

ENGLISH



AlboTaxi.

Your ride, your way.



Driver User Guide

From signing up to your first payout — everything you need to earn with AlboTaxi.

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GETTING STARTED

1. Registration & Verification

Becoming an AlboTaxi driver takes five short steps. Have your licence, vehicle details, and documents ready before you begin.

1

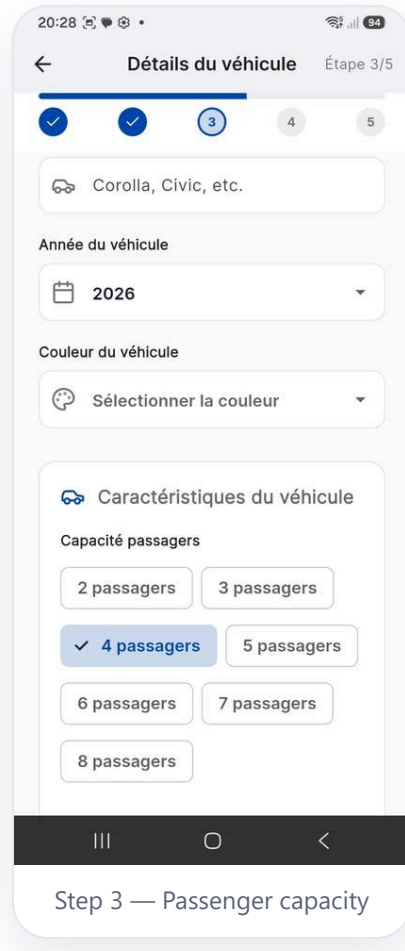
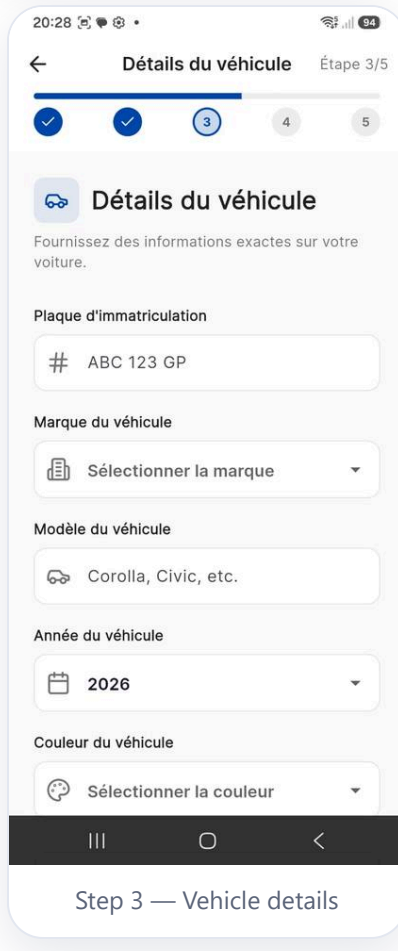
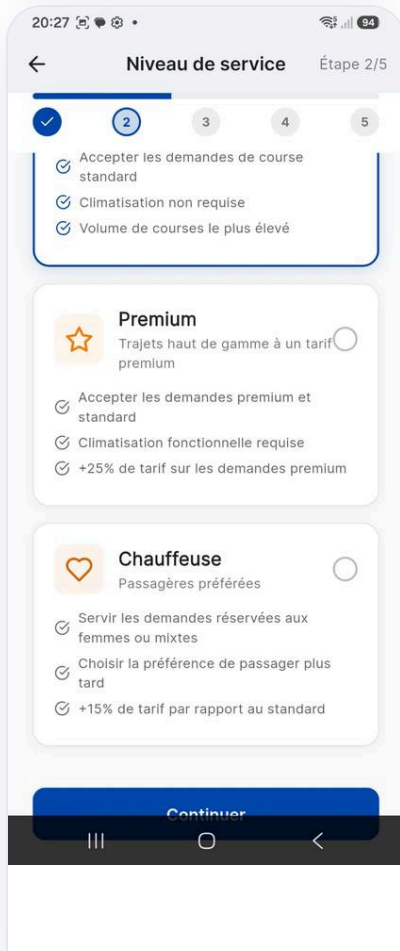
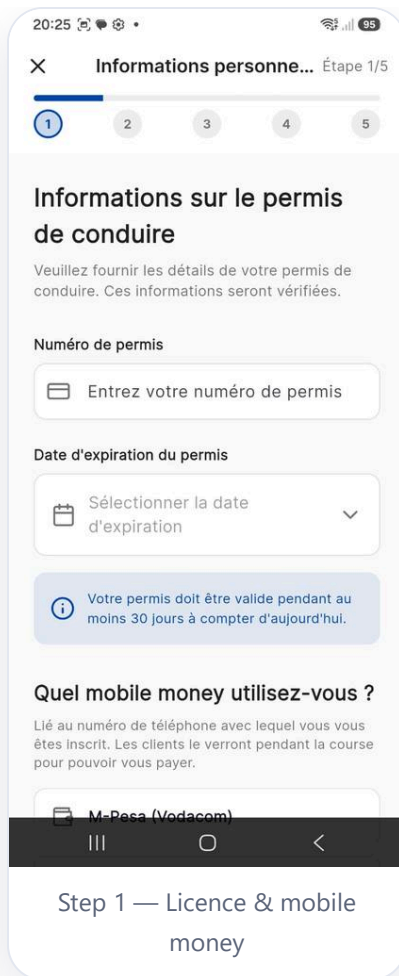
Sign up with your phone number

Enter your phone number, verify it with the OTP code sent by SMS, then choose "**I want to drive**". Enter a driver referral code here if a friend invited you — see section 9.

2

Step 1 — Personal info

Enter your driving licence number and its expiry date (it must still be valid for at least 30 more days), and choose the mobile money provider you want customers to see and pay you with.



3

Step 2 — Choose your service category

Pick the category that fits how you want to drive:

Category	What it means	Fare
Standard	Everyday rides, no A/C required, the most ride volume	Base price
Premium	Higher-end rides, working air conditioning required	+25% on premium requests
Lady Driver	Serves female-only or mixed requests, for women drivers	+15% over standard

4

Step 3 — Vehicle details

Enter your licence plate, brand, model, year, colour, and passenger capacity (2 to 8 seats).

5

Step 4 — Upload your documents

Photograph and upload each required document: driver's licence, national ID, a selfie holding your ID, vehicle registration, transportation permit, insurance certificate, and a profile photo.



Your profile photo is required to go online.

AlboTaxi will not let you go online without a valid, uploaded profile photo — customers need to recognise you. If your photo is ever removed or becomes invalid, you'll be automatically taken offline until you upload a new one.

6

Step 5 — Submit for approval

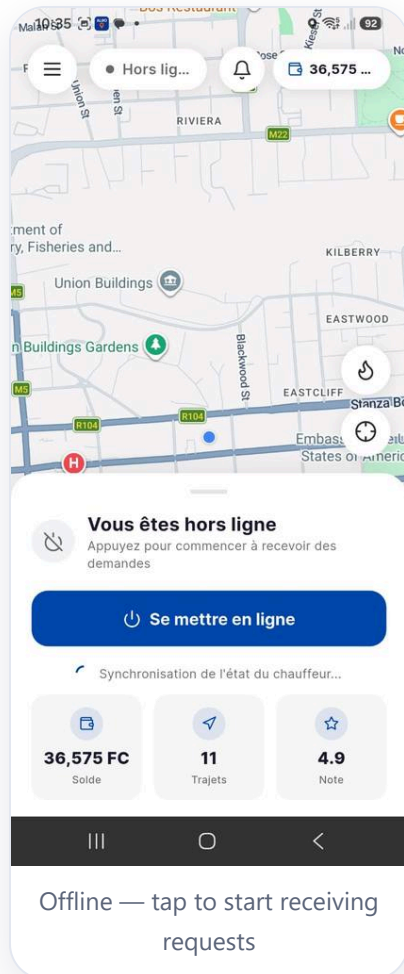
Once every document is uploaded, submit your application. AlboTaxi's team reviews it — this normally takes 24–48 hours. You'll get a notification the moment you're approved and can start driving.

Application declined? You'll see the reason and can fix the issue (for example, re-upload a clearer document) and submit again — a decline never permanently blocks your account.

YOUR DASHBOARD

2. Your Driver Home

This is where your day starts and ends — your online switch, your earnings, and your stats, all in one screen.



Offline

You won't receive any ride requests. Safe to leave on whenever you're not driving.



Online

Tap **Go Online** and nearby ride requests start appearing on your screen immediately.



Wallet balance

Your top-left balance pill always shows your current Wallet total.



Notifications

The bell icon shows updates about your account, documents, or payments.



Menu

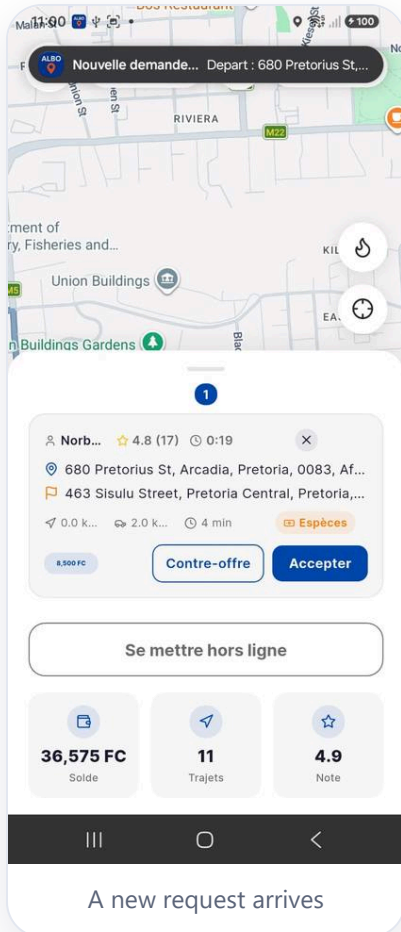
Open the side menu for Earnings, Ride History, Safety, and to switch to Client Mode.

Before you go online: top up your Wallet first, whether or not you were referred — a driver with a very low or negative Wallet balance can be temporarily blocked from going online until it's topped up. See section 8.

FINDING YOUR NEXT RIDE

3. Receiving Ride Requests

Once you're online, nearby ride requests appear right on your Home screen as cards — no separate screen to check.



Every request card shows you everything you need before deciding:



Customer info

Their name and star rating, so you know who you're picking up.



Pickup & destination

Both addresses, plus any extra stops the customer added along the way.



Distance & duration

How far you are from pickup, and the estimated trip length.

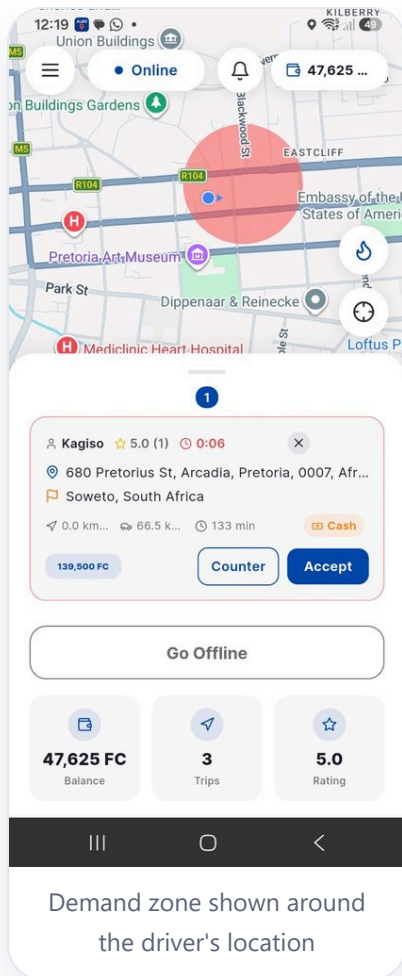


Suggested price

The customer's proposed fare, and their preferred payment method (Cash or Mobile Money).



See where riders are waiting **NEW**



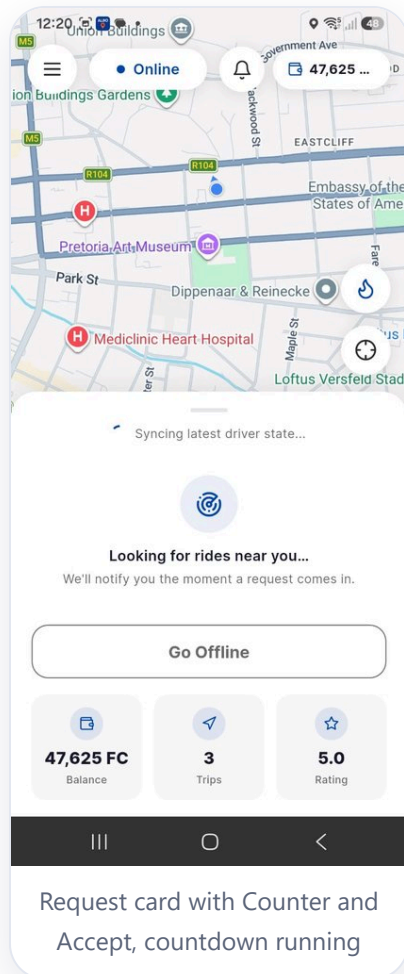
Not sure which direction to head while you're waiting for a request? Tap the **flame icon** on your map (next to the recenter button) to switch on demand zones — shaded circles showing where riders nearby are currently waiting for a driver.

- It's off by default — you choose when to check it, it never appears on its own.
- It only shows **live** demand — actual pending ride requests right now, not a historical or predicted pattern.
- While it's on, it refreshes automatically every 45 seconds. Move the map and a "Search this area" button lets you check demand somewhere else.
- Tap the flame icon again any time to turn it off.

RESPOND TO A REQUEST

4. Negotiation

Every request card gives you three ways to respond — you're never forced into a price you don't want.



Accept

Take the customer's price exactly as proposed. Fastest way to lock in a ride.



Counter-offer

Propose a different price if the suggested fare doesn't work for you. The customer sees it instantly and can accept, counter back, or ignore it.



Ignore

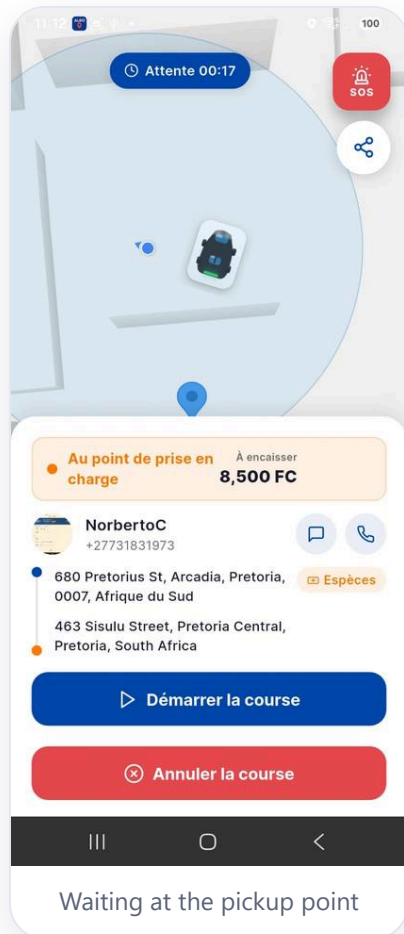
Dismiss the card if the trip isn't for you — it disappears and you keep receiving other nearby requests.

Offers don't wait forever. Each request card shows a countdown — respond before it runs out or the request will go to another driver.

GETTING TO THE CUSTOMER

5. Pickup

Once you accept an offer, your job is simple: get to the pickup point and let AlboTaxi know when you're there.



1

Navigate to pickup

Your app shows the route to the customer's pickup point. Use Call or Chat if you need to find them.

2

Arrived at pickup

When you reach the pickup point, the app confirms your arrival and starts a waiting timer, visible to both you and the customer.

3

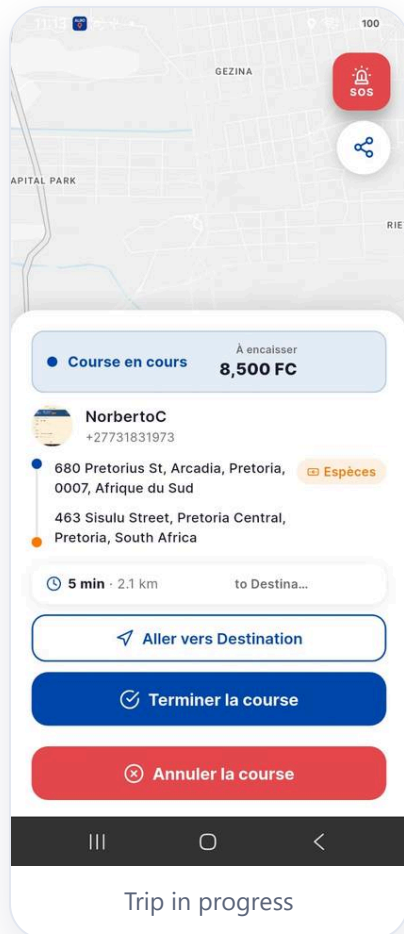
Start the ride

Once the customer is in the vehicle, tap **Start Ride** to begin the trip.

ON THE TRIP

6. During the Ride

Everything you need for the trip stays visible on one screen — navigation, stops, payment info, and safety tools.



Navigation

Tap **Navigate to Destination** to open turn-by-turn directions.



Multiple stops

If the customer added extra stops, follow them in order — the app shows your progress and marks each one as you arrive.



Payment info

"Amount to collect" and the customer's chosen payment method (Cash / Mobile Money) stay visible the entire trip.



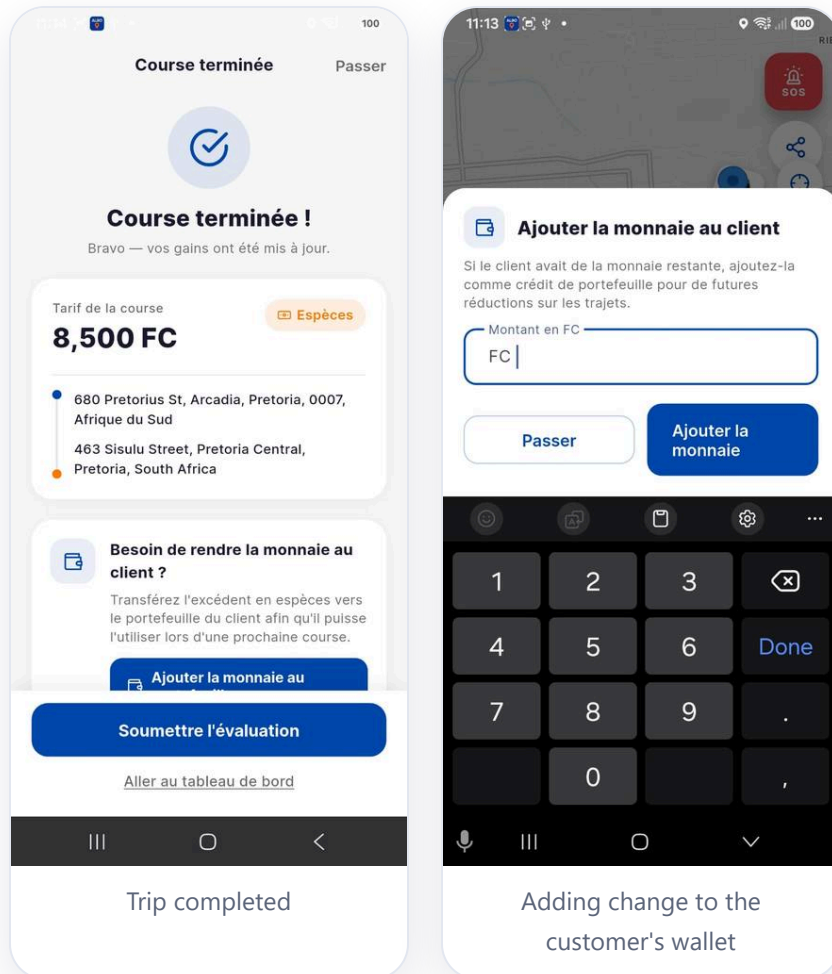
Share & SOS

Both buttons are right on the trip screen — full detail in section 10.

WRAPPING UP THE TRIP

7. End of Ride

Reaching the destination is just the last step — finishing it correctly keeps your earnings and ratings accurate.



1

Tap "Finish Ride"

This ends the trip and calculates the exact fare.

2

Confirm payment

Collect the fare in cash or confirm the mobile money payment. If the customer paid cash and is owed change, tap **Add change to wallet** and enter the amount instead of handing over coins — it's instantly credited to their AlboTaxi Wallet.

3

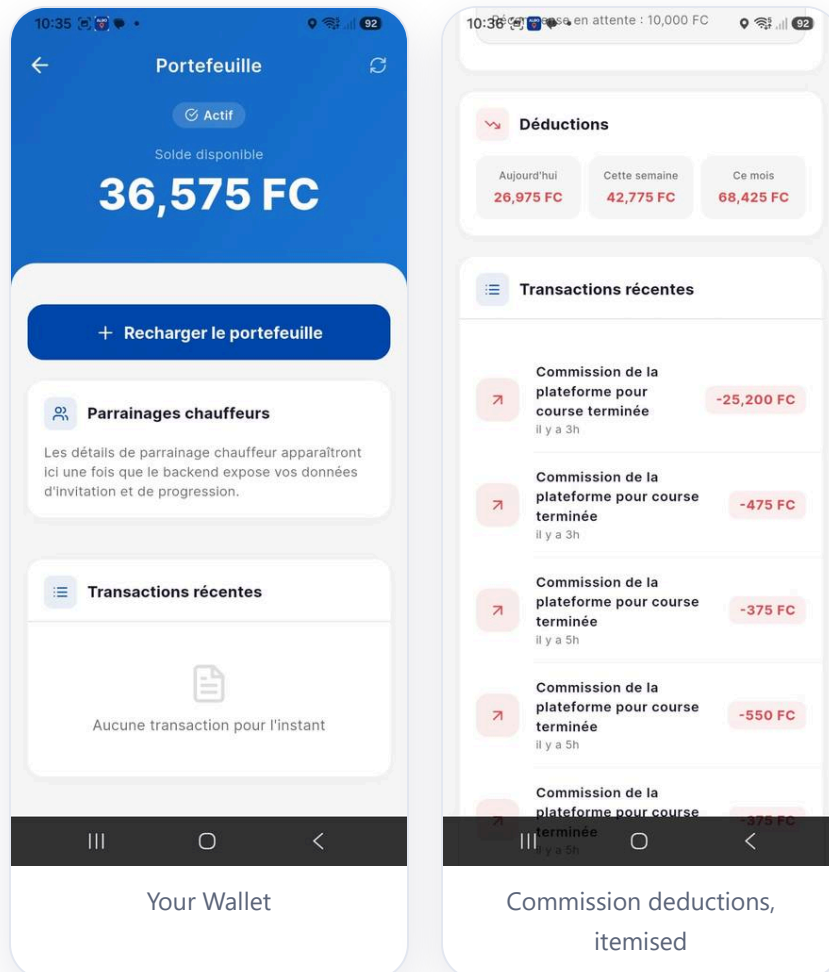
Rate your passenger

Give a 1–5 star rating and an optional comment, then submit.

MANAGING YOUR EARNINGS

8. Your Wallet

Unlike the customer wallet, your Driver Wallet is real money — it's the account platform fees are taken from, and where top-ups and referral bonuses land.



Why you need a balance

You collect fares directly from customers — cash in hand or mobile money. AlboTaxi's small platform commission is deducted from



Commission deductions

See exactly what was deducted per trip, and totals for Today / This week / This month.

your Wallet after each completed trip, not from the fare itself.



Bonuses & referrals

Driver referral rewards land here — see section 9. First-time drivers with no referral code also earn a welcome bonus, explained below.



Top up

Tap **Top Up Wallet** any time to add funds.



Welcome bonus — 2,500 FC after your 5th completed ride NEW

Signed up without a referral code? You're not left out. Once you complete your **5th ride** on AlboTaxi, 2,500 FC is credited to your Wallet automatically — no code needed, no claiming. It shows in your transaction list as "**Welcome bonus.**"

This is separate from — and smaller than — the driver referral reward (10,000 / 5,000 FC at ride 10, see section 9). A driver only ever gets **one** of the two: if you signed up with a referral code, that reward path applies instead and the welcome bonus does not.



How to top up your Wallet

AlboTaxi's top-up is manual and simple — no card required:

1

Send payment

Pay the top-up amount using one of the accepted methods below.

2

Upload your proof of payment

In Wallet → Top Up, enter the amount, choose your payment method, and attach a photo or screenshot of your receipt.



Wait for approval

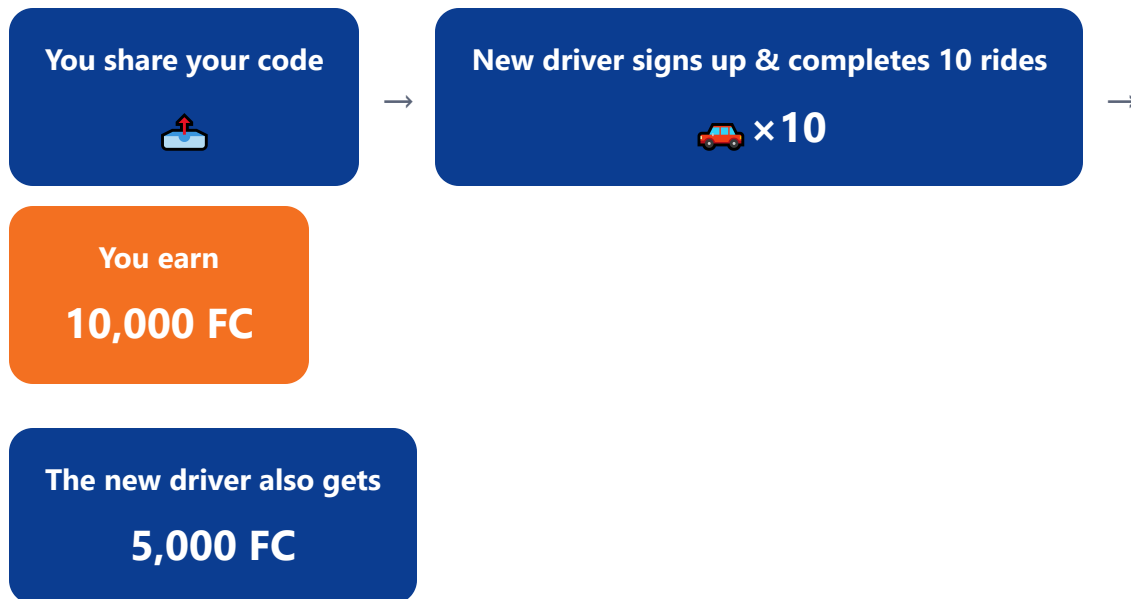
AlboTaxi's team reviews your submission and credits your Wallet once approved — you'll get a notification either way.

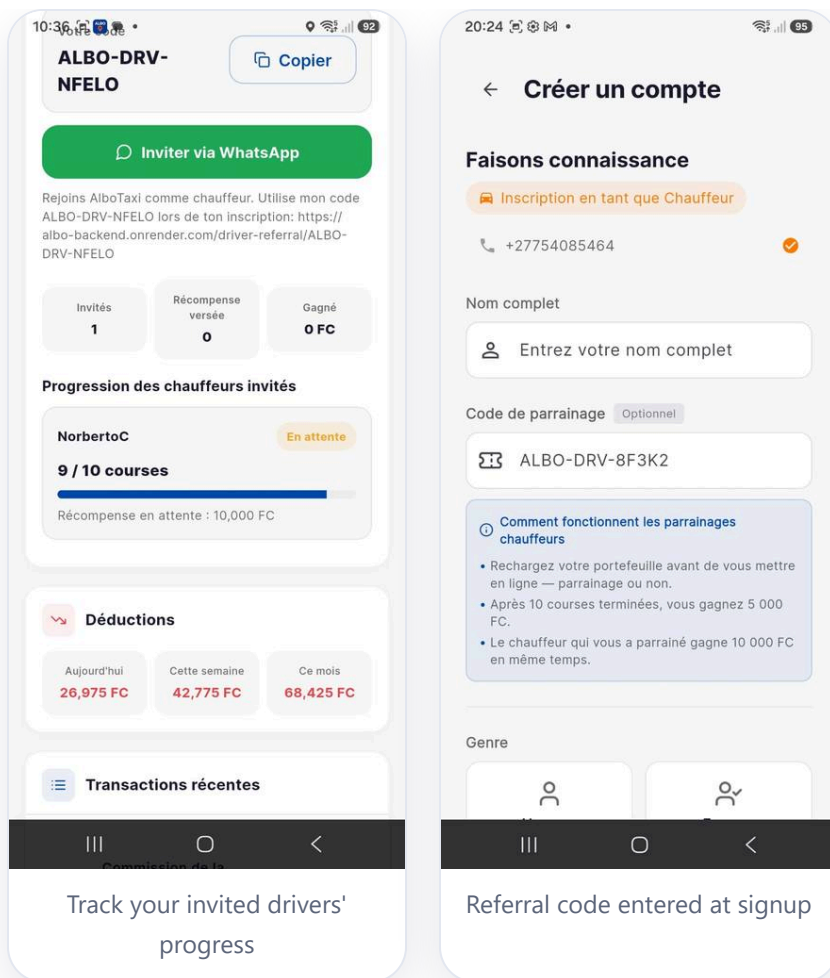
Method	Status
 Bank transfer	Available
 Airtel Money	Available
 M-Pesa	Available
 Orange Money	Coming soon

EARN BY INVITING OTHER DRIVERS

9. Invite Drivers, Earn FC

Every AlboTaxi driver gets their own referral code. Invite another driver, and you both earn once they've completed 10 rides. (Signed up without anyone's code? You still get a smaller welcome bonus at ride 5 — see section 8.)





1

Find your code

Open Wallet — your code (format ALBO-DRV-XXXXX) and an "Invite via WhatsApp" button are right there.

2

Share it

Send it to another driver directly through WhatsApp with one tap.

3

They enter it when they sign up

The new driver types your code during their own registration.

4

Follow their progress toward 10 rides

Your Wallet shows a live progress bar — "9 / 10 rides", for example — until the reward is paid.

5

Get paid automatically at ride 10

The moment the driver you invited completes their 10th ride, 10,000 FC lands in your Wallet and 5,000 FC lands in theirs.

10. SOS — Emergency Help

Driving alone brings real risks. The SOS button sits at the top of your trip screen at all times — use it any time you feel unsafe.

10s Press and hold for 10 seconds to activate — it's not a single tap.

This is deliberate: SOS is a serious action, so it can't fire from an accidental brush of the screen. Hold your finger down on the red button and a ring fills in around it as the countdown runs. Lift your finger before the ring completes and **nothing happens** — the hold cancels instantly and resets to zero, with no partial alert sent. Once the full 10 seconds is held, your phone buzzes once and SOS activates immediately — there is no extra confirmation screen after that.



Nearby drivers are alerted

As a driver, your SOS also notifies every other online AlboTaxi driver within range — they can see your alert and respond to help.



Responders show up

You can see which nearby drivers have been notified and who has responded to come help.



Live location shared

Your position updates in real time for as long as SOS stays active.



Emergency contacts (optional)

You can also add personal emergency contacts in Account → Safety, though for drivers the nearby-driver alert is the main safety net.



Mark as safe

Once the situation is resolved, tap **Mark Safe**.
A confirmation dialog checks you mean it before stopping the alert and live tracking.

Different from customer SOS: when a customer triggers SOS, their emergency contacts are alerted. When you, as a driver, trigger SOS, nearby AlboTaxi drivers are alerted too — so help can physically reach you faster.

QUICK HELP

11. Quick Answers

Why can't I go online?

Two common reasons: your profile photo is missing or invalid, or your Wallet balance is too low. Check Account and Wallet.

Can I switch between Driver and Customer mode?

Yes — open the side menu and tap "Client Mode" to switch to the customer app instantly, and "Driver Mode" to switch back.

How is the platform commission calculated?

A small percentage is deducted from your Wallet after each completed ride — see the itemised list in Wallet → Deductions.

What happens if my application is rejected?

You'll see the reason and can resubmit after fixing it — for example, uploading a clearer document.

Can I choose which category of rides I accept?

Yes, in Account → Service Category. Higher-tier drivers (Premium, Lady Driver) can also accept standard requests.

Thank you for driving with AlboTaxi

Every trip you accept keeps AlboTaxi moving. Drive safe.

Need more help? [Open Account](#) → [Help](#) inside the app.