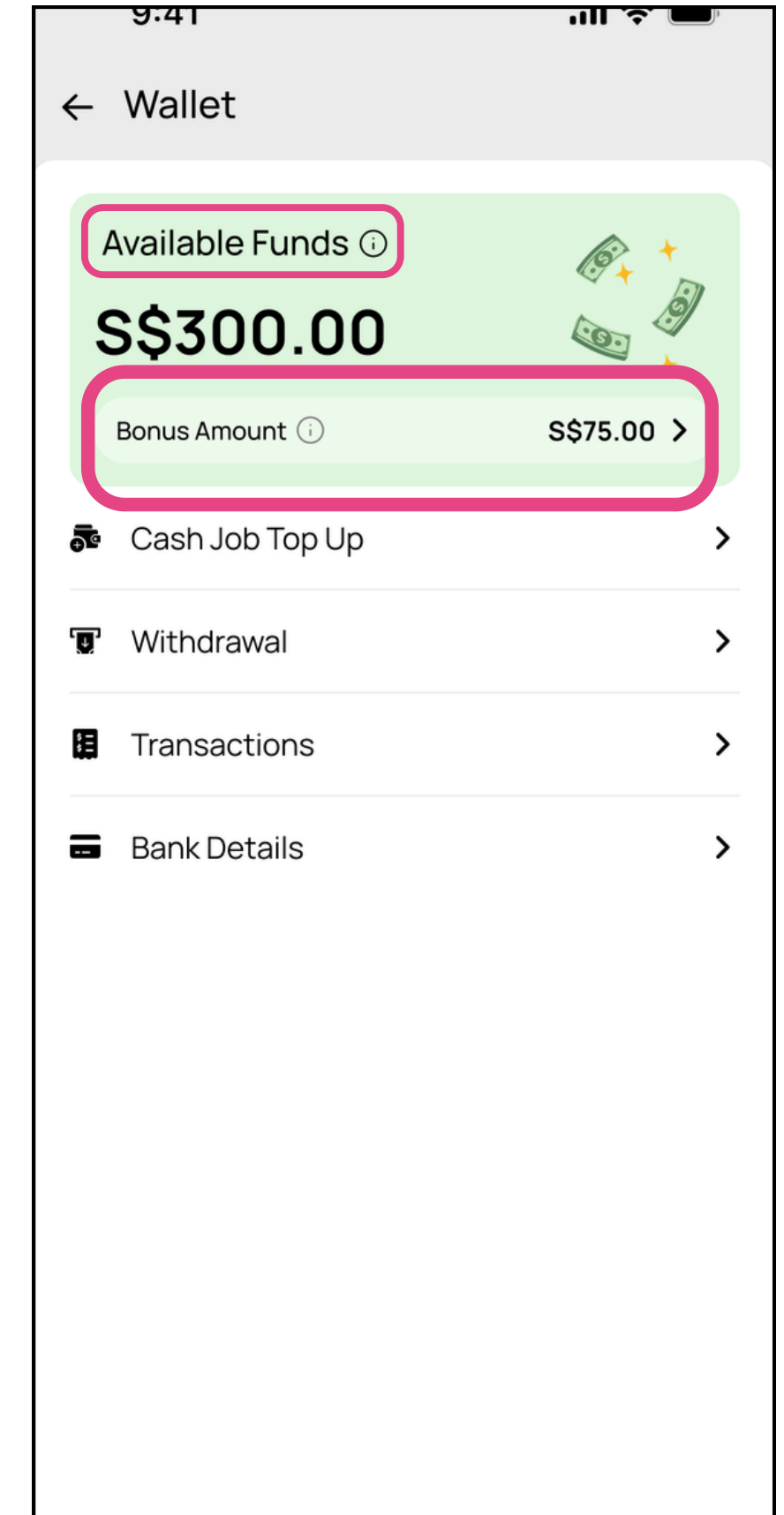
# Wallet

- **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.

- **Bonus Amount**

- 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.

\$5 \$10 \$20

SELECT CARD

☐ VISA 12\*\* \*\*\*\* \*\*42

☐ 12\*\* \*\*\*\* \*\*42

ADD CARD +

PROCEED

Add Card Details

CARD NUMBER

E.g. XXXX XXXX XXXX XXXX

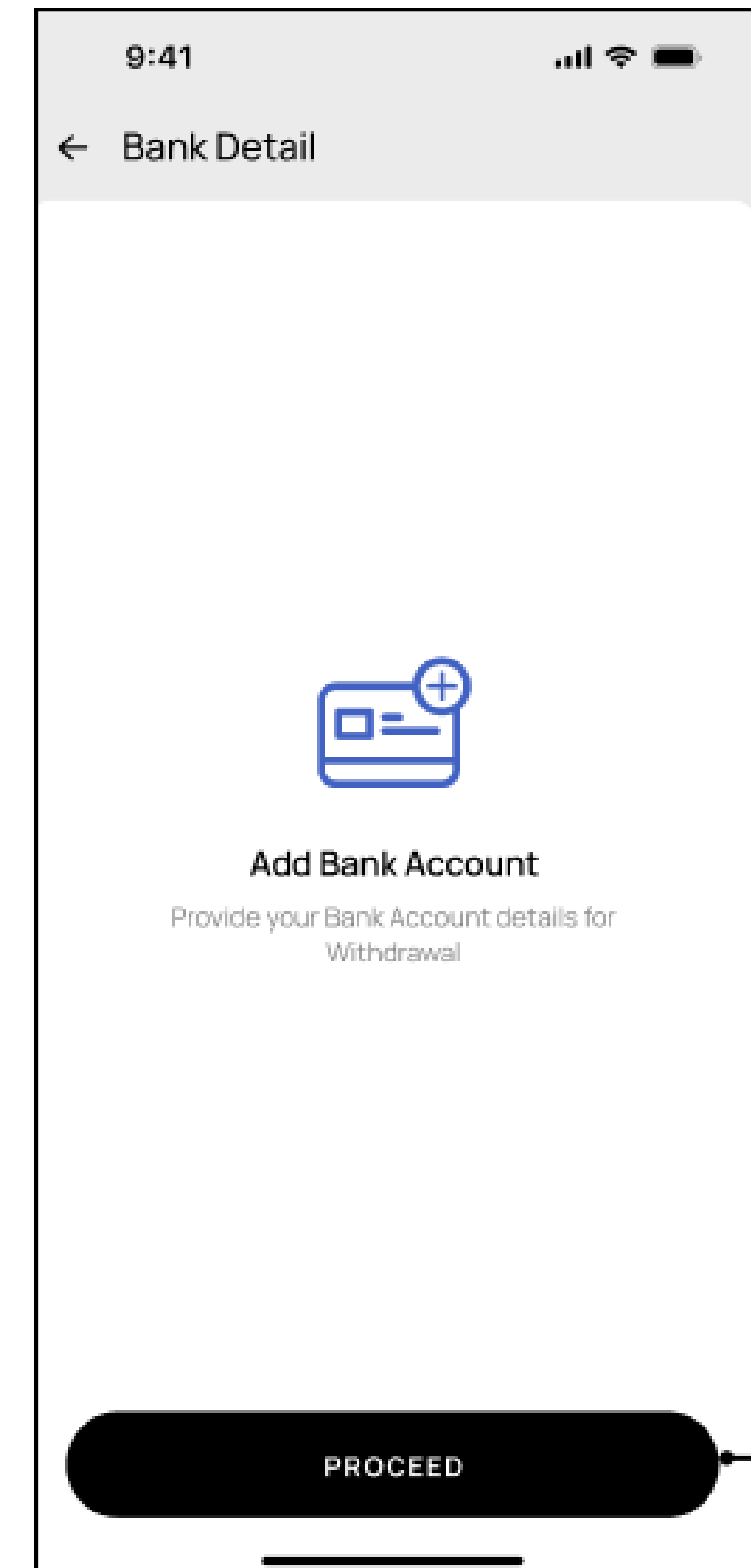
EXPIRY DATE CVV

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**

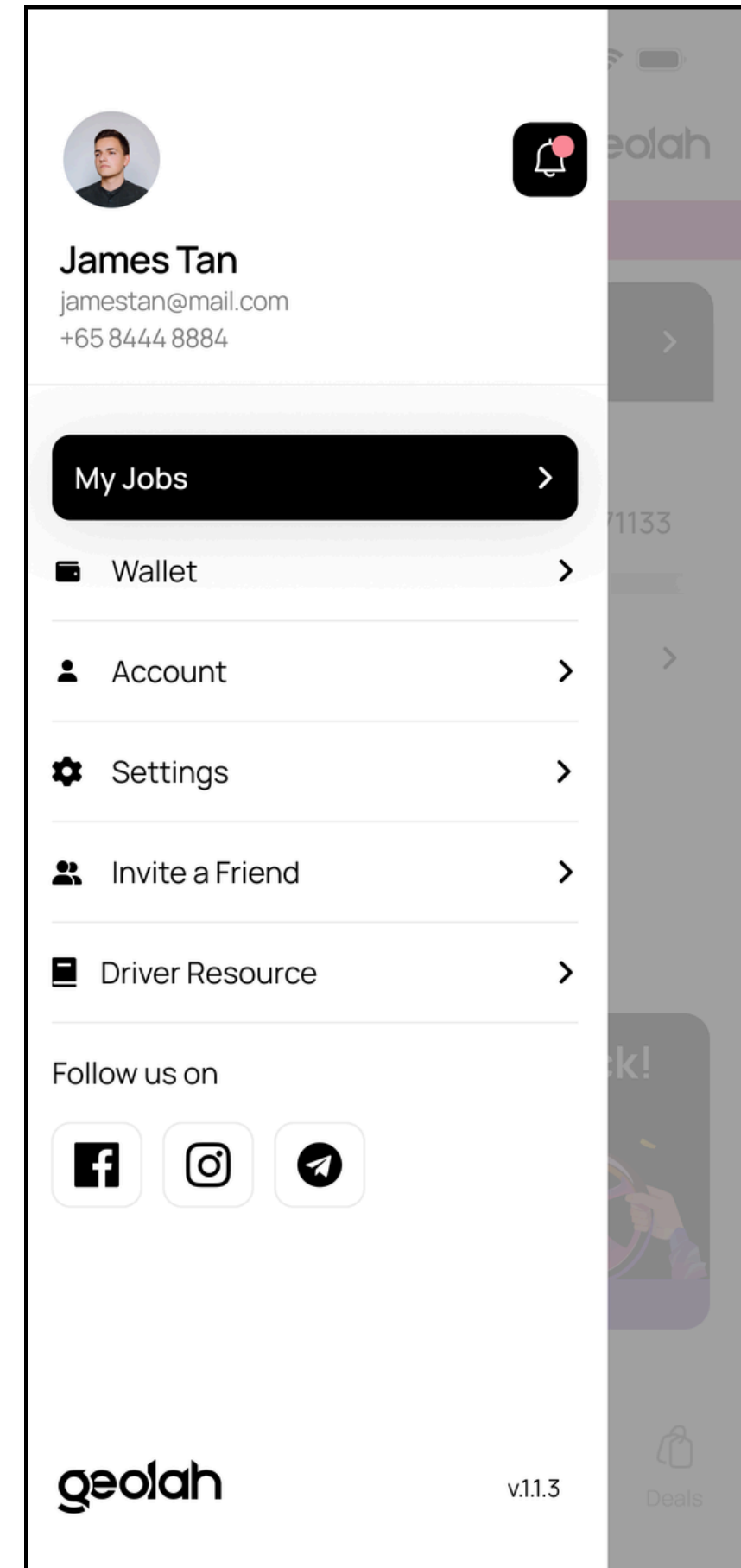
Section 5

# Drive Profile & Job History



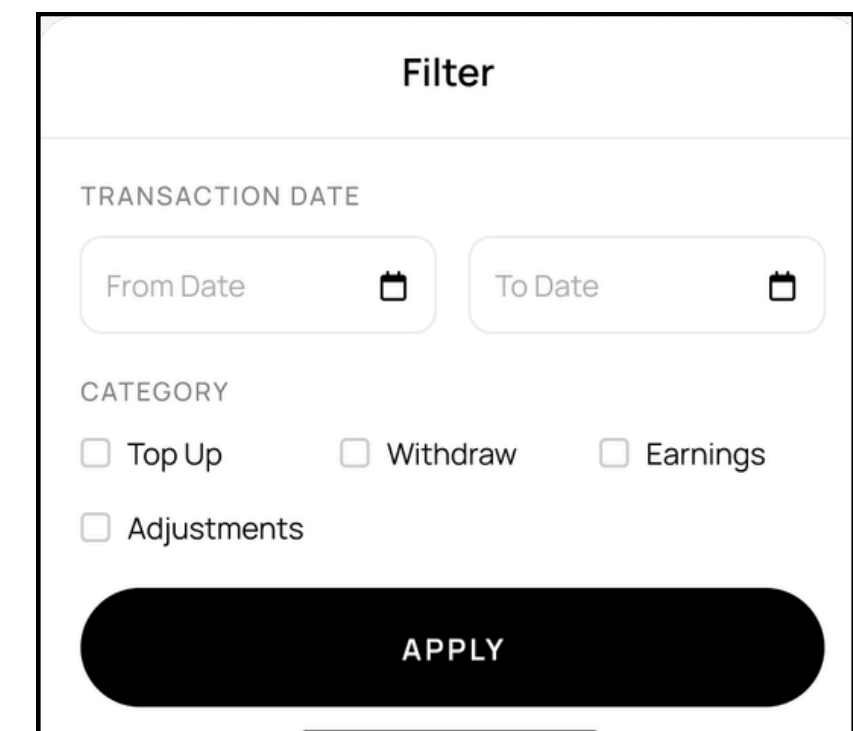
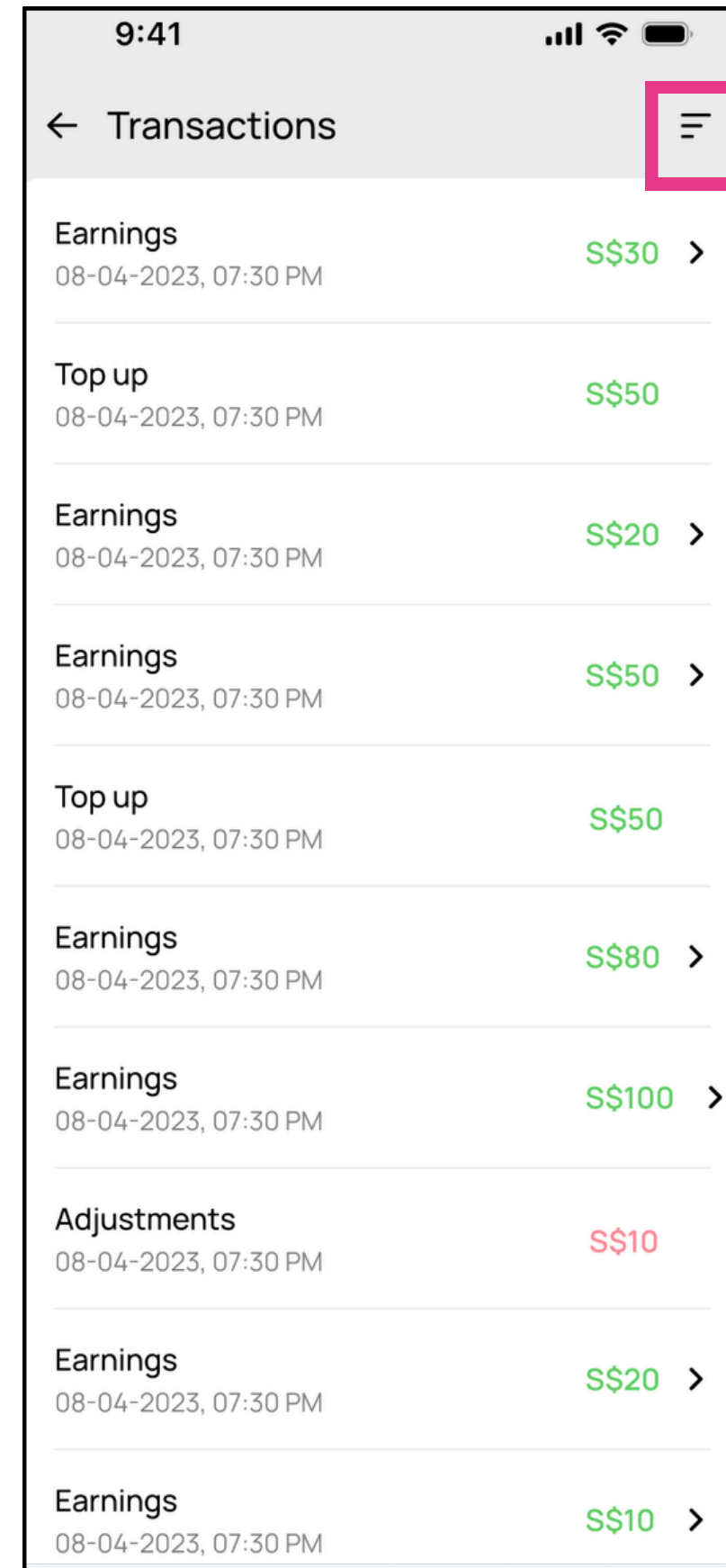
# Driver Profile

- **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



# Wallet

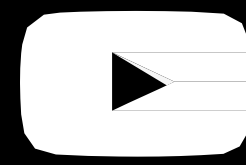
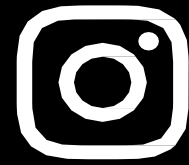
- **Transactions**
  - View all past transactions
- **Filter**
  - By date
  - By transaction type
  - By category



# General Information

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](#)

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