



Ride-Share

Driver Manual

Offer rides, manage bookings and get paid – step by step

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1. Welcome to Ride-Share

Ride-Share is a Swiss carpooling platform: drivers offer the free seats on trips they are making anyway, and passengers book those seats and share the costs. Payments, receipts, chat and notifications are handled by the platform.

This manual covers everything you can do as a driver. If you also travel as a passenger, the separate Passenger Manual explains searching, booking and paying for rides.

- Publish rides with intermediate stops, preferences and an automatic price suggestion
- Chat with interested members before and after they book
- Get paid automatically through Stripe, or manually by TWINT or bank transfer
- Track bookings, earnings and reviews in your profile

2. Create your account

1. Open ride-share.ch and click "Sign up".
2. Enter your name, email address and a password; a profile picture is optional and can be added later.
3. Accept the terms and conditions and the privacy policy, then submit.
4. Open the confirmation email and click the verification link. You can request it again at any time from your profile ("Resend").

| *A confirmed email address is required to publish rides.*

Forgot your password? The "Forgot your password?" link on the login page leads to a form – you receive an email with a link (valid for 1 hour) to choose a new password.

The site is available in German, French, Italian and English, with a light and a dark theme. You switch both in the navigation or in the page footer. On your first visit the site appears in the language of your phone or browser; if you pick another one, your device remembers that choice for your next visits.

3. Your profile at a glance

Open "Profile" in the navigation. The profile is split into sections; the driver sections appear as soon as they have something to show.

- "Overview": "To do" (e.g. confirm your email or set up your payout), your next ride and "Complete your profile"
- "Bookings": rides you booked yourself as a passenger
- "My rides": the rides you offer – appears once you have chosen a payout method or offered a ride
- "Messages": all your chats and inquiries, the latest message first, new ones marked – appears with your first message; a chat stays until 1 month after the ride
- "Earnings": what your rides earned and what has been paid out
- "Reviews": the reviews you received
- "Account": all settings – profile, vehicle, payout, security, privacy

"How others see you" at the top of the profile opens your public profile as passengers see it.

4. Set up your driver profile

You edit everything under "Account". Each row opens its own form.

Profile

Profile picture, name and gender. Stating your gender is optional – but only drivers whose profile says "Female" can offer "Women-only" rides.

Under "About me" you write a few sentences about yourself (at most 300 characters) and give your travel preferences: chatting, music, smoking and pets. Passengers see both on your public profile – don't put a phone number or an address in it.

Under "Languages" you pick the languages you can hold a conversation in – they appear on your public profile too.

Vehicle

Enter the make, model, colour, licence plate, seats, the features (e.g. air conditioning, USB charging cable, child seat, winter tires) and a photo of your car. Passengers see the make, model, colour and features in the search results, in the booking window and on your public profile; the licence plate and the car photo stay private. You set the features once for the car, not for every ride.

Payout

Under "Payout" you choose how you get your money. The percentages are your share of the fare:

- Stripe (recommended, automatic): with "Connect bank account with Stripe", Stripe checks your bank account and identity once. After every completed ride your share is credited automatically – you receive 95% of the fare.
- TWINT (manual): you enter your TWINT phone number and the operator pays your share out manually via TWINT. You receive 85% of the fare.
- Bank (IBAN, manual): manual payout by bank transfer. You receive 80% of the fare.

Passengers always pay the same service fee (8% + CHF 0.30, payment fees included), whatever your payout method – the difference between the tiers is borne by you as the driver, not by the passenger.

You can only publish rides once your payout is fully set up: Stripe connected, or your TWINT number or IBAN entered.

5. Publish a ride

Click "Offer a ride" in the navigation. If something is still missing in your payout set-up, the notice "Set up your payout first" with the button "Set up payout" appears at the top – you can still fill in the form, but publish only afterwards.

The form has four numbered sections:

- 1. Route:** departure and destination (suggestions appear as you type – places in Switzerland first, then in Europe; places abroad show their country, e.g. "Konstanz, Germany") and, optionally, the street – it helps passengers find the meeting point. Here too, suggestions appear as you type: addresses and places such as "Bahnhofplatz" or "Kongresshaus" near the chosen place. Pick one, and Ride-Share calculates the driving time and price to that address instead of to the town centre. With "+ Add a stop" you add places where passengers can get on or off; they then pay in proportion to the distance. The ride passes the stops in the order entered – the travel time and the times at the stops follow from it. The arrows next to a stop move it up or down; if the stops are not in driving order, the form suggests the shorter order ("Use this order"). Choose every place from the list of suggestions – that is how passengers searching for a place nearby find the ride.
- 2. When:** date and departure time. Pick the time from the list in 5-minute steps or type it (24-hour format, e.g. 07:30, Swiss time).
- 3. Seats and price:** set the free seats (1 to 4) with the minus and plus buttons. As soon as departure and destination are picked, Ride-Share fills in a fair price per seat, calculated from the real road distance (fuel, wear). You can change it; "Apply" brings the suggestion back.
- 4. Details:** a description (e.g. the exact meeting point) and your preferences.

Finally, click "Publish ride".

Repeat a ride

If you drive a route regularly – say every Monday, or Monday to Thursday – tick "Repeat this ride" in the "When" section. Choose the days of the week and the duration in weeks (1 to 8); the date becomes the start date. Each chosen day comes once a week, always at the same time. Below the fields you see how many rides it makes and from when to when, e.g. "12 rides from Mon, 05.10. to Thu, 22.10.", and the button then reads "Publish 12 rides".

Ride-Share publishes every ride of the series on its own: passengers book them one by one, and you edit or cancel each separately (see "Edit or cancel a ride"). In "My rides" they are marked "Series".

The maximum price

The price per seat has a ceiling: the fares of all seats offered may together not exceed the vehicle costs of the route, which Ride-Share takes from the TCS kilometre costs. More seats share the same costs – so with more seats the maximum per seat goes down. The price field does not accept a higher price, and the platform refuses it with a message that names the maximum; this keeps the ride a private cost-sharing arrangement.

Ride preferences

- Luggage per person: small (a backpack or a small bag), medium (a holdall or a small suitcase) or large (even a large suitcase)
- Pets allowed
- Smoking allowed

- Music
- Room for skis/snowboard
- Room for a bike
- Comfort: at most 2 people on the back seat plus 1 in front – so no more than 3 passengers
- Women-only: only members whose profile says "Female" can book (only female drivers can offer such rides)

Passengers see your preferences as icons in the search results – the luggage only when it is small or large – and written out in the booking window.

After publishing

"Share this ride" appears above the form: share the ride via WhatsApp or as a link so it finds passengers faster. "Offer the return trip" pre-fills the form for the way back with departure and destination swapped – you only pick the departure time, check the date and publish. For a series you share its first ride, and the return trip keeps the start date and days.

Templates

If you drive a route regularly, save the completed form with "Save as template". Next time, pick the template at the top of the form, click "Load", choose the date and publish in seconds.

Requested rides

Under "Requested rides" – on the home page and under "My rides" – you see which rides passengers are looking for: route, day (or "Any day") and number of seats, without names. If you drive one of them, click "Offer this ride": the form takes over the departure, destination and day; you add the time, seats and price. As soon as you publish, everyone looking for this ride whose search it fits (route, day and enough free seats) gets an email right away with a link to book directly. Above "Share this ride" you see how many people were told.

6. Bookings, chat and notifications

As soon as someone books, you receive an email and an in-app notification (bell icon). "My rides" lists each ride with its status and a seat meter (one icon per seat plus e.g. "2/3" when 2 of 3 seats are booked), split into "Upcoming" and "Past".

Tap a ride to open its details: meeting points, passengers (with name and picture), before the ride the inquiries and after the ride the passenger feedback.

With "Add to calendar" in the details of an upcoming ride you put it in your calendar – as a file for Apple, Outlook & others or straight into Google Calendar. Every new-booking email contains the event with all passengers so far. About 2 hours before departure we remind you of the ride by email and in the app, with all passengers and where they get in.

Inquiries before booking

Signed-in members write to you with the message icon on the search result. You find their inquiries in the ride details under "Inquiries" and in your notifications.

Ride chat

Every ride with bookings has a group chat with you and the booked passengers – ideal for agreeing on the meeting point. While seats are still free, the ride shows the share buttons, and the "Chat" is in the three-dot menu ("More actions"). You can delete your own messages; the chat stays available until one month after the ride and is then deleted automatically.

7. Edit or cancel a ride

You find both in the three-dot menu ("More actions") of the ride in "My rides".

Edit

Within 2 minutes of publishing you can edit freely (typos), after that until 30 minutes before departure: places, streets, stops (their order too – passengers keep the pick-up and drop-off they booked), date, time, seats, price, description and preferences. Where someone already gets on or off, the place stays: the start and the destination can then no longer be changed (their street can), and a booked stop can be moved, but not removed or replaced. "Women-only" stays reserved for female drivers, and a rule an existing booking breaks can no longer be switched on (e.g. "Comfort: max. 2 in the back" once 4 seats are booked). A ride offers at most 4 seats and never fewer than are already booked (an older ride with more seats keeps its number but cannot raise it). A new price or more seats are checked against the maximum price again, counting the fares already booked.

If the ride belongs to a series, the change applies to that ride only.

Cancel ride

- Without passengers: possible until departure.
- With booked passengers: possible until 8 hours before departure. All passengers get the full amount back, service fee included, and are informed automatically by email and in the app.

In the last 8 hours a ride with passengers can no longer be cancelled – they would otherwise be left stranded. In an emergency, contact your passengers through the ride chat.

A cancelled ride stays in your list with the status "Cancelled".

Cancel a series

For a ride of a series, "Cancel series from here" cancels it and every later ride of the series at once, under the same rules; earlier rides stay.

8. The ride and your payout

Passengers pay by TWINT or card when they book. After the ride they get a reminder and rate you – which confirms that the ride took place and releases your share. Without a rating, your share is released automatically 48 hours after arrival. If a passenger reports a problem within that time (e.g. because the ride didn't take place), the payout for that booking waits until Ride-Share has reviewed the report; you then see "Payout on hold".

- **Stripe payout:** 95% of the fare is credited automatically to your Stripe account. Stripe pays the balance out to your bank account daily once it reaches at least CHF 5; the first payout can take 7–14 days.
- **TWINT payout:** the platform records your 85% share and the operator transfers it manually to your TWINT phone number.
- **Bank payout:** the platform records your 80% share and the operator transfers it manually to your IBAN.

With the Stripe payout, "Open Stripe dashboard" under "Account", section "Payout", opens your personal Stripe dashboard, where you see your balance and payout history and can change your bank details.

Your earnings

The "Earnings" section shows at the top what has been paid out, what is still pending and the total. Below, each ride is listed with your payout and the status "Paid out" or "Payout pending"; expanded, it shows the fare, the platform share (5% with Stripe, 15% with TWINT, 20% by bank transfer) and your payout. Only paid bookings count – abandoned payments and cancelled bookings do not. At the bottom you see your payout method and can switch it with "Change".

9. Reviews

After the ride, passengers rate you with 1–5 stars and an optional comment. Your average and the number of reviews appear next to your name in every search result – reliable drivers get booked more often.

The "Reviews" section lists all reviews with name, date and comment, plus how the stars are distributed. The feedback on a single ride is in its details under "My rides", "Past". On your public profile the reviews appear without names.

10. Safety and rules

- Provide truthful information – including your vehicle details.
- Your public profile shows passengers what has been verified: your confirmed email address and, if you have one, a verified phone number.
- "Women-only" rides may only be offered by female drivers and only be booked by women.
- The ride agreement is made directly between you and your passengers; Ride-Share provides the technical platform (see terms and conditions).
- The fare is a private cost contribution – that is why the maximum price applies, and as a private person you are not running a taxi service.

Questions or problems? Use "Contact" in the page footer – support will get back to you.

11. Your data

Under "Account", section "Privacy", "Export data" downloads everything Ride-Share stores about you as a JSON file (DSG/GDPR).

At the very bottom of "Account" you delete your account permanently ("Delete account"). Your rides, bookings, receipts and payouts stay stored until you delete your account. Then they are removed, and passengers of your upcoming rides get their money back and are informed by email. If one of your rides departs in less than 8 hours, you can only delete the account after that ride.