

Sticker Verification
Photo Window period:
1st week of Every
Month



Sticker Verification FAQ

As a Lalamove Sticker Driver, you are required to submit your sticker verification photo every 1st week of the month through the app to verify that you still have the Lalamove Sticker on your vehicle.

Here is what you can expect during our verification period!

● Q: When do I have to submit a photo of my vehicle with the Lalamove Sticker?

A: You will be required to submit your photos on the first week of every month.

● Q: Why was my sticker verification photo submission rejected?

A: Once you have received a notification that your submission is rejected, you will be able to see the reason for rejection. The app will allow you to resubmit your photos as long as the window period is still open. Before submitting your photos, please ensure that the following conditions are met in all 3 photos:

- The Lalamove sticker is clear and visible and is in good quality
- Your license plate is clear and visible
- Hand sign/Item of the month is included

● Q: I tried taking a photo but the app prompts 'Cannot upload photo'. What do I do now?

A: Kindly go through the following steps one by one:

- Check your internet connection
- Take the photos in portrait mode instead of landscape mode
- Reduce your camera resolution

● Q: What happens if I did not submit my sticker verification photo submission during the window period?

A: Your account will be suspended as your sticker is not verified for that current month and you will not receive the incentive.



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● **Q: When will I be receiving my sticker incentive?**

A: After you have received a notification where your submission is approved, you will receive your sticker incentive on the first week of the following month.



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