



KiloDrive

End User Manual

A practical guide to booking rides, sending parcels, renting vehicles, managing money, privacy, safety, and your KiloDrive account.

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Applies to: KiloDrive mobile applications and portal as described at publication.

This manual explains normal product operation; it is not legal, financial, tax, insurance, medical, or emergency-services advice. In-app terms, plan limits, prices, jurisdiction rules, and administrator-configured controls prevail where they differ from an example in this publication.

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Publication certification. This controlled edition was reconciled against current rider rules, the committed v1 API contract, and automated tests. Current build and schema identity are source-derived in the [repository facts](#). This is documentation QA, not proof that a particular production deployment or external provider is healthy. Live legal terms, fares, and administrator-configured controls remain authoritative.

Contents and task finder

Choose a task to open its instructions. Page numbers refer to this PDF edition.

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Introduction

This manual is the operating reference for riders, passengers, parcel senders, and vehicle renters. It explains how to prepare a secure account, complete the main service workflows, understand money and membership controls, respond to safety events, and obtain support.

Feature-status convention. Implemented means the workflow has application code and automated evidence. Features that depend on Maps, FCM/APNs, SMS/WhatsApp, SES, payment gateways, S3, LiveKit, Turnstile, OSRM, or store billing also require healthy production configuration. Safety monitoring assists users and operators; it does not guarantee detection, rescue, route accuracy, or emergency response.

How to use this manual

- 1 Read Requirements and permissions before installing or using the portal.
- 2 Complete the account, identity, and role-specific setup chapters in order.
- 3 Use the operational chapters while performing rides, deliveries, rentals, billing, or administration.
- 4 Consult the safety and incident material before an emergency occurs.
- 5 Use the task chapters and the final index for subject lookup.

Conventions

Menu → Destination identifies a navigation path. A green callout is operational guidance, amber is a warning, and red identifies immediate safety or loss risk. Currency means the ISO currency of the active country unless expressly stated otherwise. Times originate as UTC and display in the appropriate local timezone.

Safety takes priority. If app guidance conflicts with emergency services, law, road conditions, or immediate personal safety, move to safety and follow lawful emergency instructions.

Minimum requirements and permissions

Mobile application

Platform	Minimum	Recommended operating condition
Apple iPhone/iPad	iOS/iPadOS 15.1 or later	Current supported OS release, automatic security updates, working GPS, camera, microphone, notifications, and internet.
Android phone/tablet	Android 7.0 (API 24) or later	Android 10 or later, Google Play services where required, current security patches, working GPS, camera, microphone, notifications, and internet.

Install only from the official App Store or Google Play listing. A stable mobile-data or Wi-Fi connection and access to **<https://api.kilodrive.com>** are required for sign-in, current availability, live trip/rental state, payments, and synchronization. Offline-safe actions remain limited and will clearly show pending or failed state.

Permissions

- **Location while using the app:** pickup, nearby services, navigation, dispatch, route safety, and live trip progress.
- **Background/always location:** requested only for role and active-service functions that require continued trip or driver telemetry; users receive an explanation before the OS prompt.
- **Camera:** profile, identity, vehicle, damage, and document capture; in-app calling does not require camera unless a future video feature expressly requests it.
- **Photos/files:** user-selected images and PDFs through the operating-system picker; KiloDrive does not require broad library access for occasional uploads.
- **Microphone:** in-app voice calls and voice-enabled features.
- **Notifications:** OTP/security, bids, trip, delivery, rental, membership, payment, and support alerts.
- **Biometrics:** optional device biometric app lock; biometric templates remain under operating-system control.

Accessibility and display

Settings → Appearance supports light/dark themes, high contrast, and font scaling up to 1.3×. Critical screens are designed for 320-pixel phones, portrait/landscape tablets, keyboard insets, semantic labels, logical screen-reader order, and minimum touch targets. Currency, timezone, and kilometre/mile presentation follow the selected country and device preferences. Report a clipped, unlabeled, or unreachable control through Support with the screen and device details.

Portal

Use a currently supported version of Chrome, Edge, Safari, or Firefox with JavaScript, TLS 1.2 or later, cookies/session storage, and a screen width of at least 320 CSS pixels. A 1280 × 720 display or larger is recommended for dashboards. PDF downloads require a viewer; exports require sufficient device storage. WebAuthn/passkeys require a compatible browser, HTTPS, and a device/platform authenticator. Do not use compatibility mode or an unsupported embedded browser.

Choose the task you need

This edition brings account, service, money and recovery instructions together by task. Follow the numbered steps, confirm the resulting state, and use the recovery guidance if an action is interrupted.

Illustrations are genuine device captures. Each caption identifies retained earlier-build examples where applicable; current controls, prices and policy prevail. Demonstration data is not a guarantee of availability, payment or readiness. No generated interface is presented as a live screenshot.

Current source build and schema are identified by the [source-derived release facts](#). Your installed version, country, service permissions and current published policies control available actions.

Three checks before acting

1. Are you in the correct account, country and workspace?
2. Have you read the actual price, period, policy and prerequisites?
3. After confirmation, did the original record reach the expected state?

Screenshots explain the interface. They are not receipts, guarantees of availability or proof that a particular account is ready.

Create an account and return safely

Start screen → customer or transportation service provider

Before you begin

Use your own accessible email or phone and select the country where you will use the service. Operational country, wallet currency and store billing country are separate choices.

Do this

1. For a new account, explicitly choose your audience. A provider also selects Individual or Organization and the first transportation service to set up. Existing users can choose Login without repeating registration.
2. Enter the requested details or use a supported social sign-in. Check the country and account summary before creating the account. Correct validation beside the affected field rather than submitting the same invalid form repeatedly.
3. Complete contact confirmation and required legal acceptance. Enter a confirmation code only in the app; do not share it with a driver, courier or another customer.
4. A customer selects an offered startup transportation screen. A new provider opens My Services and completes the readiness wizard for the chosen service.
5. On later visits, sign in with the same identity. To add a provider service, use enrollment/workspace controls instead of creating a duplicate account.

Check the result

You reach the selected customer screen or the correct provider setup/workspace. An email being verified does not by itself verify a driving licence or business.

If you cannot continue. Use the current code and its expiry. For a social account already linked elsewhere, recover that original identity or contact Support; do not keep attempting to attach it to another account.

Find profile, contacts and security

Side menu → Account & Settings → My Account / Personalization / Security

Before you begin

Check the active account and workspace, especially on a shared phone. Workspace-specific business tasks appear only in their own workspace.

Do this

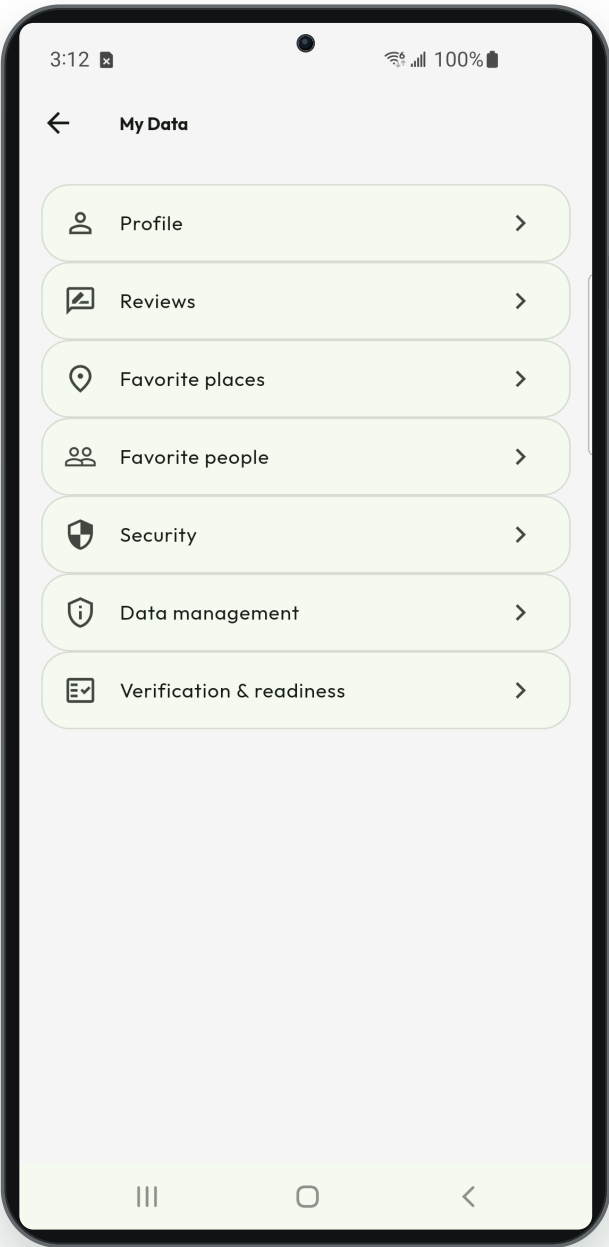
1. Open My Account for identity/profile details, your photo, reputation, contact and data-management controls. Use the displayed verification action to correct missing or rejected evidence.
2. Open Security for authentication, active sessions, passkeys, linked social accounts, My Activity and Blocklist. Review unfamiliar sessions and revoke access using the available action.
3. Use Personalization for language, text size, appearance and device notification preferences. Change text size while viewing a screen and confirm buttons remain readable.
4. Open the notifications bell to inspect a message. Return to the originating task; do not treat an old notification as the current booking, payment or membership result.
5. Find version and legal information in About at the end of the side menu. Include the version when requesting help.

Check the result

Profile changes are reflected after a successful save. A local appearance change does not alter your legal identity, wallet currency or store account.

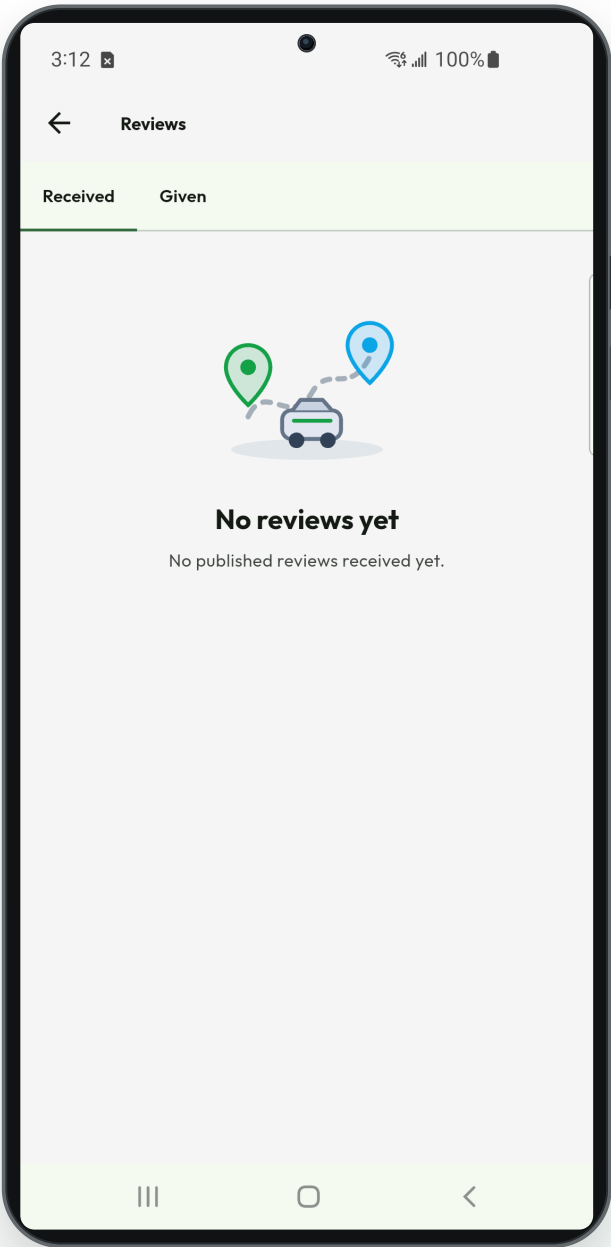
If you cannot continue. If a protected change requests fresh authentication, complete the prompted ceremony. A phone biometric unlock is not proof that the server accepted a sensitive change.

Find your personal data controls



My Account → My Data groups profile, reviews, favorites, security, data management and verification. Choose the task you need. Captured on Samsung SM-G970U, consumer build 247, 22 October 2026. Synthetic demonstration account.

Reviews received and given



Use Received and Given to distinguish feedback about you from feedback you wrote. This demonstration account has no published reviews. Captured on Samsung SM-G970U, consumer build 247, 22 October 2026. Synthetic demonstration account.

Request your first ride

Hail a Ride / Hail a Cab

Before you begin

Enable location if you want a current-position pickup, or select the pickup explicitly. Check the marker against the street entrance where you will actually wait.

Do this

1. Set origin and destination. Check addresses and map pins, passengers and any supported trip options before requesting a fare.
2. Read Proposed fare and its estimated points. Tap the fare card for the calculation, assumptions and reward estimate; the proposal is not a completed payment.
3. Review your offered amount and payment method. Request Bids asks drivers to respond; the automatic exact-fare acceptance choice changes how an eligible offer can be assigned.
4. Send the request once and remain with its offer screen. Compare the provider, vehicle, amount and relevant verification information before accepting.
5. After acceptance, open the assigned trip to follow pickup progress. Use trip chat/calling for safe coordination instead of sharing authentication details.

Check the result

The trip moves from a request awaiting offers to an assigned driver. Neither a submitted request nor a preferred invitation guarantees that a driver is available.

If you cannot continue. If submission is interrupted, reopen the existing request or its recovery action. If no offers arrive, review your request status and available cancellation/change controls rather than creating duplicate requests.

Check the vehicle and complete the journey

Assigned trip → arrival → Journey

Before you begin

Wait in a safe location. Match the actual driver, vehicle, colour and plate to the trip details before entering.

Do this

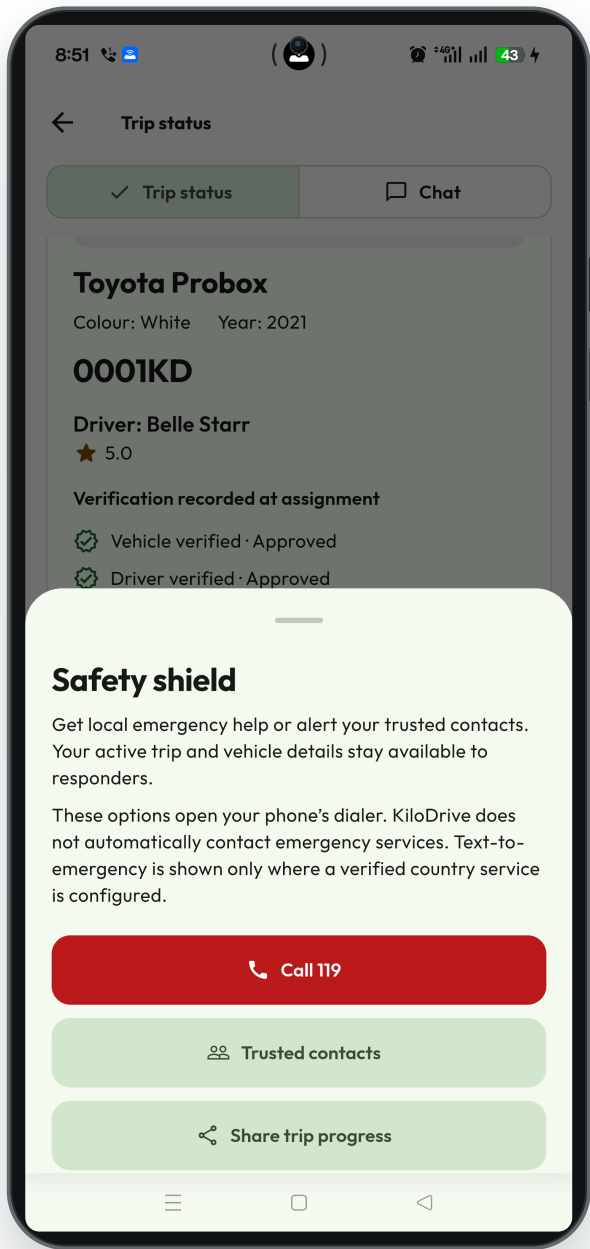
1. Read the arrival/vehicle-check card. If details match, confirm them using the offered action. Report a mismatch immediately; do not enter an unrecognized vehicle.
2. If a matching countdown is displayed, actively inspect the vehicle before it expires. A countdown is not a substitute for your safety check.
3. Follow Journey status once the driver starts the trip. Location age, accuracy and ETA are estimates; a stale point is not proof of the vehicle's current location.
4. Use the trip's sharing, chat, calling and safety controls as appropriate. For immediate danger, contact local emergency services; app alerts do not guarantee an emergency response.
5. At completion, confirm the final fare and payment state, view the receipt/history and submit a factual review. For a cash trip, follow the confirmed amount and avoid paying it again through an unrelated transfer.

Check the result

Completed trip history and payment evidence describe the finished journey. A cancelled trip is not a completed journey and may have different financial treatment.

If you cannot continue. If the vehicle or route is unsafe, prioritize safety. For an interrupted payment or cancellation, preserve the original trip reference and check its final status before another action.

Find the Safety shield



Open the shield during the trip to reach local emergency calling, trusted contacts and sharing. Read the explanation: opening the phone dialer does not automatically connect emergency services. Historical device capture, 2026-10-11; current menu labels and layout may differ.

Create a delivery in the guided steps

Shipping / Hail a Courier → new delivery

Before you begin

Decide whether this is a parcel collection, delivery from your location, or a shopping errand. The courier travels with the goods; this is not passenger transport.

Do this

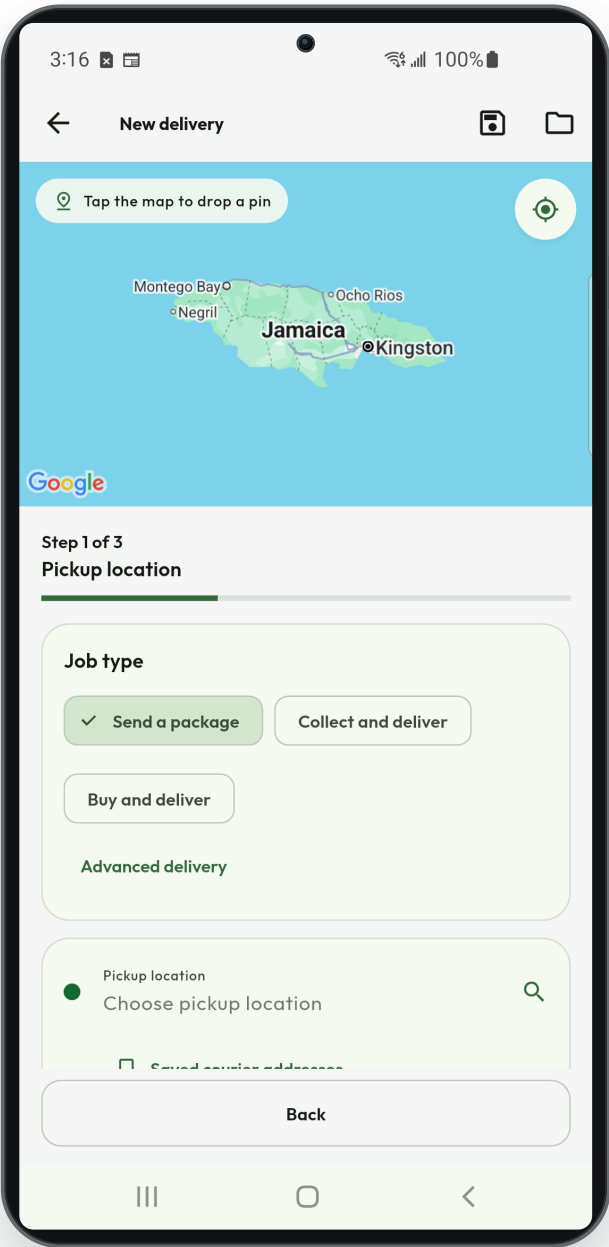
1. Describe what needs moving, quantities, size/value and handling needs. Read prohibited-goods rules and give truthful declarations.
2. Set the sender/pickup and destination. Add recipient details when applicable; optional name/phone fields need not be filled simply to advance.
3. Choose immediate or scheduled work. Review each wizard step for validation and preserve a draft if you cannot finish now.
4. Attach useful photographs or documents through the provided controls. Include delivery instructions, not payment passwords or unrelated personal information.
5. Review the budget, route, payment mode and final summary. Submit once, compare offers and confirm an eligible courier. Save the tracking reference.

Check the result

A published job can receive offers; assignment identifies the courier who will take custody. A draft or reusable template has not booked a courier or authorized payment.

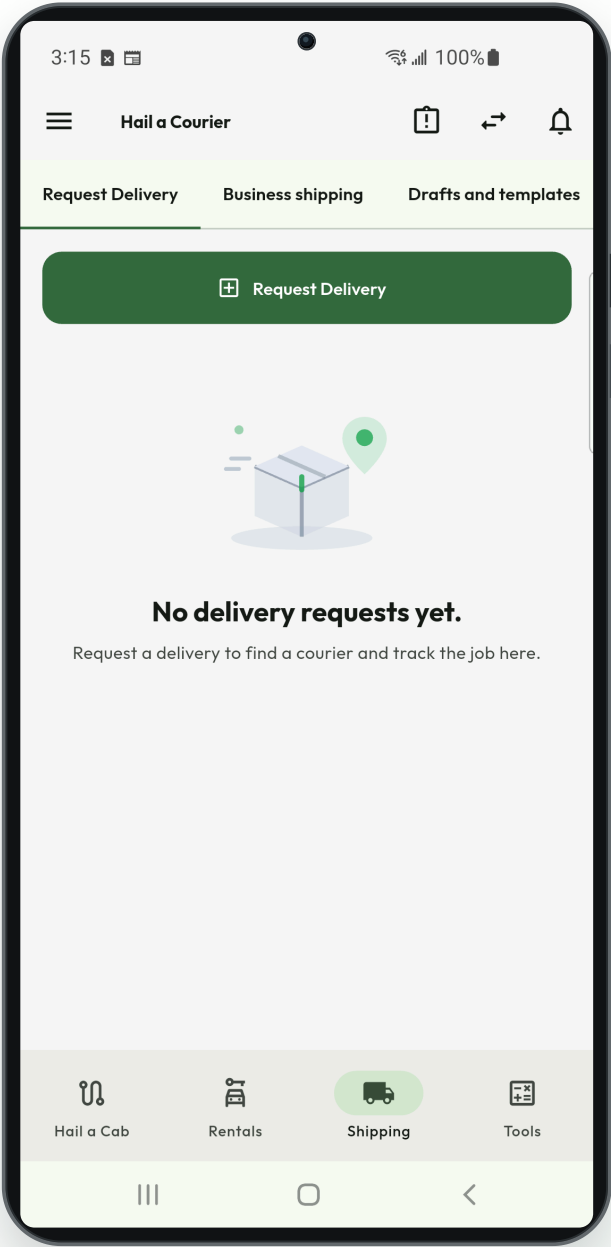
If you cannot continue. Correct the field highlighted on the current wizard step. A tracking number alone must not be shared as authority to access private location or evidence.

Start the three-step delivery request



Choose Send a package, Collect and deliver, or Buy and deliver, then set the actual pickup. Continue through the remaining steps and review the quote before submitting. Captured on Samsung SM-G970U, consumer build 247, 22 October 2026. Synthetic demonstration account.

Open the delivery workspace



The screenshot shows the Hail a Courier app interface. At the top, the status bar displays 3:15, signal strength, and 100% battery. The app header includes a hamburger menu, the title "Hail a Courier", and icons for notifications, a share/refresh symbol, and a bell. Below the header is a tab bar with three options: "Request Delivery" (selected), "Business shipping", and "Drafts and templates". A large green button with a plus icon and the text "Request Delivery" is prominently displayed. Below this button is an illustration of a cardboard box with a location pin. The text "No delivery requests yet." is centered, followed by the instruction "Request a delivery to find a courier and track the job here." At the bottom of the app is a navigation bar with four icons: "Hail a Cab", "Rentals", "Shipping" (highlighted with a green background), and "Tools". The phone's home indicator bar is visible at the very bottom.

Hail a Courier groups Request Delivery, Business shipping, and Drafts and templates. Request Delivery begins a new job; this account has no requests yet. Captured on Samsung SM-G970U, consumer build 247, 22 October 2026. Synthetic demonstration account.

Approve shopping, delivery and returns

Delivery details → receipts / custody / support

Before you begin

For buy-and-deliver work, separate the courier fare from the goods budget. Specify substitutions and the maximum authorized spend before purchase.

Do this

1. Review any extra-spend or substitution request in the job. Approve only the amount and items you actually accept; a chat message does not replace the recorded financial action.
2. Inspect the merchant receipt against the agreed items and actual spend. Reject a mismatch with a clear reason rather than approving it just to close the journey.
3. Follow pickup and custody status. Arrange recipient evidence using the method requested by the job, such as a code, photo or signature.
4. If purchase or delivery cannot happen, use the inability-to-buy, return or dispute workflow. Do not ask the courier to improvise an undocumented cash settlement.
5. Review outstanding receipts even if the route is Completed, Cancelled or Returned to sender. Inspect service-fare settlement, unused goods money and merchant refunds separately.

Check the result

The transport record and money records each have their own final state. A finished route can still need a receipt decision or dispute resolution.

If you cannot continue. Use Check status for an interrupted approval. Do not approve a second receipt or increase a budget to repair an unknown first result.

Find a suitable rental and branch

Rentals → Vehicles / Nearby map / Rental providers

Before you begin

Choose pickup and return dates/times before comparing availability. The branch timezone and operating hours affect whether those times can be accepted.

Do this

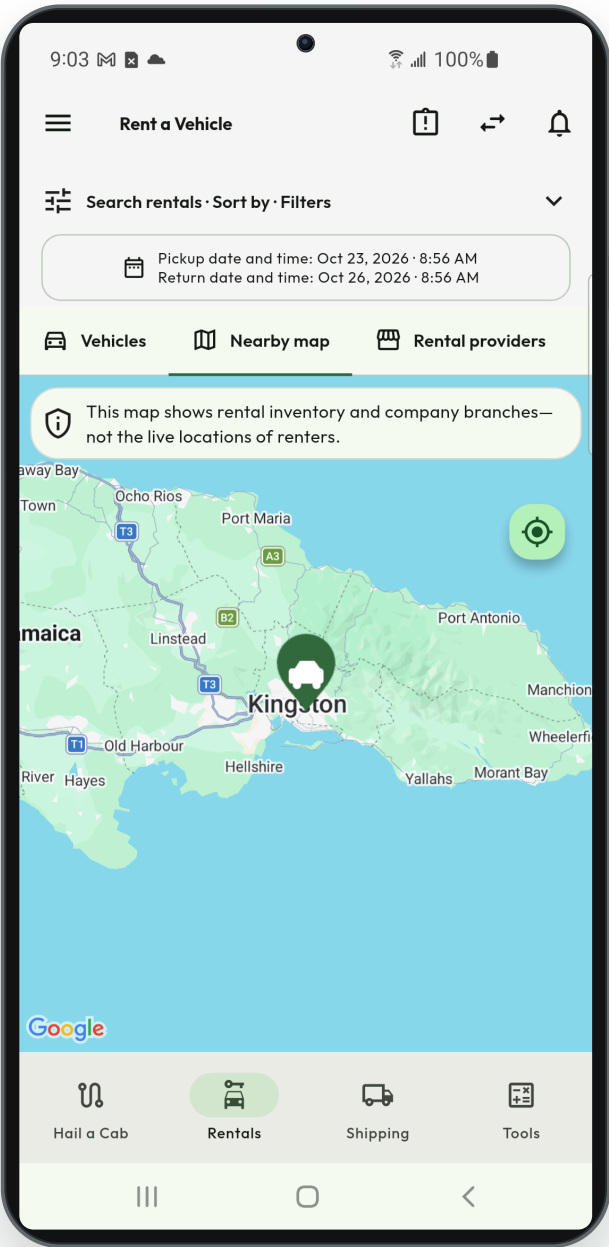
1. Expand Search rentals · Sort by · Filters when you need to narrow results. Apply your dates, search and filters, then review the current list.
2. Read the bold make/model/year, rental company, price marked p/d and seat count. The daily rate is not the full booking total or deposit.
3. Use Nearby map to inspect branch locations. A branch pin and vehicle count describe inventory, not a renter's live position.
4. Open vehicle details, its provider details, Gallery and Rental policies. Inspect configuration, condition, accessories, rental duration limits and requirements.
5. Open a gallery image to inspect it, move between images and download where offered. Check the vehicle's actual condition at collection; catalog images are not handover evidence.

Check the result

You have a vehicle and branch that fit the proposed period and your requirements. A catalog listing is not reserved until the server confirms a reservation/booking.

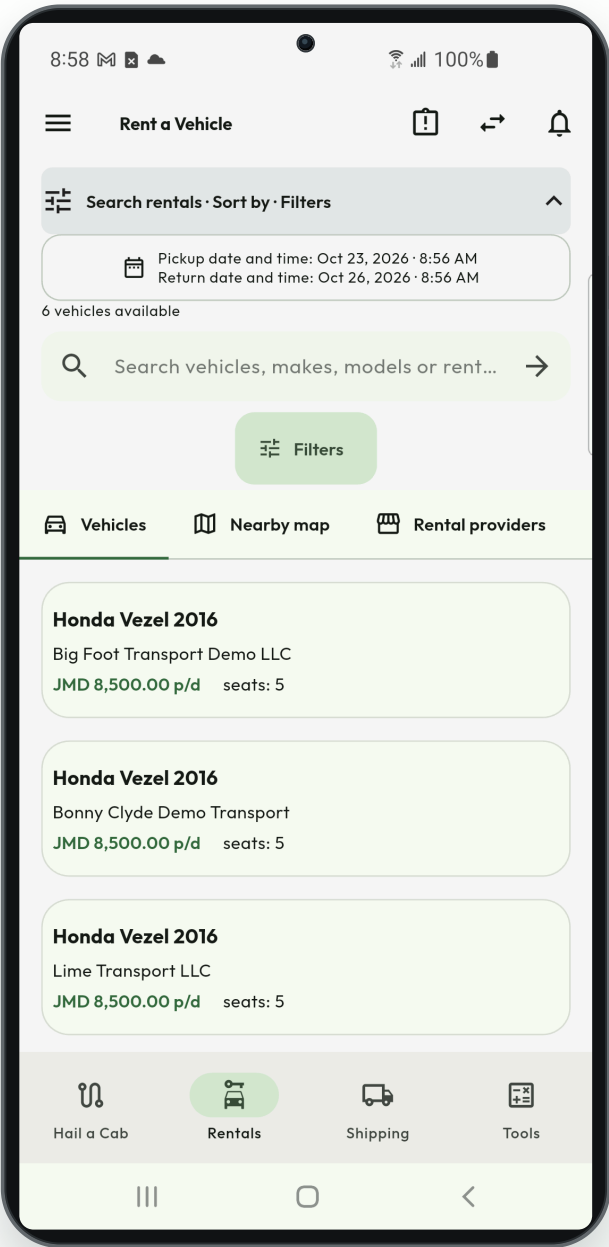
If you cannot continue. If loading fails, refresh after checking the connection. Preserve the selected dates and filters. Do not interpret an error as no vehicles or repeatedly tap Book.

Understand the rental map



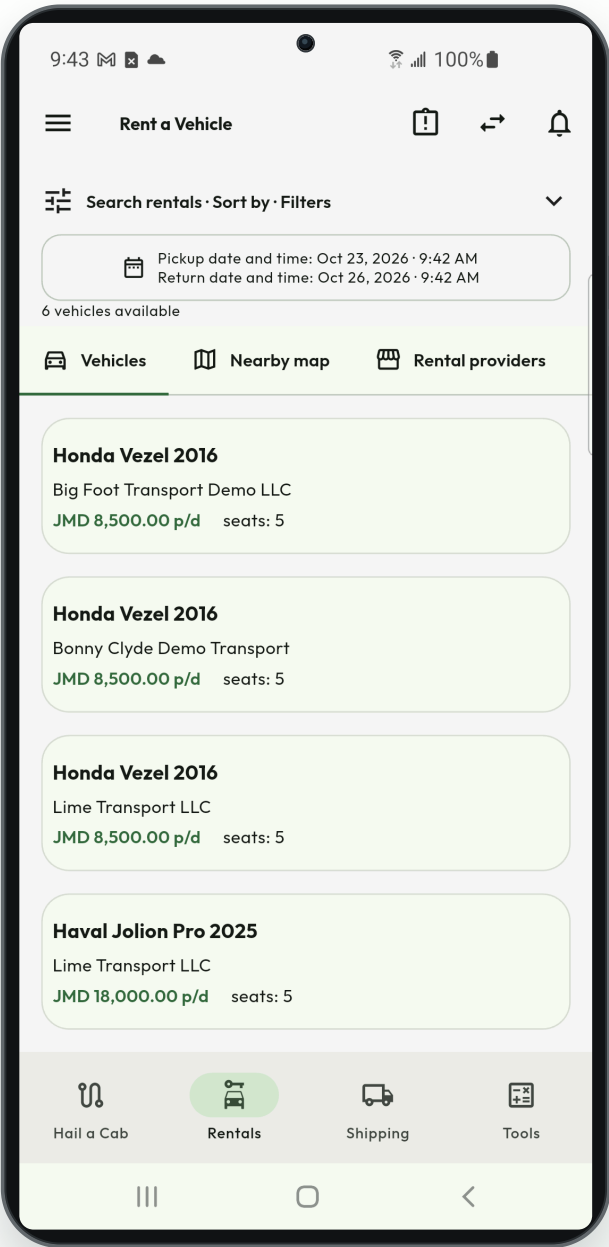
The map represents rental inventory and branches, not live renter locations. Open branch information and verify its address and operating hours before planning collection. A branch marker does not hold a vehicle or guarantee availability for the selected dates. Captured on Samsung, 22 October 2026, build 247.

Find the search and filter controls



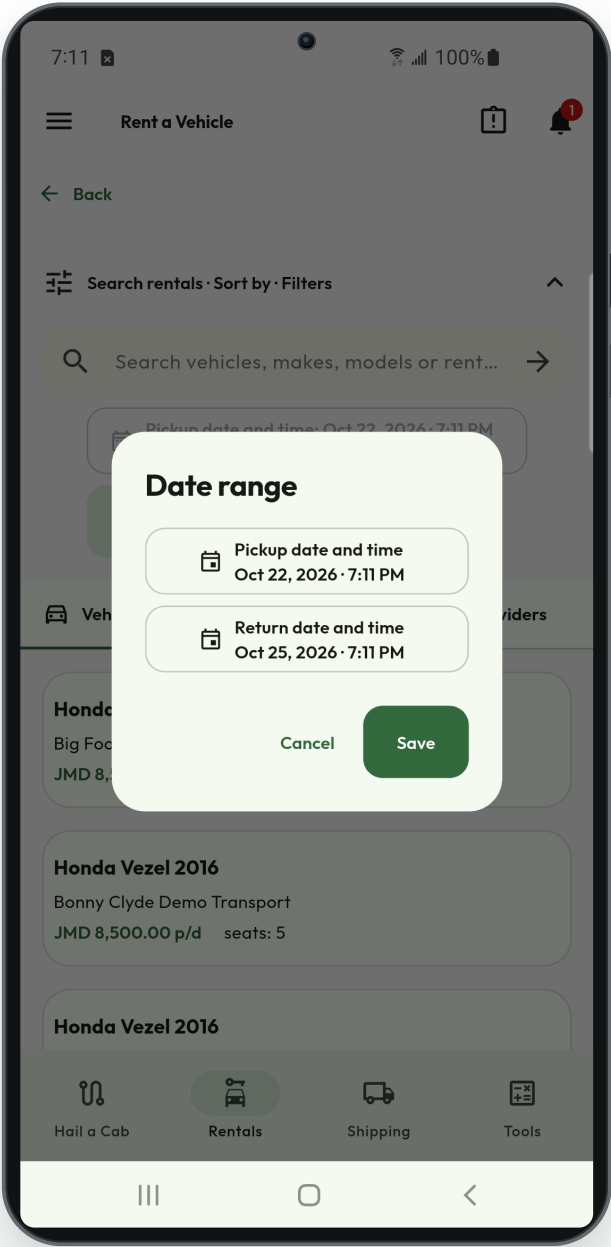
Expand the search/filter header when you need it. Review pickup and return together before selecting a vehicle. The screenshot shows a demonstration search; available inventory and the final quote are checked again for your own booking. Captured on Samsung, 22 October 2026, build 247.

Compare rental listings



Read the vehicle name, provider, daily rate and seats. Select your period first. These are synthetic demonstration listings, not an offer of these vehicles or prices. The list fits the phone width; open a vehicle for policies and qualification. Captured on Samsung, 22 October 2026, build 247.

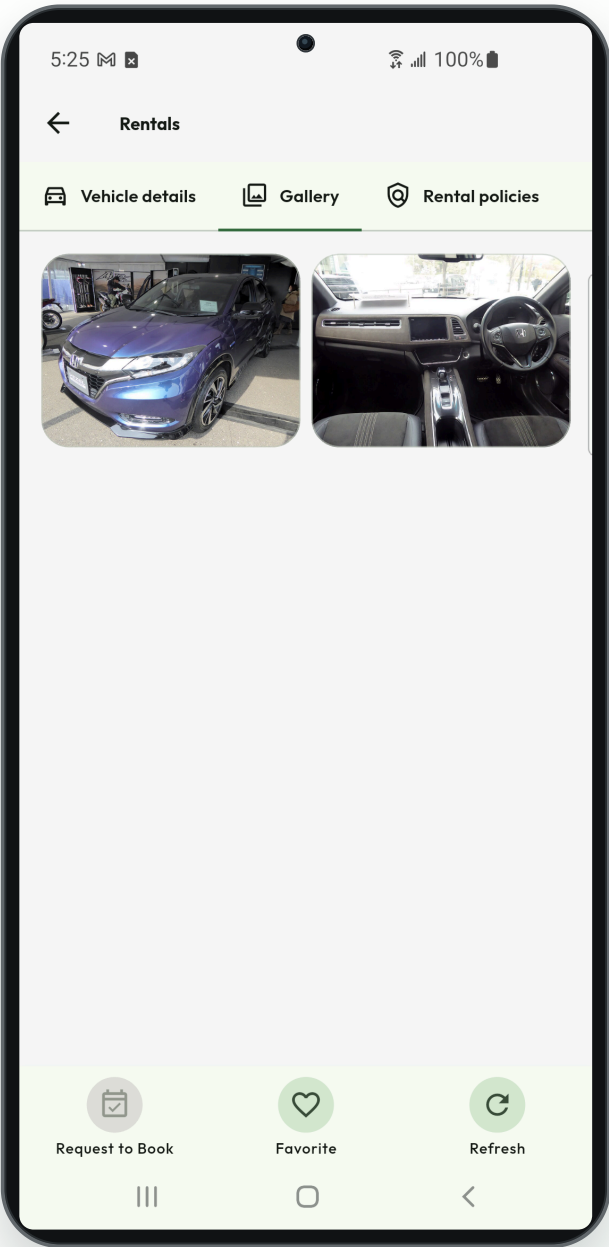
Select pickup and return times



The screenshot shows the 'Rent a Vehicle' screen in the Kilodrive app. A 'Date range' modal is open, allowing the user to select pickup and return dates and times. The modal contains two input fields: 'Pickup date and time' set to 'Oct 22, 2026 · 7:11 PM' and 'Return date and time' set to 'Oct 25, 2026 · 7:11 PM'. Below these fields are 'Cancel' and 'Save' buttons. The background shows a list of vehicles, including a 'Honda Vezel 2016' with a price of 'JMD 8,500.00 p/d' and 'seats: 5'. The bottom navigation bar includes icons for 'Hail a Cab', 'Rentals', 'Shipping', and 'Tools'.

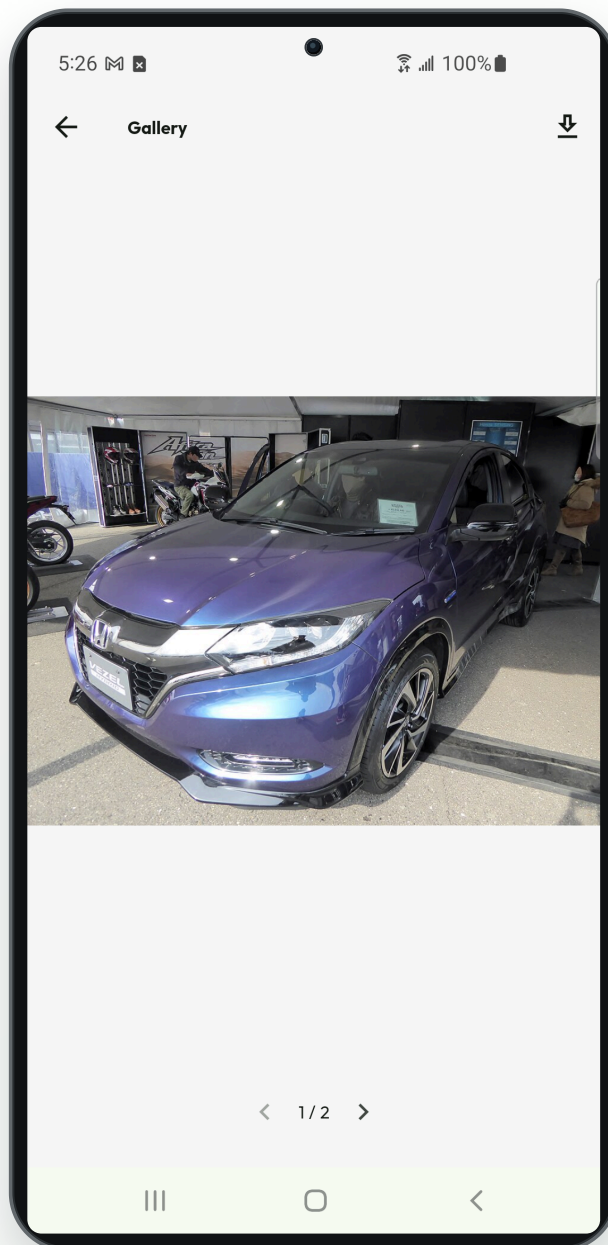
Set both the pickup and return date and time, then Save. Recheck the displayed rental window and price before booking. A date choice is not an inventory reservation. Captured in build 244.

Browse the vehicle gallery



Open Gallery from the vehicle details. Inspect the actual vehicle images and read any disclosed condition information before choosing the vehicle. Images do not replace the collection inspection. Captured in build 246.

Inspect an individual vehicle image



Open a photograph to inspect it at a larger size. Use the available gallery gestures and controls to inspect the other images, then return to the same vehicle detail. Captured in build 246.

Check whether you can rent this vehicle

Vehicle details → requirements / rental qualification

Before you begin

Use the same verified identity. Each provider can apply a reusable requirement profile to a vehicle, so different vehicles may have different requirements.

Do this

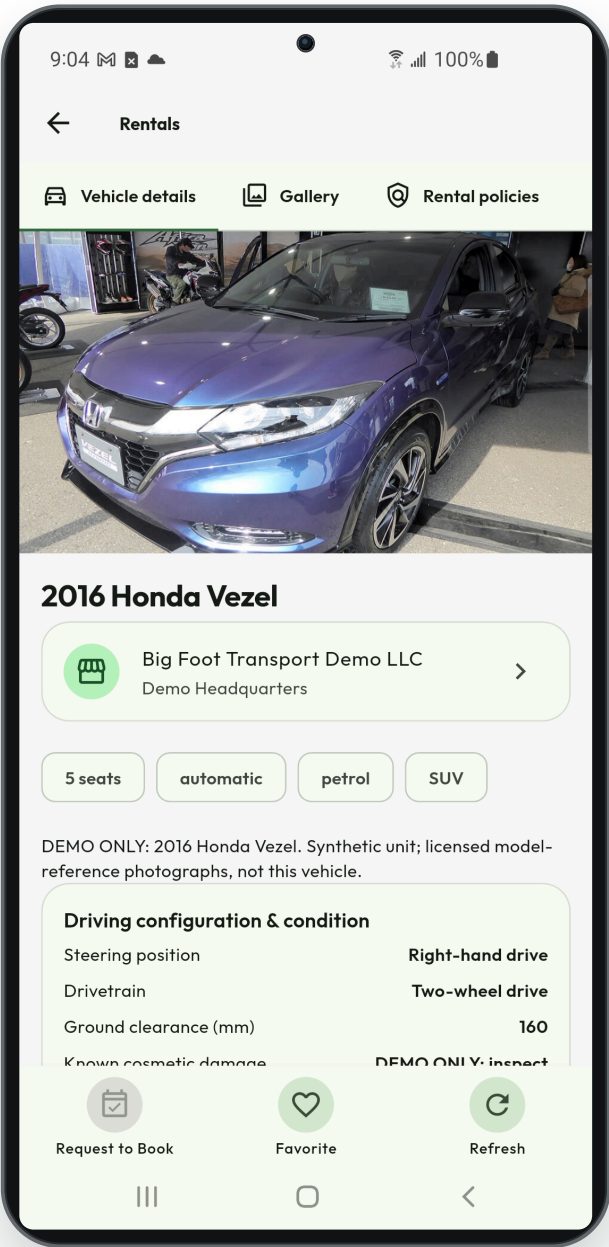
1. Read each requirement beside your standing. A green check records the current evidence; a red X identifies something to resolve.
2. Review driving-licence verification, supported licence category, expiry, required photo, minimum age and required licence holding period. Follow any additional published lawful requirement shown.
3. Open the missing-item action and supply the requested evidence once. A generally verified account does not necessarily include reviewed driving-licence facts.
4. Wait for review where required. For rejection, read the reason and replace the specified evidence rather than submitting unrelated documents.
5. Return to the selected vehicle and obtain a fresh quote. The final check covers the selected rental dates, including document validity through return.

Check the result

The final quote/booking validation accepts the recorded requirements for this vehicle and period. A successful upload or today's green preview is not a guarantee of future eligibility.

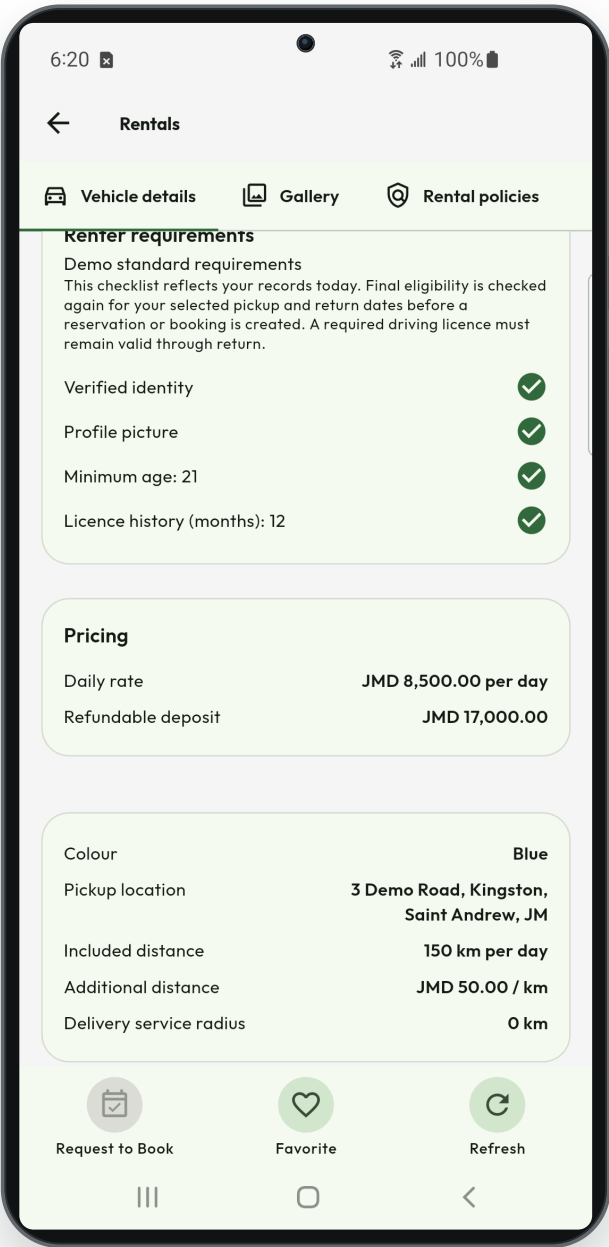
If you cannot continue. If already-reviewed evidence is not recognized, provide Support with the requirement and safe reference. Do not create another account or upload false evidence to bypass the check.

Inspect the vehicle before requesting it



Use Vehicle details, Gallery and Rental policies to inspect the offer. The fixed actions belong to this vehicle. A disabled request action requires checking the current prerequisites; it does not prove that payment has occurred. The vehicle shown is explicitly a synthetic listing. Captured on Samsung, 22 October 2026, build 247.

Check your rental eligibility



The requirements panel compares the provider requirements with your standing. Resolve a missing item through the offered verification action. Green ticks in this demonstration do not guarantee availability for every vehicle. Captured in build 244.

Reserve, book and confirm payment

Vehicle details → Request to Book / reservation option

Before you begin

Review total price, dates, pickup/return branch, duration limits, deposit, cancellation rules and eligibility. Ensure the displayed currency is understood.

Do this

1. Choose the supported collection/delivery arrangement and supply any required address. Re-read the final quote after changing dates or options.
2. Use Reserve when offered for a temporary unpaid hold, or follow Request to Book for the ordinary approval process. Read the server's reservation expiry.
3. Open the resulting record and follow the next required action: provider decision, contract, payment or other prerequisite. Do not assume every booking skips approval.
4. Pay through the offered method only. For manual confirmation, provide the requested reference/evidence and wait for verified confirmation; an uploaded receipt is not confirmation itself.
5. Check booking status and payment status independently. Open the issued receipt and retain/download it from the record when available. Keep the booking reference for collection.

Check the result

A confirmed booking allocates the vehicle for its interval. Payment confirmed is still distinct from collection ready and actual handover.

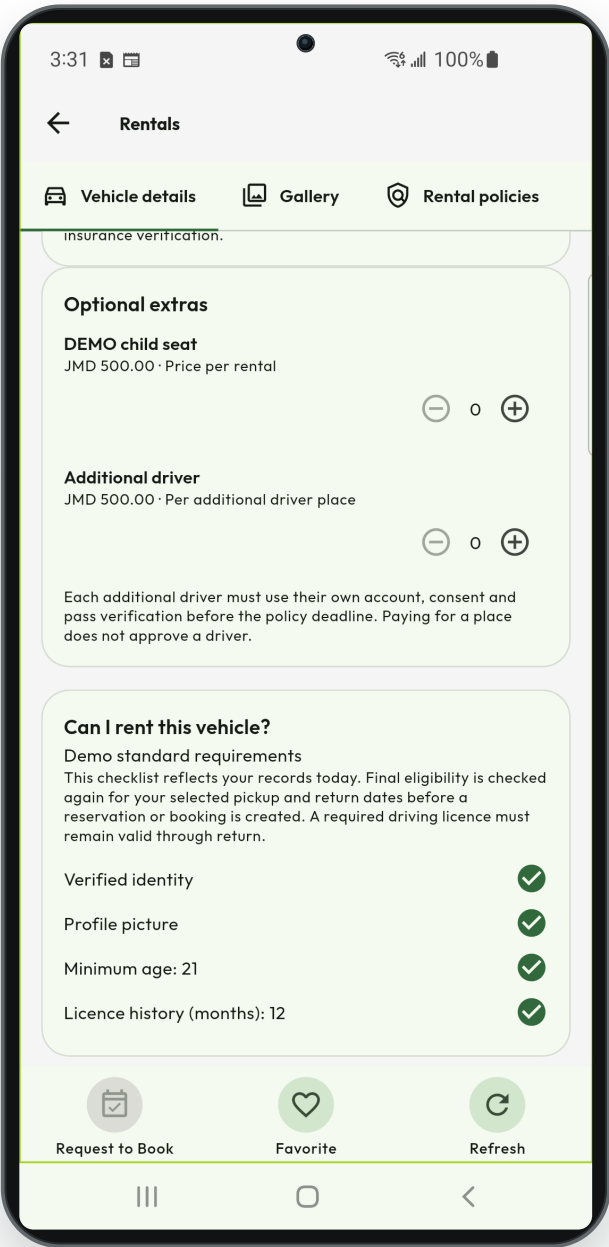
If you cannot continue. If the result is unknown, recover the original request; do not alternate Reserve and Book. If inventory or price changes, review a fresh quote instead of reusing an old screenshot.

The screenshot shows the Uber app interface for renting a vehicle. At the top, the status bar displays the time 3:57, signal strength, and 100% battery. The app header includes a menu icon, the title 'Rent a Vehicle', a clipboard icon, and a notification bell with a red '2'. Below the header, a search bar contains the text 'Search rentals · Sort by · Filters'. A date and time selector shows 'Pickup date and time: Oct 23, 2026 · 3:57 PM' and 'Return date and time: Oct 26, 2026 · 3:57 PM'. A message indicates '6 vehicles available'. Three tabs are visible: 'Vehicles' (selected), 'Nearby map', and 'Rental providers'. The main content area lists four vehicle options, each in a light green card:

- Honda Vezel 2016**
Big Foot Transport Demo LLC
JMD 8,500.00 p/d seats: 5
- Honda Vezel 2016**
Bonny Clyde Demo Transport
JMD 8,500.00 p/d seats: 5
- Honda Vezel 2016**
Lime Transport LLC
JMD 8,500.00 p/d seats: 5
- Haval Jolion Pro 2025**
Lime Transport LLC
JMD 18,000.00 p/d seats: 5

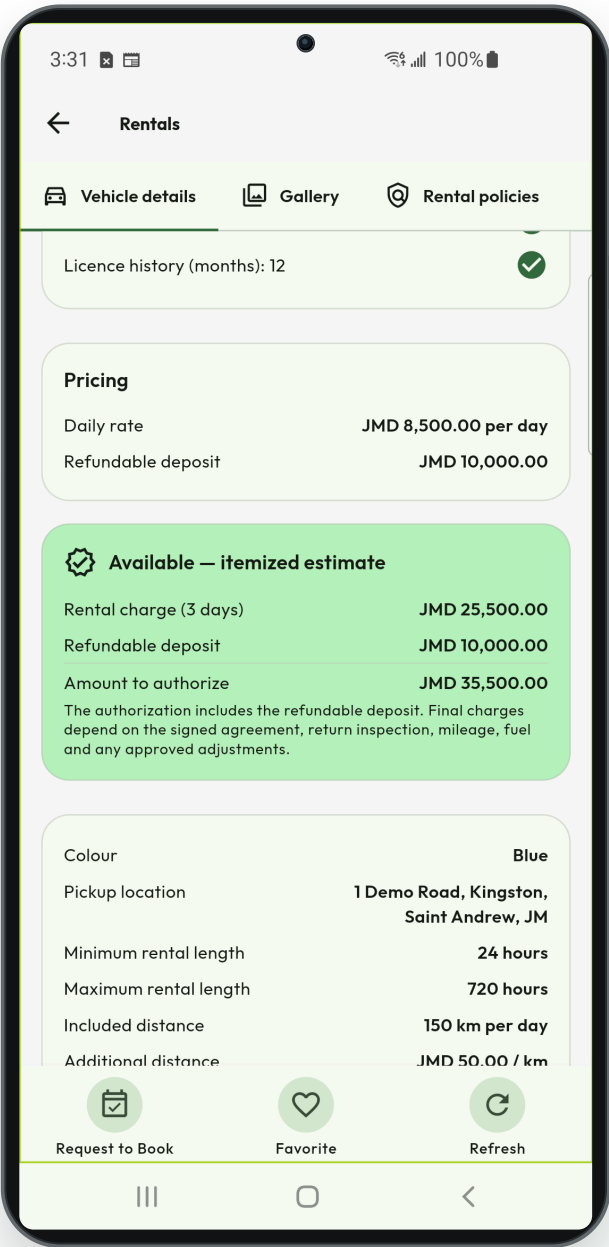
The bottom navigation bar features four icons: 'Hail a Cab', 'Rentals' (highlighted with a green circle), 'Shipping', and 'Tools'.

Check your eligibility



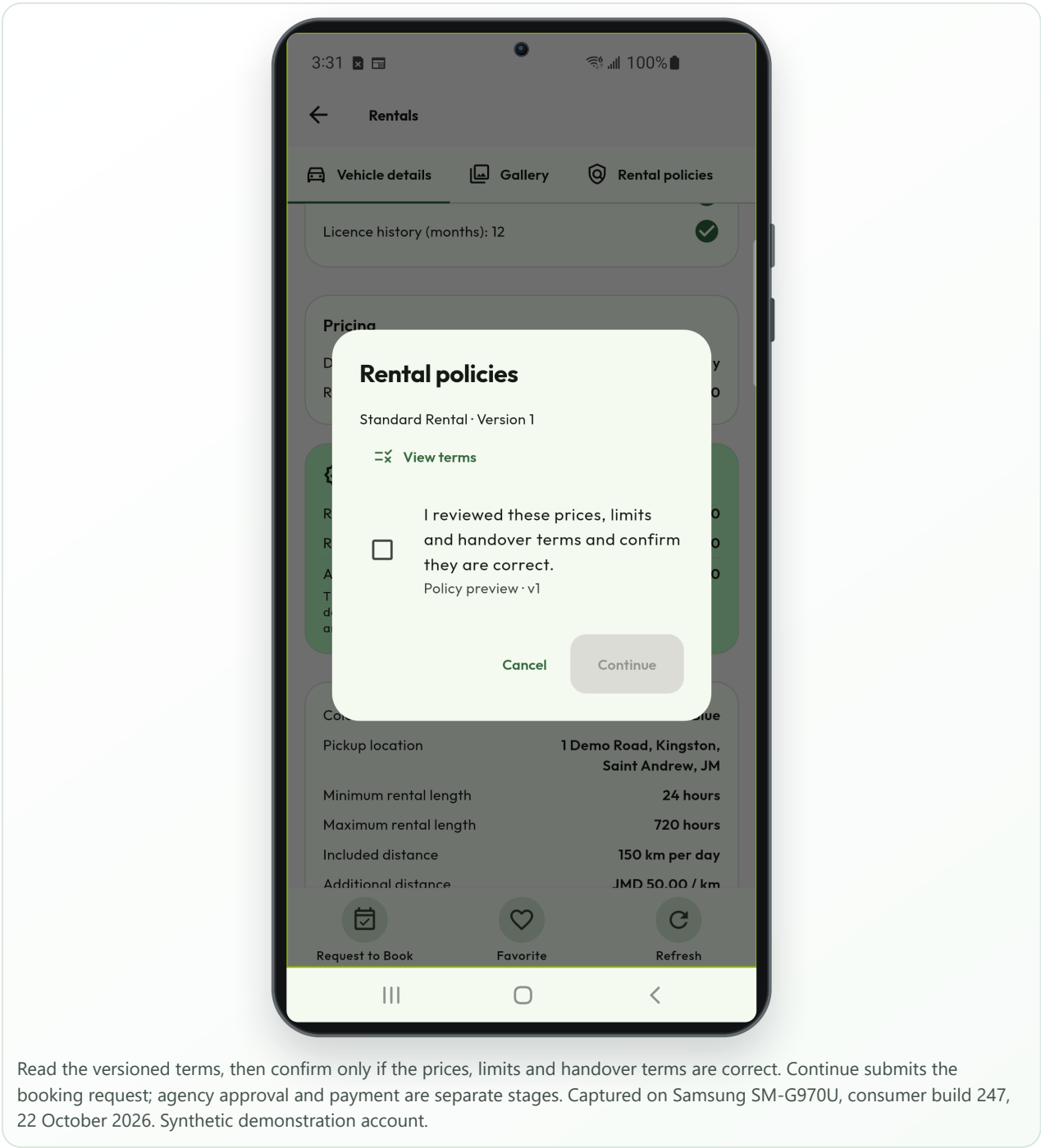
Review each requirement and your standing. Verified identity and licence category coverage are distinct checks. The server checks eligibility again for the requested dates. Captured on Samsung SM-G970U, consumer build 247, 22 October 2026. Synthetic demonstration account.

Review the complete rental quote



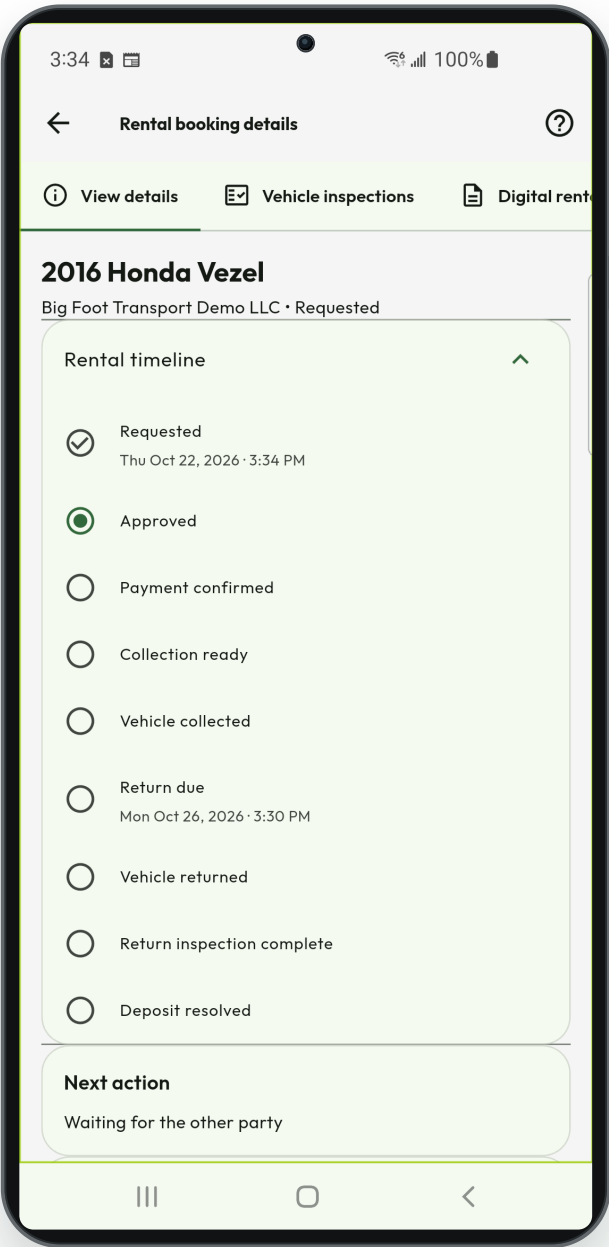
Review the rental charge, refundable deposit and total amount before proceeding. This example is JMD 35,500 including a JMD 10,000 deposit. A quote does not confirm payment or reserve a paid rental indefinitely. Captured on Samsung SM-G970U, consumer build 247, 22 October 2026. Synthetic demonstration account.

Accept the applicable rental policy



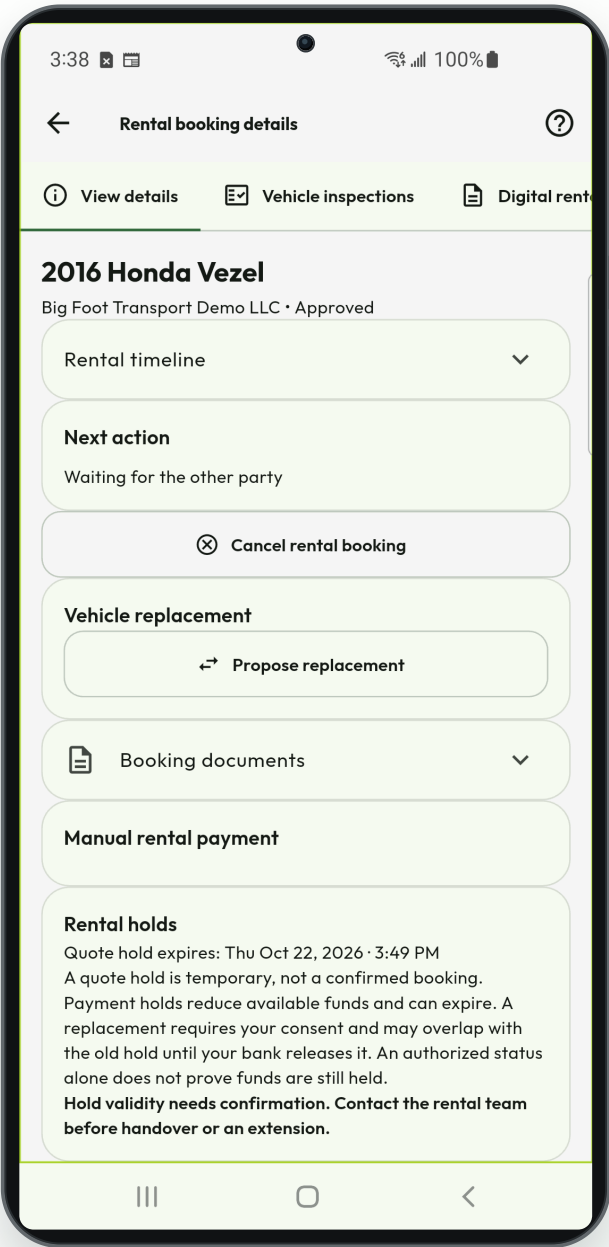
Read the versioned terms, then confirm only if the prices, limits and handover terms are correct. Continue submits the booking request; agency approval and payment are separate stages. Captured on Samsung SM-G970U, consumer build 247, 22 October 2026. Synthetic demonstration account.

Track the booking request



The timeline lists the workflow stages. A listed future stage is not completed merely because its label is visible. Wait for the agency decision before the next permitted action. Captured on Samsung SM-G970U, consumer build 247, 22 October 2026. Synthetic demonstration account.

Distinguish approval from payment



Approved means the agency accepted the request. Continue with the permitted payment workflow before the inventory deadline. Do not hand over the vehicle solely on this status. Captured on Samsung SM-G970U, consumer build 247, 22 October 2026. Synthetic demonstration account.

Submit manual payment evidence

3:41

100%

←

Rental booking details

?

View details

Vehicle inspections

Digital rental

Booking documents

▼

Manual rental payment

Pay the rental organization using its agreed instructions, then upload your receipt. KiloDrive does not collect or transfer these funds.

JMD 35,500.00

Done

Payment reference (optional)

DEMO-NO-MONEY-20261022

22/80

Submit payment receipt

Rental holds

Quote hold expires: Thu Oct 22, 2026 · 3:49 PM

A quote hold is temporary, not a confirmed booking.

Payment holds reduce available funds and can expire. A replacement requires your consent and may overlap with the old hold until your bank releases it. An authorized status alone does not prove funds are still held.

Hold validity needs confirmation. Contact the rental team before handover or an extension.

Pickup date and time

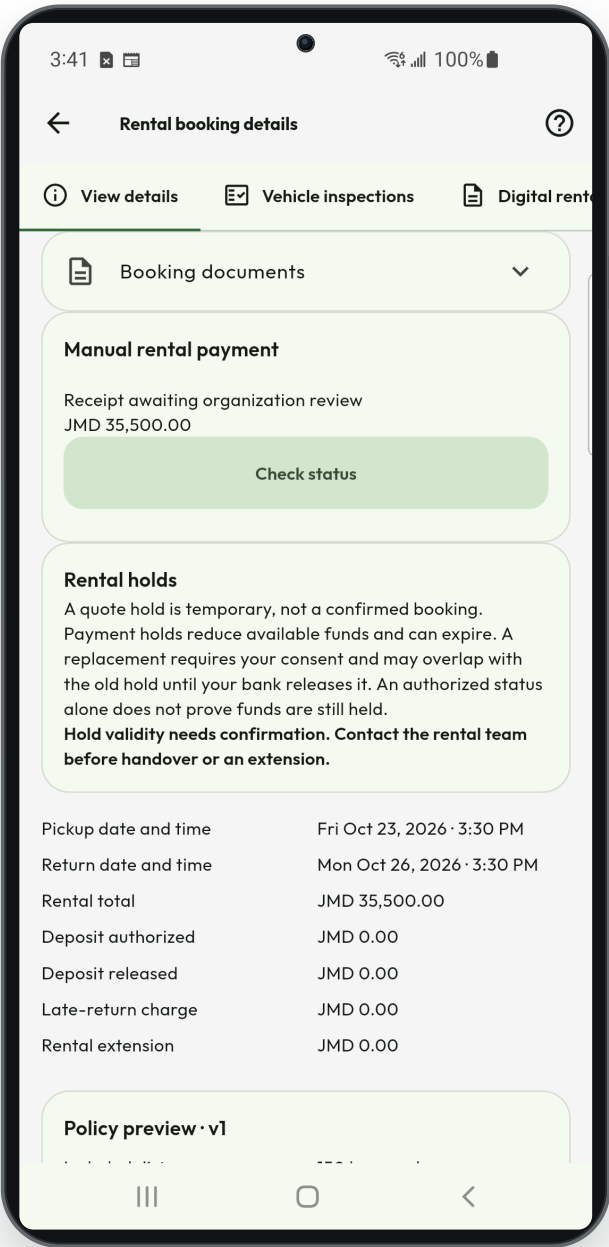
Fri Oct 23, 2026 · 3:30 PM

Return date and time

Mon Oct 26, 2026 · 3:30 PM

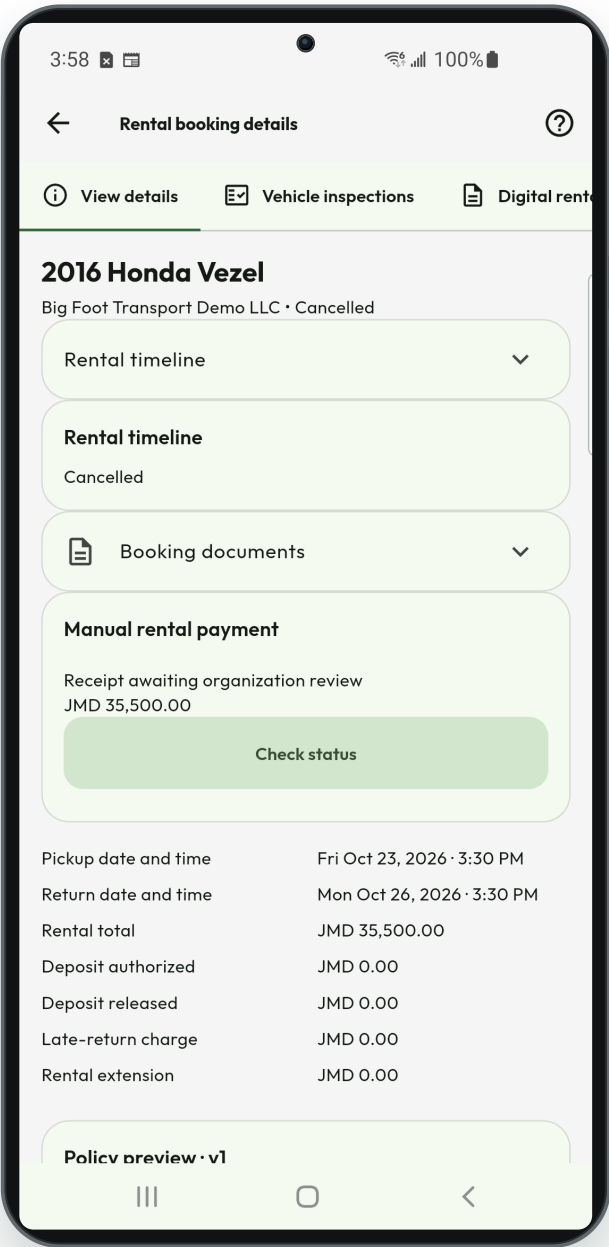
Upload genuine evidence for an actual external payment and enter its reference. This certification image uses an explicitly simulated document marked NO MONEY TRANSFERRED; it must never be reused as payment evidence. Captured on Samsung SM-G970U, consumer build 247, 22 October 2026. Synthetic demonstration account.

Wait for payment review



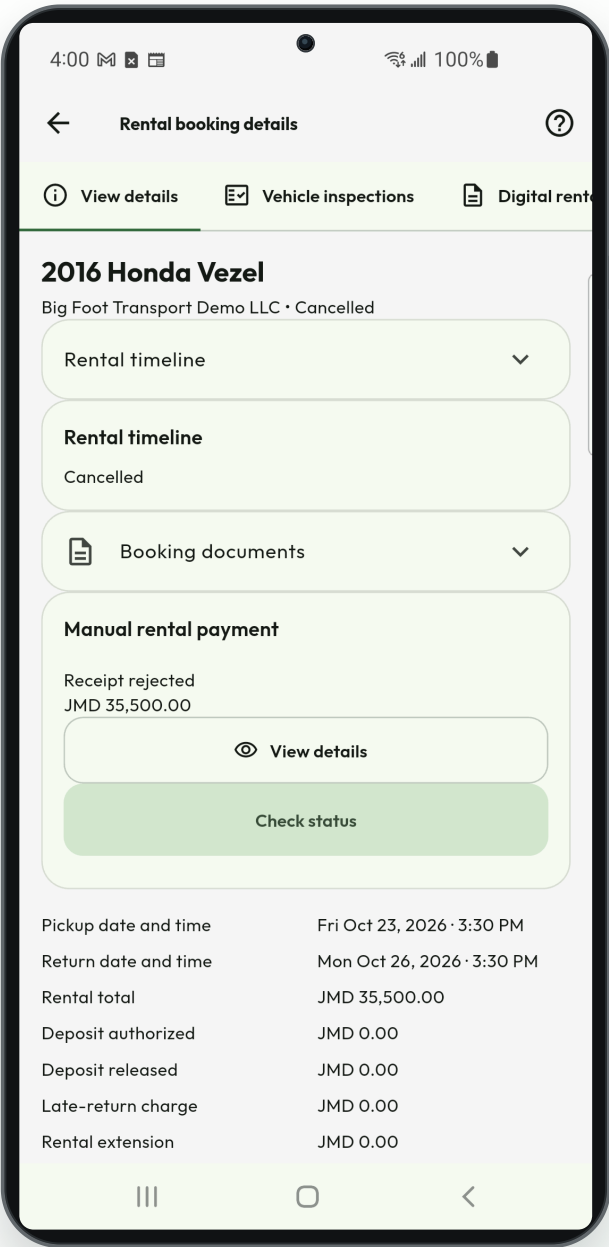
Receipt awaiting organization review means the agency has not confirmed receipt. Check status before retrying. Uploading a document does not prove payment or extend the inventory hold. Captured on Samsung SM-G970U, consumer build 247, 22 October 2026. Synthetic demonstration account.

Recover after the inventory deadline



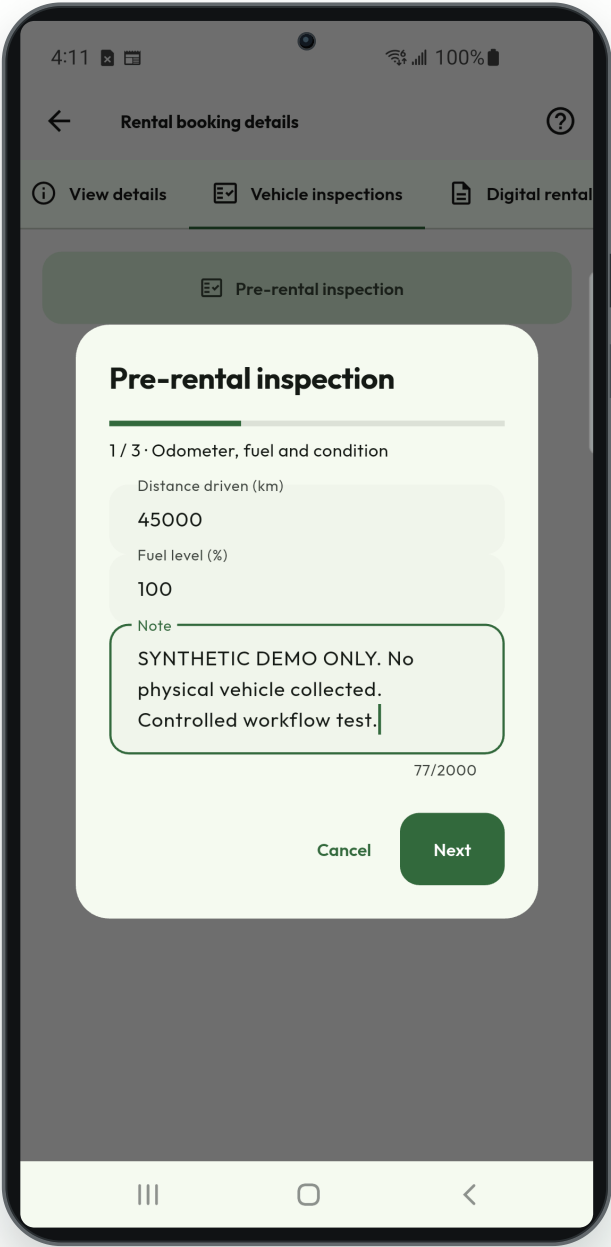
This genuine screen shows Cancelled with a receipt still awaiting review. The inventory deadline and payment review are independent. Resolve the original payment report with the agency before making another payment. Captured on Samsung SM-G970U, consumer build 247, 22 October 2026. Synthetic demonstration account.

Understand a rejected receipt



The synthetic no-money report was rejected. This is not a refund and does not mean real funds were returned. Keep the reference and contact the agency if an actual transfer needs reconciliation. Captured on Samsung SM-G970U, consumer build 247, 22 October 2026. Synthetic demonstration account.

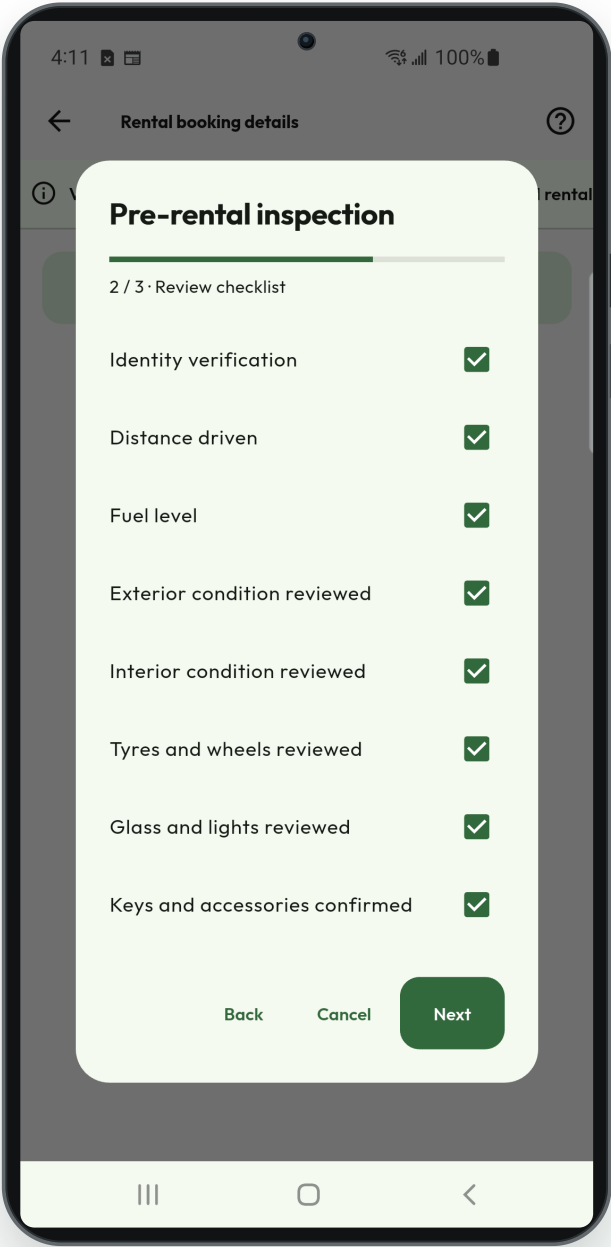
Record collection readings



The screenshot shows a mobile application interface for recording pre-rental inspection data. The title bar at the top reads 'Rental booking details'. Below it, there are three tabs: 'View details', 'Vehicle inspections' (which is selected), and 'Digital rental'. The main content area is titled 'Pre-rental inspection' and features a progress indicator '1 / 3 · Odometer, fuel and condition'. There are two input fields: 'Distance driven (km)' with the value '45000' and 'Fuel level (%)' with the value '100'. A 'Note' field contains the text 'SYNTHETIC DEMO ONLY. No physical vehicle collected. Controlled workflow test.' At the bottom right of the note field, the text '77/2000' is visible. Below the note field are two buttons: 'Cancel' and 'Next'.

The agency records the odometer, fuel or charge, and condition notes. Enter actual readings and describe existing damage before handing over the vehicle. Captured on Samsung SM-G970U, consumer build 247, 22 October 2026. Synthetic demonstration; no physical vehicle or real funds transferred.

Complete the collection checklist



4:11 [icons] 100%

← Rental booking details ⓘ ?

Pre-rental inspection

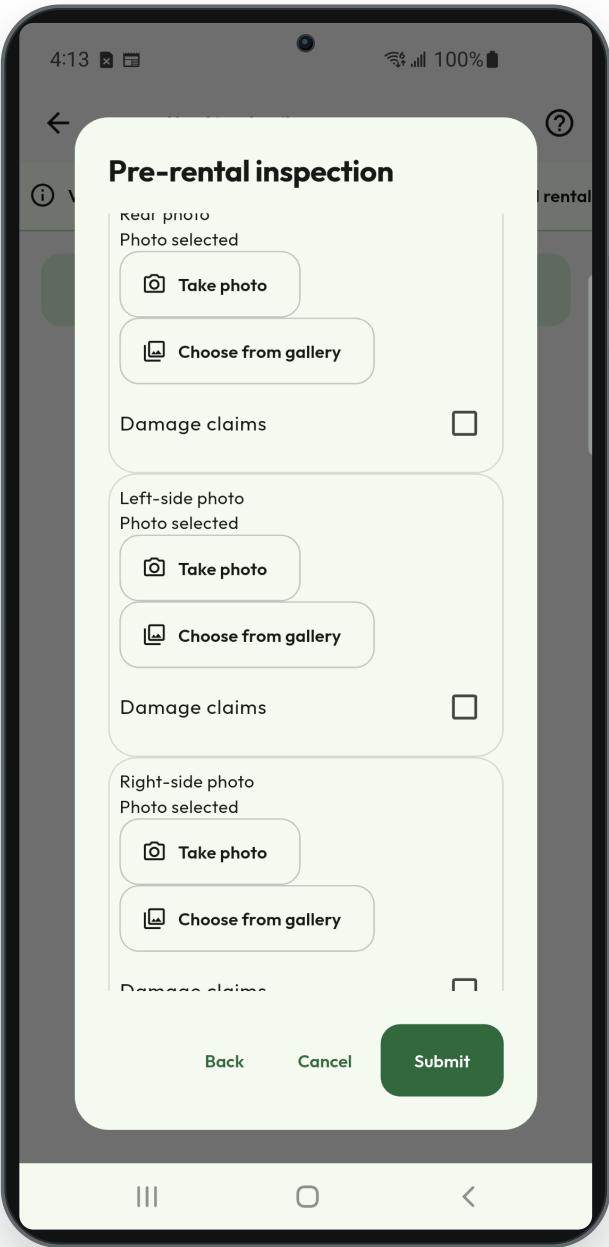
2 / 3 · Review checklist

- Identity verification ✓
- Distance driven ✓
- Fuel level ✓
- Exterior condition reviewed ✓
- Interior condition reviewed ✓
- Tyres and wheels reviewed ✓
- Glass and lights reviewed ✓
- Keys and accessories confirmed ✓

Back Cancel Next

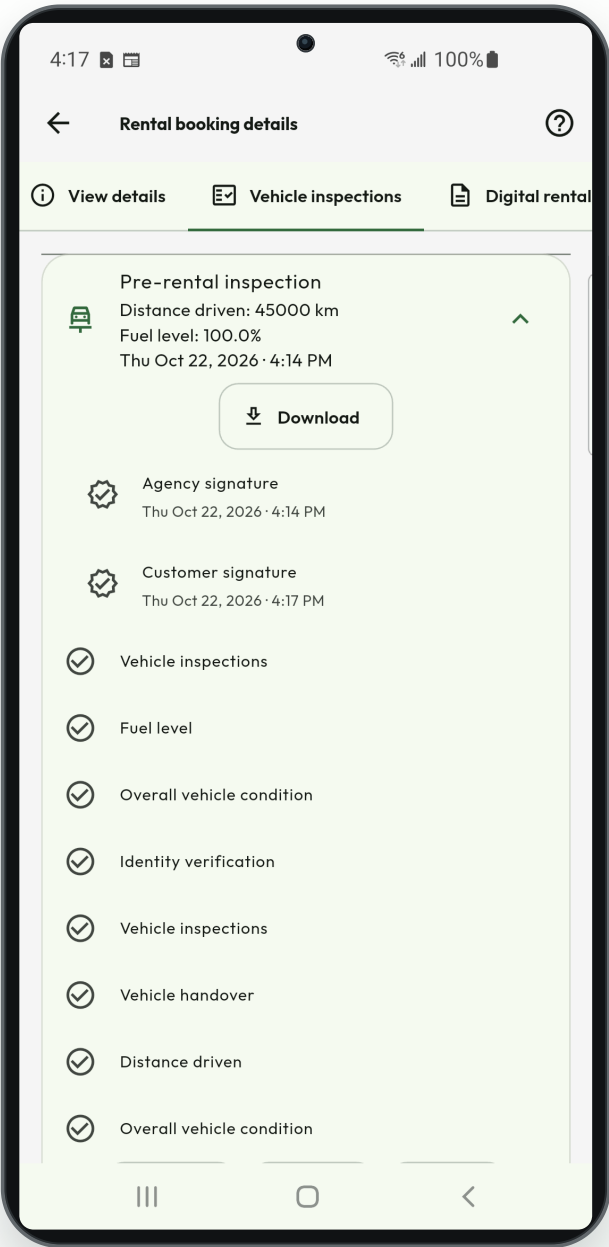
Check each item only after reviewing it. Identity, keys, condition and handover checks are separate from payment confirmation. Captured on Samsung SM-G970U, consumer build 247, 22 October 2026. Synthetic demonstration; no physical vehicle or real funds transferred.

Photograph the collection condition



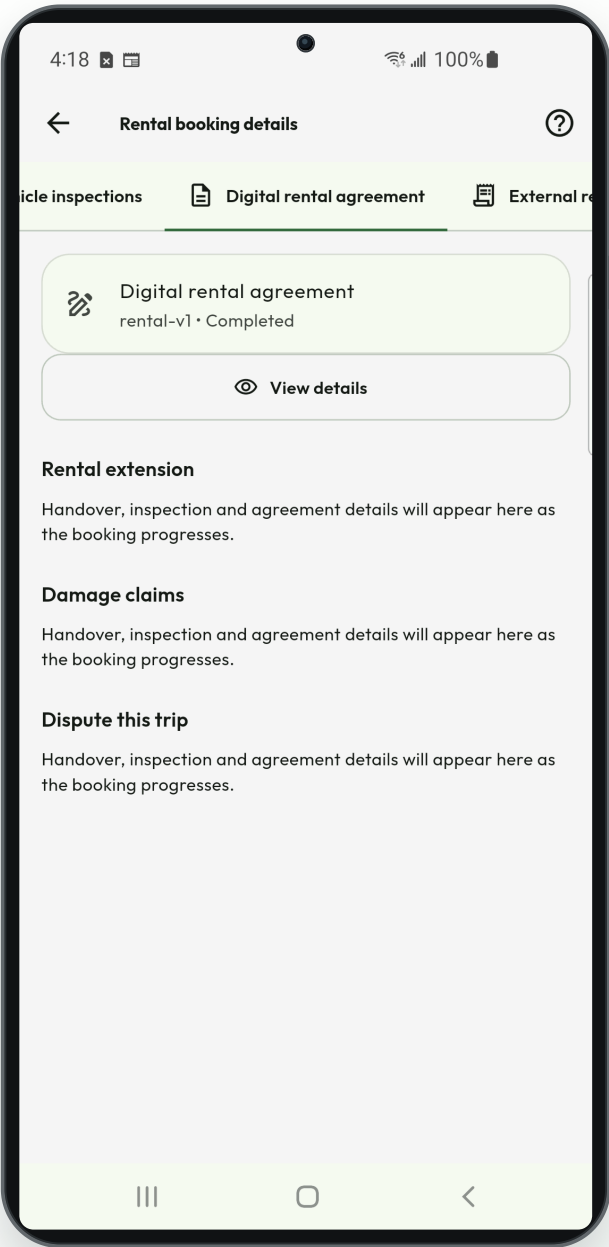
Capture clear photographs of each requested vehicle area. This controlled test used synthetic fixture images to exercise upload; real rentals require actual, distinct views of the vehicle. Captured on Samsung SM-G970U, consumer build 247, 22 October 2026. Synthetic demonstration; no physical vehicle or real funds transferred.

Both parties sign the collection record



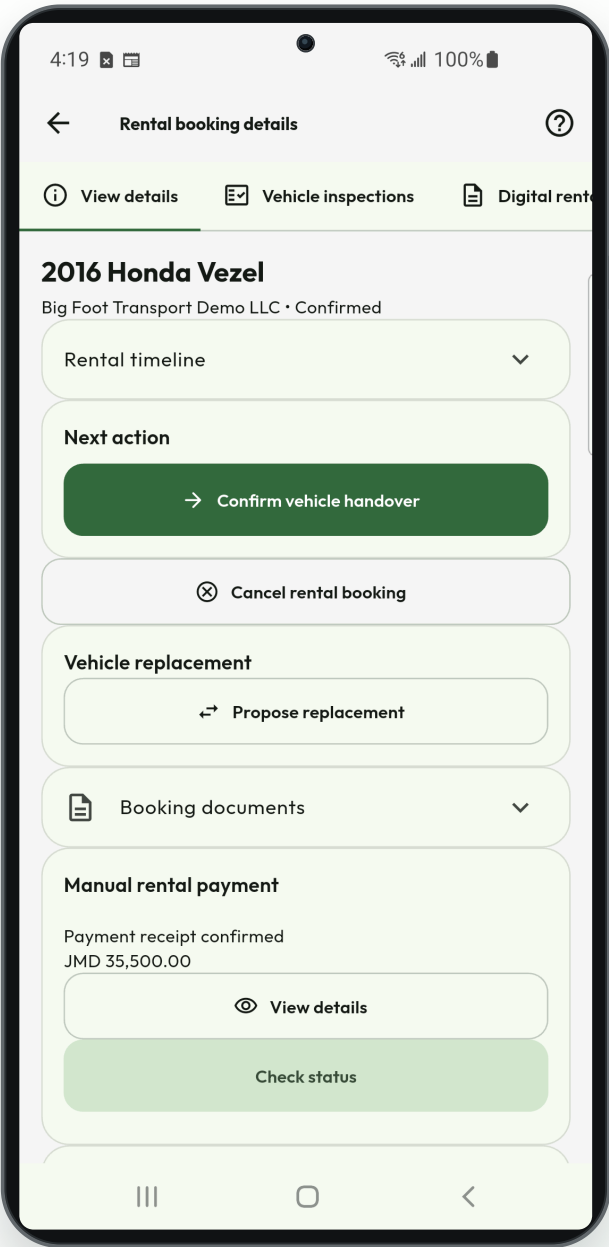
The customer and agency review and accept the same evidence-bound record independently. Download saves the completed PDF. A signature does not confirm payment or waive dispute rights. Captured on Samsung SM-G970U, consumer build 247, 22 October 2026. Synthetic demonstration; no physical vehicle or real funds transferred.

Complete the rental agreement



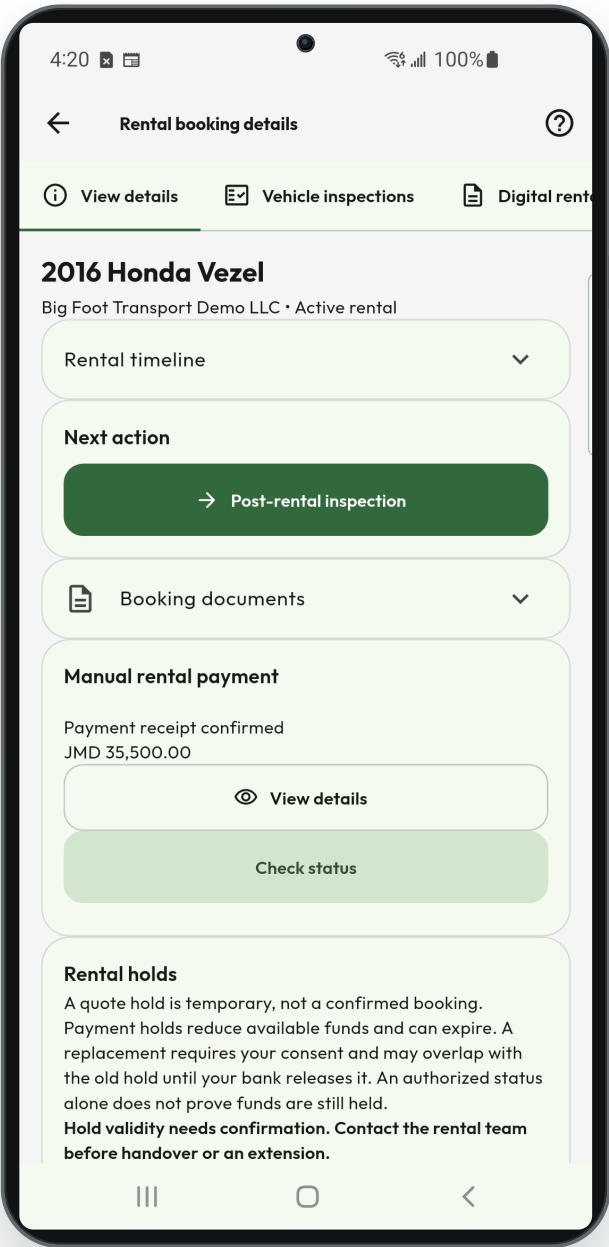
Review the prices, dates, policies and amendments before signing. Completed means both required agreement signatures are recorded; physical collection remains a separate action. Captured on Samsung SM-G970U, consumer build 247, 22 October 2026. Synthetic demonstration; no physical vehicle or real funds transferred.

Confirm physical collection



The agency confirms handover only after payment, eligibility, agreement and inspection requirements are satisfied. Do not treat approval or an uploaded payment document as vehicle collection. Captured on Samsung SM-G970U, consumer build 247, 22 October 2026. Synthetic demonstration; no physical vehicle or real funds transferred.

Track an active rental



The active status follows the recorded handover. Keep the agreement and condition record, observe the return deadline, and contact the agency before changing the agreed use or return arrangements. Captured on Samsung SM-G970U, consumer build 247, 22 October 2026. Synthetic demonstration; no physical vehicle or real funds transferred.

The screenshot shows a mobile application interface for a rental booking. The top status bar displays the time 4:21, signal strength, and 100% battery. The app's header is 'Rental booking details' with a back arrow and a help icon. Below the header are three tabs: 'View details' (selected), 'Vehicle inspections', and 'Digital rental'. The 'View details' tab is active, showing a 'Post-rental inspection' section. This section has a progress bar indicating '1 / 3 · Odometer, fuel and condition'. Below the progress bar are two input fields: 'Distance driven (km)' with the value '45000' and 'Fuel level (%)' with the value '100'. A 'Note' field contains the text 'SYNTHETIC DEMO RETURN. No physical vehicle moved. Zero additional distance or damage.' The bottom of the screen shows a 'Cancel' button and a green 'Next' button. The background shows a 'Rental booking details' screen with tabs for 'View details', 'Vehicle inspections', and 'Digital rental'.

4:21 100%

← Rental booking details ?

View details Vehicle inspections Digital rental

Post-rental inspection

1 / 3 · Odometer, fuel and condition

Distance driven (km)

45000

Fuel level (%)

100

Note

SYNTHETIC DEMO RETURN. No physical vehicle moved. Zero additional distance or damage.

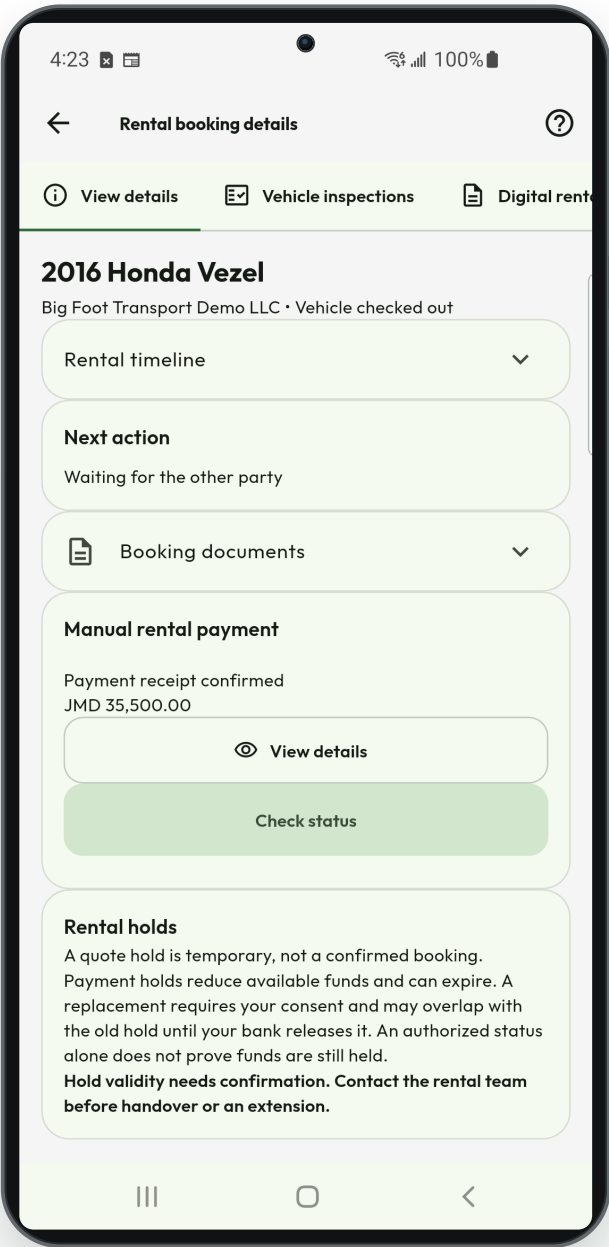
85/2000

Cancel Next

||| ○ <

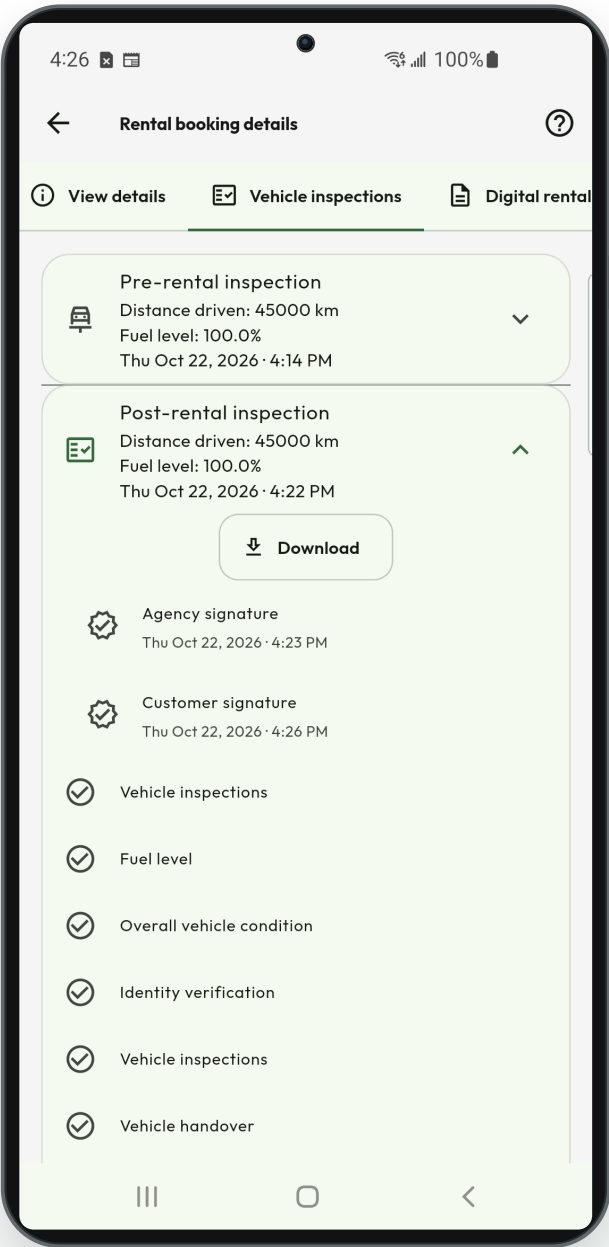
The agency records the actual return odometer, fuel or charge and condition. Compare with the collection record. This synthetic demonstration records no physical travel or new damage. Captured on Samsung SM-G970U, consumer build 247, 22 October 2026. Synthetic demonstration; no physical vehicle or real funds transferred.

Record the vehicle return



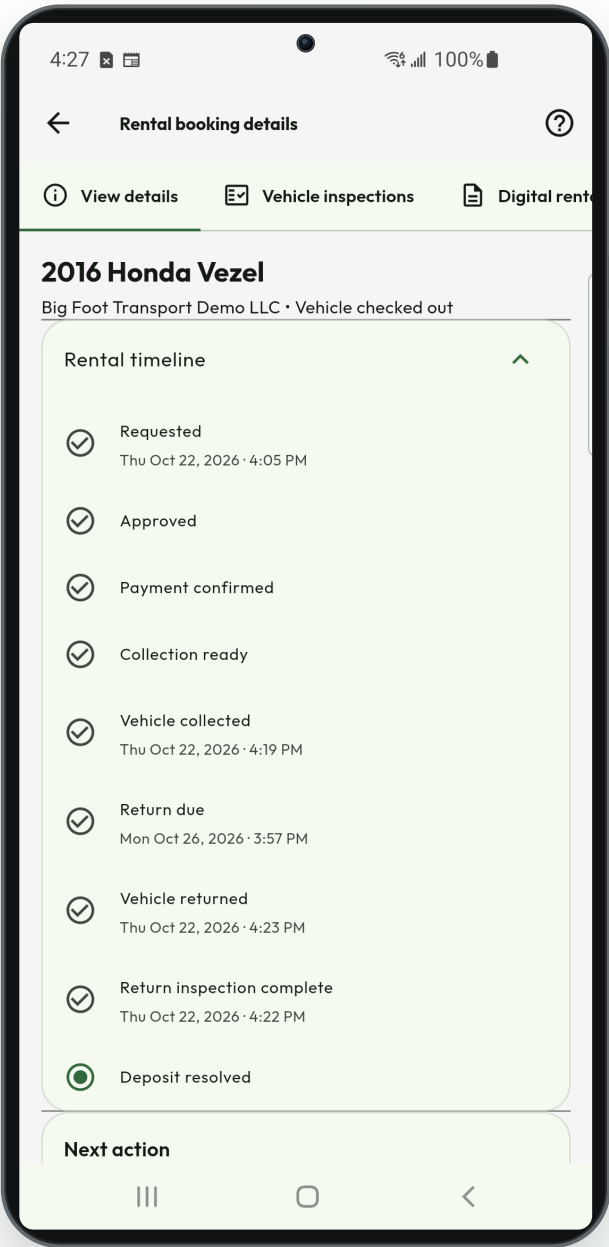
Return inspection and the recorded return are separate facts. Keep photographs and discuss any differences; returning the vehicle does not itself prove a refund or settle a deposit. Captured on Samsung SM-G970U, consumer build 247, 22 October 2026. Synthetic demonstration; no physical vehicle or real funds transferred.

Download the signed return record



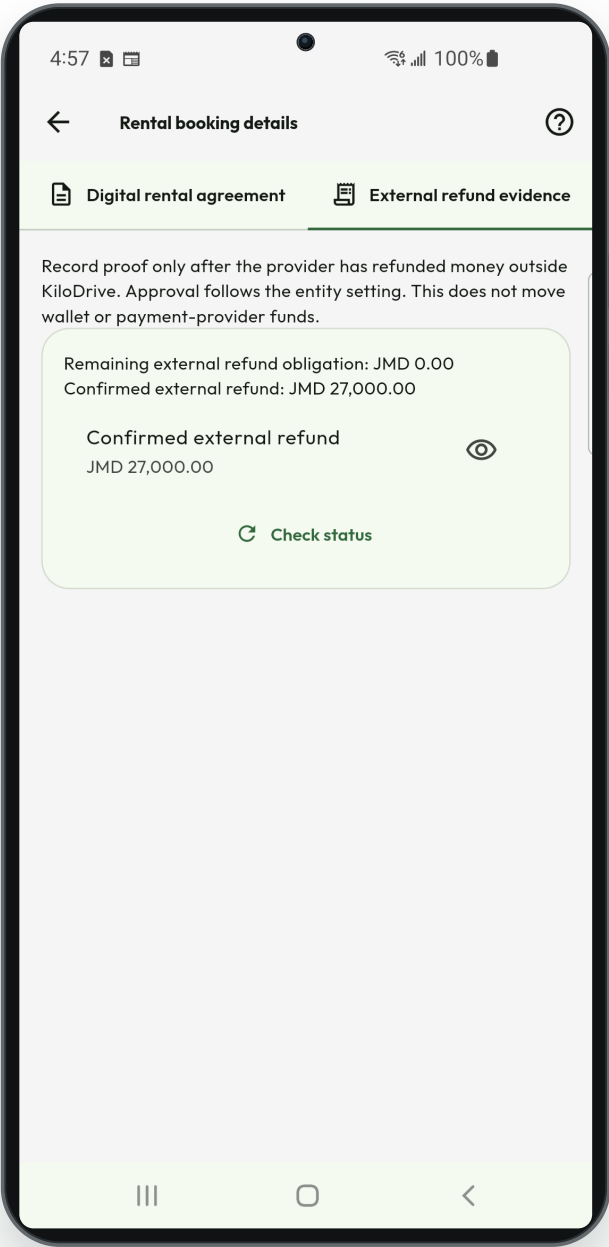
Both parties have signed this exact post-rental condition record. Use Download to retain the PDF. Check that the customer and agency signatures are both present before relying on it as the agreed condition record. Captured on Samsung SM-G970U, consumer build 247, 22 October 2026. Synthetic demonstration; no physical vehicle or real funds transferred.

Check return and financial completion separately



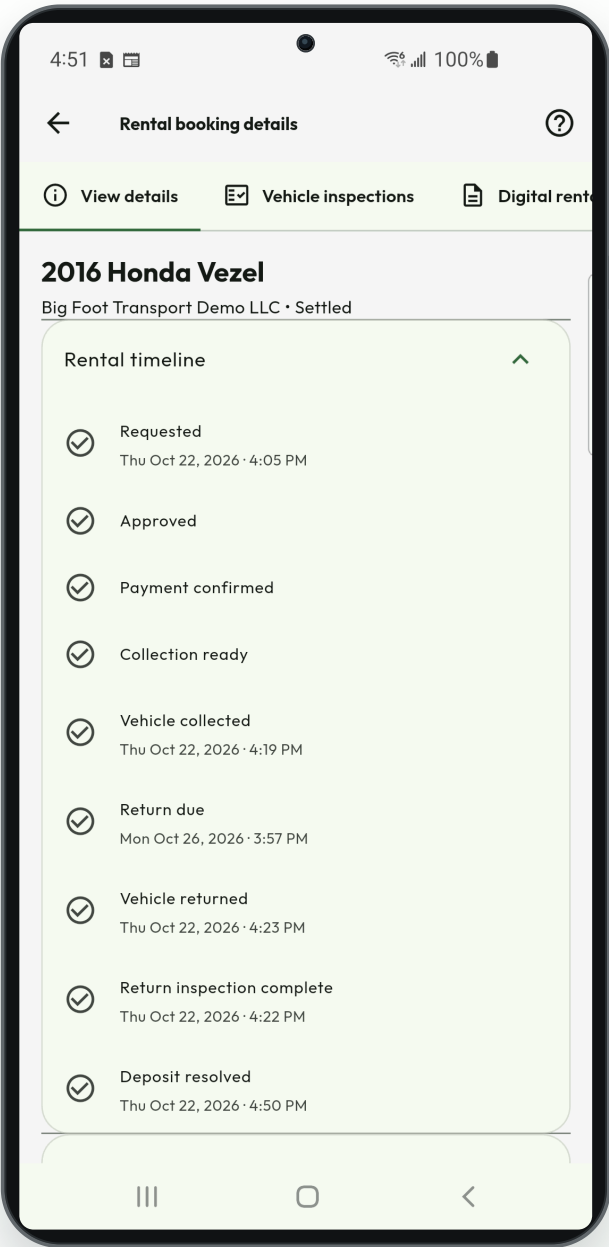
Check collection, return, inspection and financial completion separately. A stage label alone is not proof of completion. The following pages show the completed manual-payment settlement flow. Captured on Samsung SM-G970U, build 247, 22 October 2026; synthetic demonstration.

Record an external refund without moving wallet funds



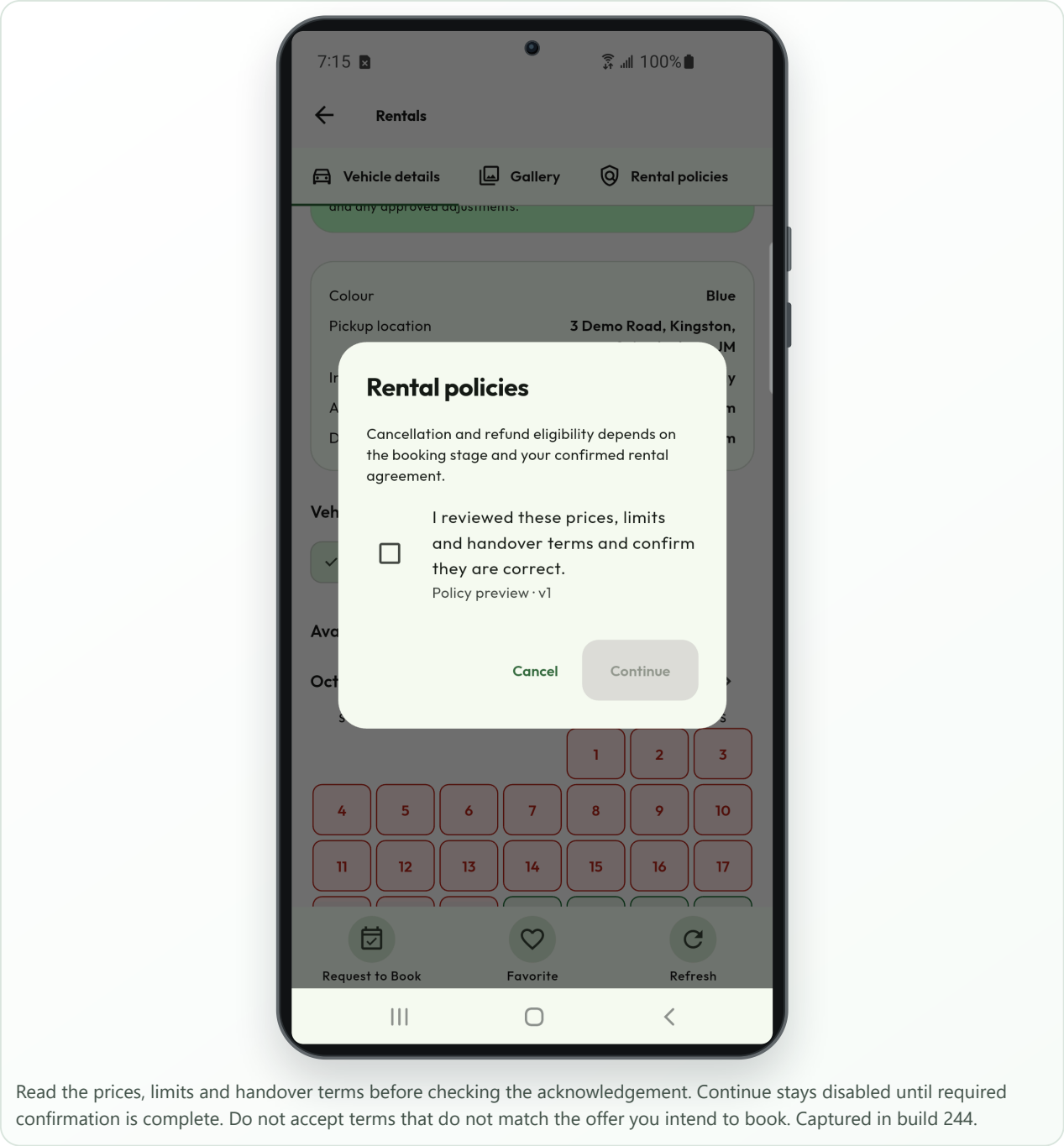
For a cash or other externally paid booking, issue the refund outside KiloDrive first. Open External refund evidence, upload proof for the correct amount, then confirm or request authorized review. KiloDrive records this external transaction; it does not send a bank refund or change a wallet balance. Never upload a promise to refund as completed proof. Captured on Samsung SM-G970U, consumer build 247, 22 October 2026. Synthetic demonstration; no real funds or physical vehicle transferred.

Verify that the rental is settled



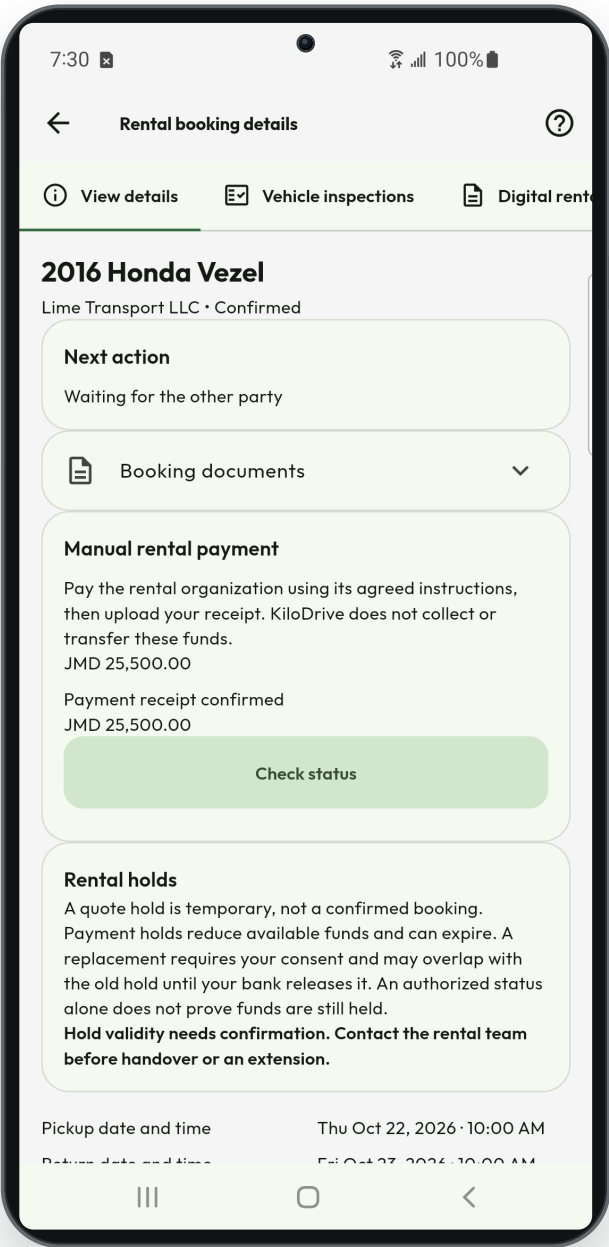
After collection and return records are signed, required refunds are confirmed, and no unresolved financial or damage obligation remains, the booking becomes Settled and the deposit stage is resolved. This controlled example recorded a JMD 27,000 external refund: JMD 17,000 unused rent and JMD 10,000 deposit. Actual amounts depend on the accepted rental policy. Captured on Samsung SM-G970U, consumer build 247, 22 October 2026. Synthetic demonstration; no real funds or physical vehicle transferred.

Acknowledge the actual rental terms



Read the prices, limits and handover terms before checking the acknowledgement. Continue stays disabled until required confirmation is complete. Do not accept terms that do not match the offer you intend to book. Captured in build 244.

Check the confirmed booking state



Open the original booking after payment processing. Confirmed payment, a rental hold and vehicle collection have different meanings. If the result is unclear, use Check status instead of making another payment. Captured in build 244.

Collect, extend and return a rental

My rental booking → handover / return / changes

Before you begin

Meet at the agreed branch/time. Ensure every additional driver is approved under the policy before allowing them to drive.

Do this

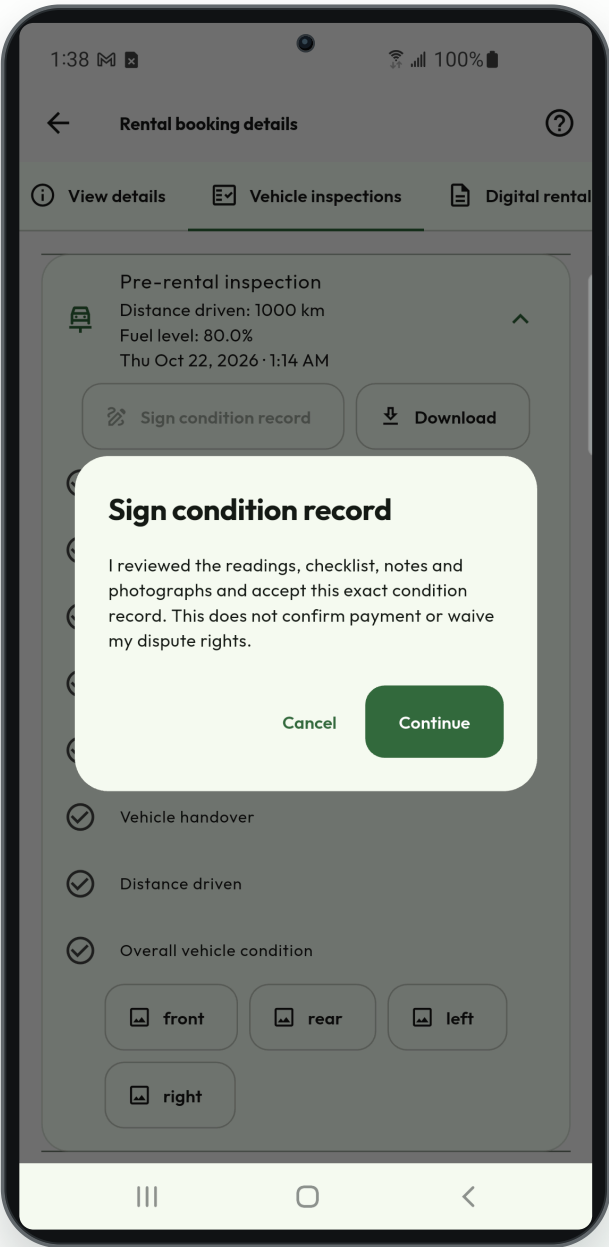
1. Complete the collection record with the provider: photographs, known damage, odometer, fuel/charge, keys/accessories and requested signatures. Read before confirming.
2. Use the vehicle only for permitted purposes and areas. Do not assume a rental allows ride-hailing, courier work, cross-border or ferry travel.
3. Request an extension before the policy deadline. Read the new quote and wait for availability and acceptance; submitting an extension does not authorize late return.
4. For cancellation, early return or substitution, review the displayed financial consequences and changed vehicle/policy details before consenting.
5. At return, complete the matching condition record. Track inspection, deposit deductions/release and any dispute. Save the completed records and receipts.

Check the result

Returned, inspection complete and deposit resolved are separate stages. The rental is financially closed only when its remaining obligations are resolved.

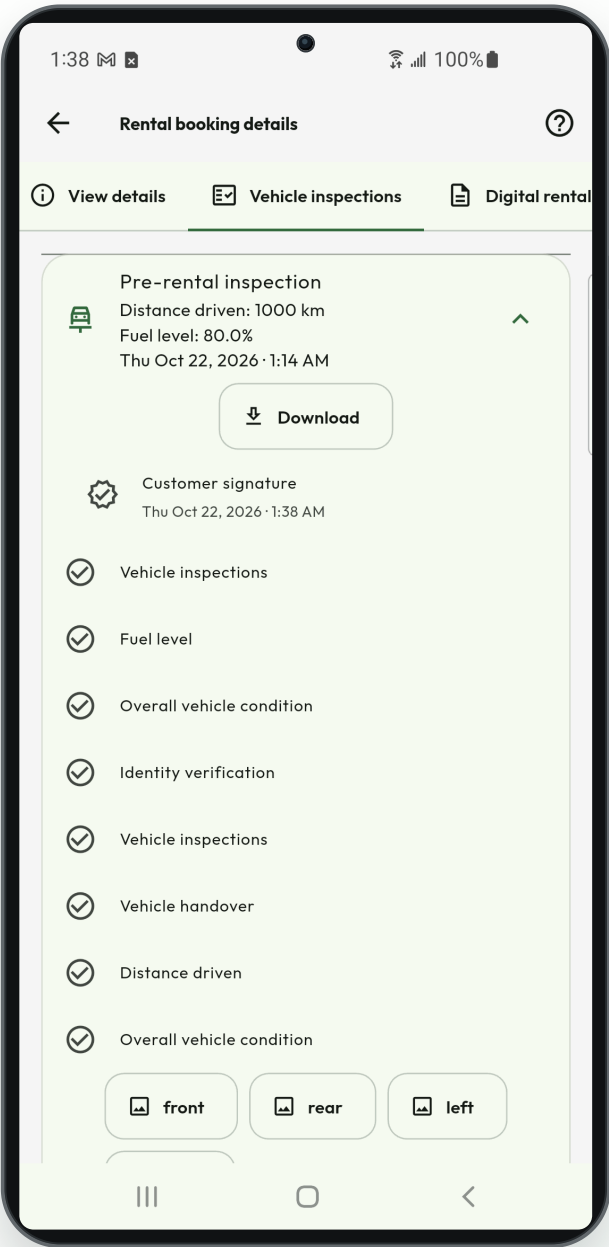
If you cannot continue. Report breakdown or damage through the stated contacts and preserve evidence. Do not accept an unexplained deduction; use the dispute path and keep the estimates/photos.

Review before signing a condition record



Read the recorded readings, checklist, notes and photographs. Signing confirms the recorded review; it is not consent to payment or a waiver of dispute rights. Resolve discrepancies first. Captured in build 246.

Keep the signed inspection evidence



The record shows a customer signature and captured vehicle details. Download a copy and verify the other required party has completed their own step. A signature is distinct from a returned or closed booking. Captured in build 246.

1:45 100%

← Ferry transport permitted
No

Travel and one-way return conditions
Remain in the agreed operating area.
Return to the collection branch unless a different approved branch is agreed before booking.

Deposit and return

Deposit amount; blank uses the vehicle deposit
Use vehicle deposit

Expected deposit release after inspection (hours)
72

Deposit release conditions
The vehicle, keys and agreed accessories are returned and inspection is complete. Use the vehicle deposit amount unless an explicit amount is entered here.

How disputed deductions are handled
Provide itemized evidence and estimates for deductions. Keep disputed amounts separate and explain the dispute process before settlement.

Late-return grace period (minutes)
30

Late-return charge per hour
JMD 0.00

Maximum total late-return charge
JMD 0.00

Request extension before return (minutes)
120

Close Reject Continue

Pickup date and time Mon Nov 02, 2026 10:00 AM

Review deposit release conditions, expected release timing, late-return grace and extension requirements. These example amounts are not universal rates. Obtain approval before keeping a vehicle beyond its agreed window. Captured in build 246.

Share a contact card and save trusted people

My Account → contact card / contacts / favorites

Before you begin

Decide who needs your card. A shared card is a way to find a person, not proof that a payment or service has been authorized.

Do this

1. Open My KiloDrive Card and review the public-facing identity before sharing its QR code or link.
2. When scanning a card, wait for the app to resolve the person and check the displayed identity. Save the appropriate favorite type, such as driver, courier, recipient or trusted contact.
3. Use a saved person in the corresponding ride, courier, transfer or sharing flow. Review the recipient and service details again at confirmation.
4. If a card was shared with the wrong audience, use its available revoke/rotate action. Report impersonation or harassment from the contact controls.
5. For preferred service requests, read whether the request waits only for that provider or may open to the marketplace after the shown deadline.

Check the result

The person appears in your contact/favorite list with the correct type. A preferred invitation still needs acceptance and current provider eligibility.

If you cannot continue. Never transfer money on the strength of a QR code alone. A browser fallback may be generic; it is not a personalized verification screen and does not save a contact for you.

Add money and verify one credit

Billing & Financial → Wallet / top-up

Before you begin

Read the active wallet currency, requested amount, funding currency, fee and estimated conversion. The final quote may differ from an old screenshot.

Do this

1. Choose a supported funding method and amount. Review the total charged and expected wallet credit before leaving the app for a provider checkout.
2. Complete the checkout once. Return through its app-return action; closing a browser is not payment confirmation.
3. Open the wallet and find the original payment. Confirm both its final status and the corresponding ledger credit before spending the money.
4. Tap the available balance to inspect held money and the balance breakdown. Held funds are reserved for an obligation and are not available to spend.
5. If a return shows an unconfirmed result, open the recovery/status action for that same payment. Retain its reference for Support.

Check the result

A successful top-up has a confirmed payment and one wallet credit. A provider receipt alone does not prove that KiloDrive has reconciled the wallet.

If you cannot continue. Do not start another top-up to repair an unknown result. A currency or provider error must be resolved for the original operation; reinstalling the app does not reverse a charge.

Earn, inspect and convert rewards

Home → Loyalty rewards, or Billing & Financial → Rewards & Referrals

Before you begin

Points are separate from wallet cash. Eligibility, earning rates, qualifying services and conversion thresholds follow the current published rules.

Do this

1. Open rewards and inspect the available points balance and points history. Check whether an entry is earned, pending, converted or reversed.
2. Generate or open your referral code and share it using the provided action. A code being used at signup is not yet proof of an earned reward.
3. The referred person must satisfy the stated qualifying activity, such as an eligible completed trip or rental, and any fraud or settlement checks.
4. Before conversion, read the minimum points, proposed points debit, wallet credit and currency. Confirm the quote once.
5. Check the conversion record, points history and wallet ledger. If the outcome is unresolved, use its recovery action instead of creating a second conversion.

Check the result

A completed conversion has matching points and wallet records. Estimated points on a proposed fare remain an estimate until the activity qualifies.

If you cannot continue. If the threshold is not met, keep earning or read the current plan benefit. Do not confuse minimum points conversion with minimum wallet cashout.

Rewards balance and conversion

3:09

100%

Billing & Financial

Membership PlanRewards & ReferralsTransaction resolution

OverviewInviteMy referralsPoint

Available points

0 points

Pending points: 0 points

Points are not cash. Wallet credit is created only after a confirmed conversion.

Conversion is not currently available. Review the current policy or refresh your balance.

Invite

Review quote

Points to convert

Review quote

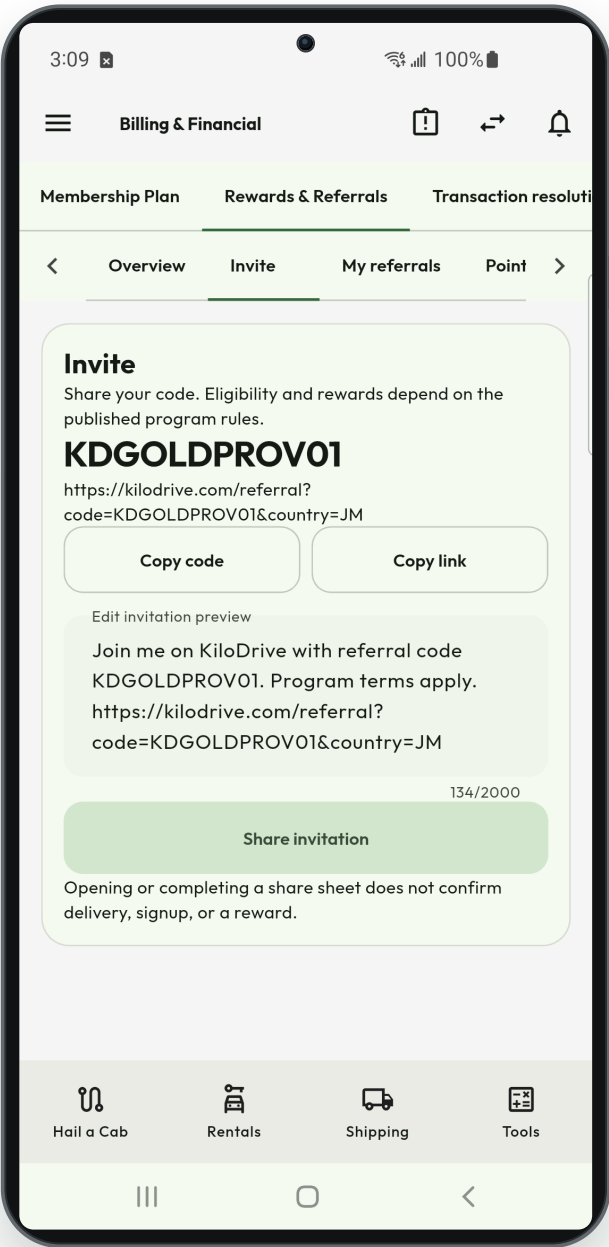
Hail a Cab

Rentals

Shipping

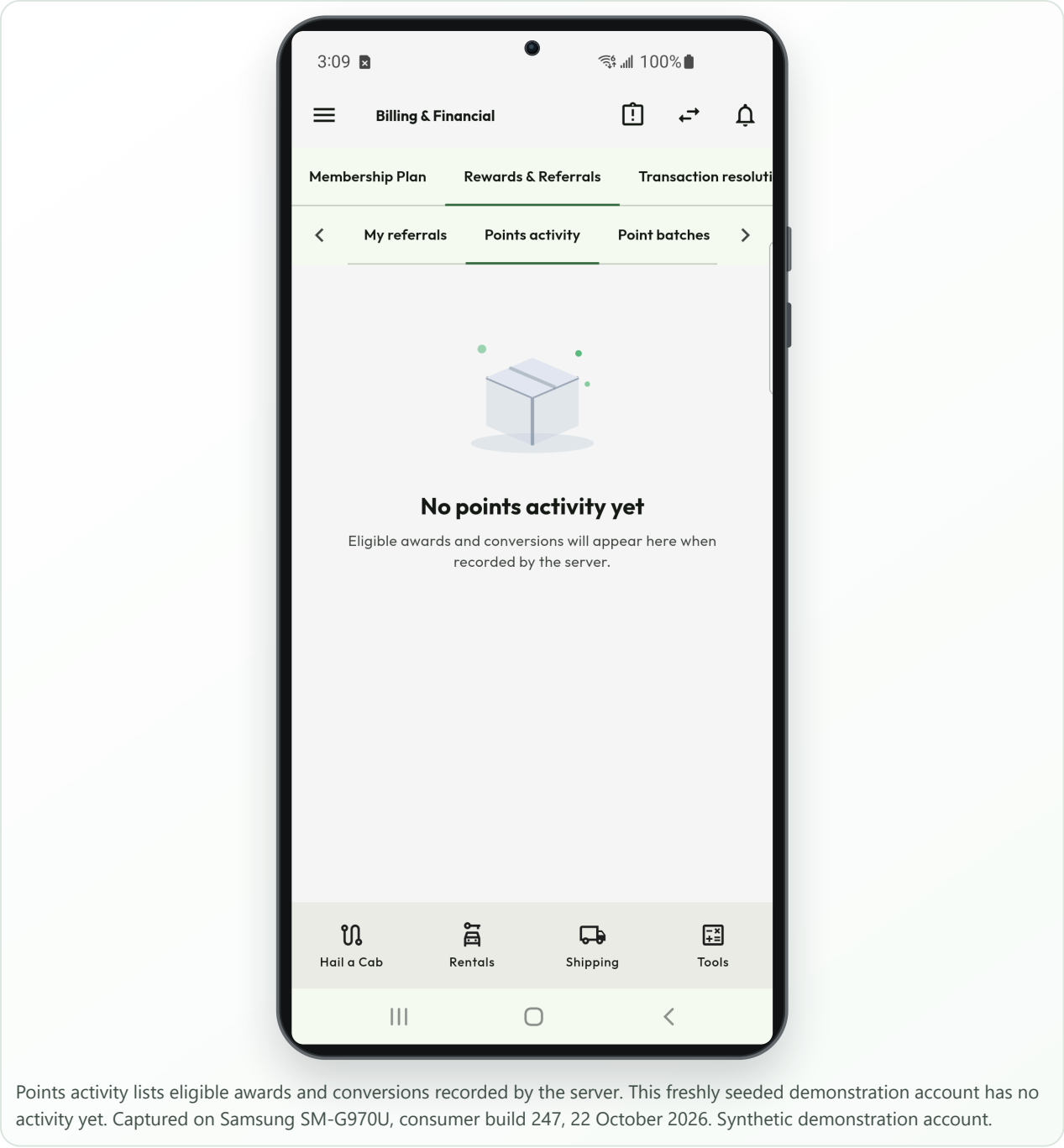
Tools

Share your referral invitation



Open Invite, then copy your own code or link or use Share invitation. The displayed synthetic code is an example, not a code readers should use. Sharing alone does not earn a reward. Captured on Samsung SM-G970U, consumer build 247, 22 October 2026. Synthetic demonstration account.

Check points activity



Points activity lists eligible awards and conversions recorded by the server. This freshly seeded demonstration account has no activity yet. Captured on Samsung SM-G970U, consumer build 247, 22 October 2026. Synthetic demonstration account.

Deactivate, export or delete your account

My Account → data management

Before you begin

Review active rides, courier custody, rentals, wallet obligations and store subscriptions first. Deactivation, deletion and cancelling store renewal are different actions.

Do this

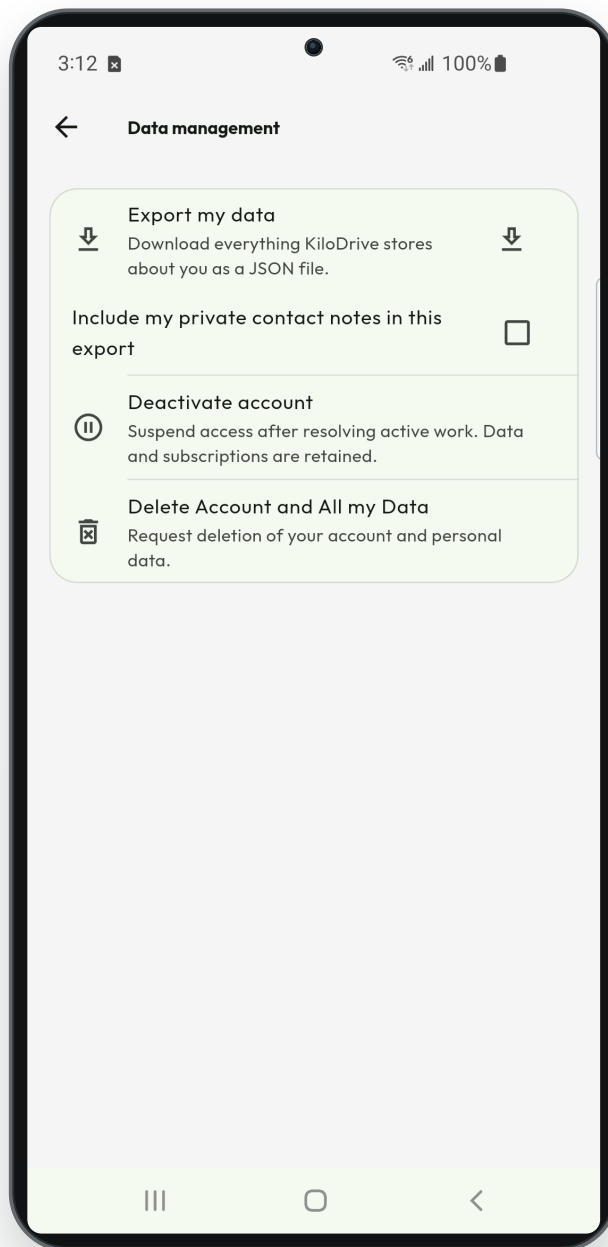
1. Export your data if you need a personal record. Store the download privately; it may contain account, activity and financial information.
2. For a temporary suspension, read the deactivation disclosure, including retained records and the reactivation route.
3. For permanent removal, choose Delete Account and All my Data. Complete required recent authentication and read the effects before confirming.
4. Follow the displayed resolution steps for active work, unsettled payments or organization obligations. Account deletion cannot safely erase another person's ongoing booking or custody evidence.
5. Track the deletion request to its confirmed outcome. A request submission is not proof that every erasure stage has finished. Manage Apple/Google renewal separately in the store.

Check the result

The account screen gives the authoritative request/status. Records retained for applicable obligations are distinct from an active usable account.

If you cannot continue. Give Support the request reference if a stage fails. Do not repeat deletion or abandon active work to bypass an unresolved obligation.

Export, deactivate or request deletion



These are separate actions. Export downloads your data; deactivation retains data and subscriptions; deletion requests account and personal-data removal. Read the confirmation and resolve active obligations first. Captured on Samsung SM-G970U, consumer build 247, 22 October 2026. Synthetic demonstration account.

Link sign-in methods and protect a shared phone

My Account → Security → authentication / social accounts

Before you begin

Keep at least one working sign-in method and access to its recovery contact. Linking a social identity is not the same as signing in with it.

Do this

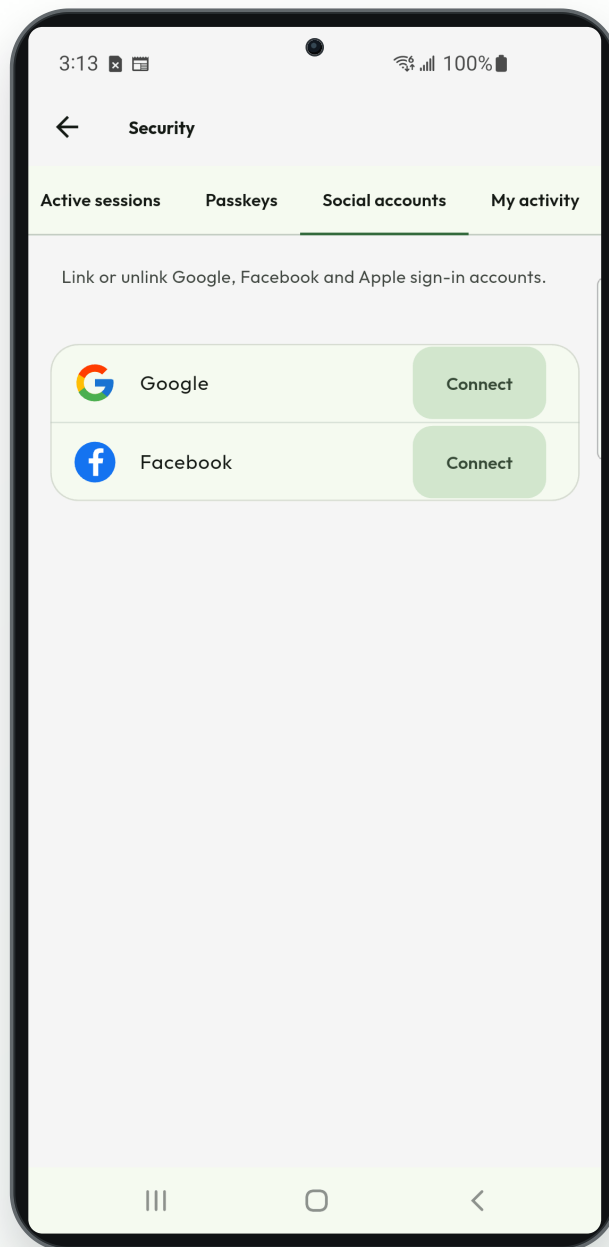
1. Open the linked-account controls and choose the provider you intend to attach. Complete the provider's own authentication and the current KiloDrive security challenge.
2. Read the result and refresh the linked-account list. If the identity belongs to another KiloDrive account, do not assume the accounts were merged.
3. Before disconnecting a method, verify that another method works. Follow any restriction that prevents removing your last usable sign-in route.
4. Review active sessions and passkeys. Revoke a lost device or unwanted session with the offered action, and secure the underlying email/social account too.
5. Before another person uses the phone, sign out. Reinstallation does not cancel store subscriptions or resolve payments. Keep each person's KiloDrive account separate from the device's Apple/Google billing account.

Check the result

The authentication screen shows the intended linked methods and sessions. A dismissed browser sheet or biometric prompt alone is not confirmation of linking.

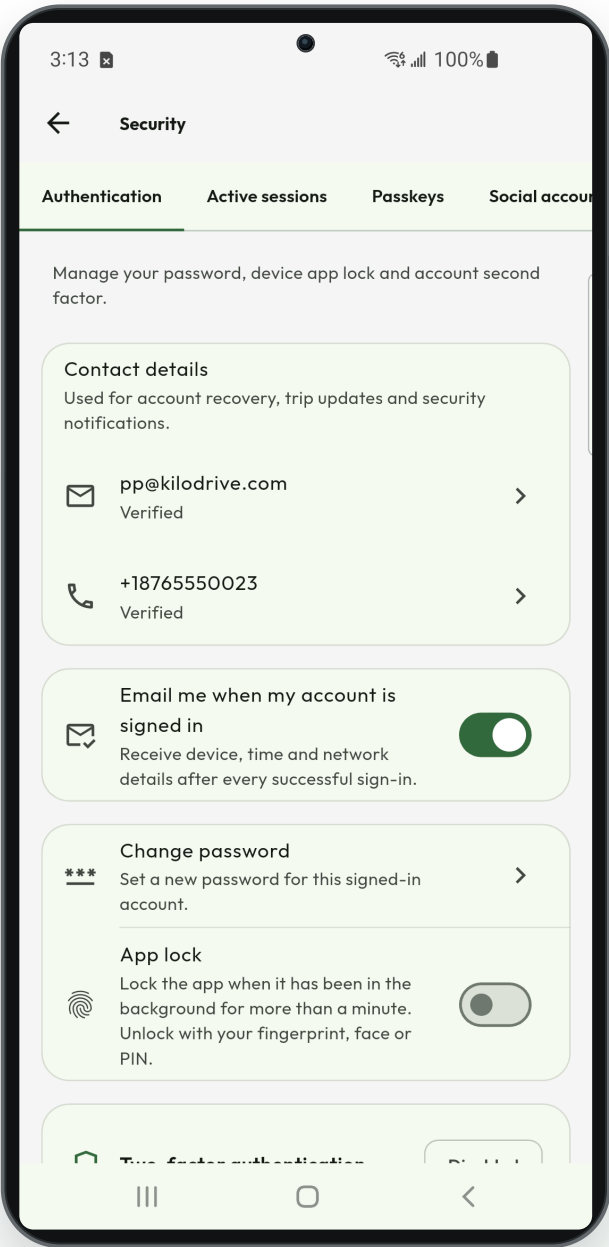
If you cannot continue. For a link collision, use the original account's recovery or Support. Never share confirmation codes, and do not repeatedly create new identities to bypass the collision.

Manage linked social accounts



Security → Social accounts shows the providers available on this Android device. Connect starts the protected linking flow; an already-linked identity must be recovered rather than attached to a second account. Captured on Samsung SM-G970U, consumer build 247, 22 October 2026. Synthetic demonstration account.

Authentication and sign-in alerts



Security → Authentication contains contact details, the email sign-in alert and password/app-lock controls. These are synthetic demonstration contacts. Captured on Samsung SM-G970U, consumer build 247, 22 October 2026. Synthetic demonstration account.

Keep receipts, history and reports

Billing & Financial → transactions / reports; completed service record

Before you begin

Use the account and organization that own the transaction. A receipt for a store subscription, wallet top-up and rental payment describes different obligations.

Do this

1. Open the original ride, delivery, rental or payment and read its final status before saving a receipt.
2. Filter transactions by date range and type, then sort to find the matching reference. Separate a hold, its release, a refund and the final charge.
3. Use the available download/export action and verify that the file opens. Store personal records privately rather than posting them to a shared group.
4. Where scheduled reports are offered, choose the supported report type, cadence and format and verify the destination. Keep email contact details current.
5. For a missing receipt or unexpected entry, send Support the safe reference, period and problem. Preserve the original record until the investigation is complete.

Check the result

The downloaded report matches the selected account and range. A missing email does not mean a confirmed payment failed; check the in-app record and download route.

If you cannot continue. Check connectivity and the chosen date range before retrying a read. Never repeat a payment solely to obtain an email receipt.

Download booking and payment documents

7:48

100%

Rental booking details

?

View details

Vehicle inspections

Digital rental

2016 Honda Vezel

Lime Transport LLC • Confirmed

Next action

Waiting for the other party

Booking documents

Payment receipts appear after the rental organization confirms payment.

Booking acknowledgement

RB-01a160f64eed76d3a1d578cb76355100

Wed Oct 21, 2026 • 7:15 PM

Confirms your booking request. It is not proof of payment.

Download PDF

Payment receipt

RP-01a161039c357dff9f680e520ffa4224

Wed Oct 21, 2026 • 7:30 PM

Download PDF

Manual rental payment

Pay the rental organization using its agreed instructions, then upload your receipt. KiloDrive does not collect or transfer these funds.

JMD 25,500.00

Payment receipt confirmed

JMD 25,500.00

Expand Booking documents. The booking acknowledgement confirms the request; the separate payment receipt records confirmed payment. Download the applicable PDF again when needed. Captured in build 244.

Read errors without repeating a payment

Open [the current KiloDrive code directory](#) for the exact **KD-XXXXX** shown. The code explains a situation; the separate correlation reference identifies this occurrence.

What you see	What to do
Not completed	Correct the named field, permission or prerequisite. Retry only when the actual notice says the action did not complete and it is safe.
In progress	Wait or check the original operation. Another request may be resolving it.
Unknown / result not confirmed	Reconcile the existing payment, booking or purchase. Do not buy or submit again with a new operation.
Unavailable data	A failed read does not mean zero balance, no bookings or no subscription. Restore connectivity and refresh the same screen.
Device registration required	Follow the app's session/device recovery and sign-in instructions. Do not use a different person's account to bypass device admission.

Send a useful support report

Include the operation, local time and timezone, app version, exact code, correlation reference and safe trip/booking/payment reference. Explain the last confirmed state and what appeared next. Remove passwords, confirmation codes, private documents and full payment credentials from screenshots.

A success with a warning is different from a failure. Refreshing a screen, dismissing an alert or clearing app data cannot reverse a completed server transaction. A code page is not a receipt or a live account lookup.

Submit identity evidence once

Open My Account and use the identity or readiness action for the service you need. Customer identity requirements depend on the current country/service policy; rental driving-licence qualification is a separate check.

1. Read the requested document type and required sides/pages. Use the currently accepted list in the app, not a document list from another country.
2. Enter accurate personal details and choose a clear, genuine document through the camera or file picker. Follow the displayed file type and size limit.
3. Check the preview for glare, cut-off edges, missing pages and unreadable dates. Submit through the protected document workflow.
4. Monitor Missing, Submitted, Rejected, Expired or Approved. Correct the specific rejection reason and resubmit the required evidence.
5. Return to the original service and refresh readiness. An uploaded document is not yet an approved document.

Keep evidence private

Use the designated upload control. Do not send identity documents through trip chat or a public sharing link. Support needs the case/reference and reason, not your password or authentication code. Do not reuse another person's document or repeatedly submit the same rejected image.

Previously verified identity can be reused where policy permits. A general identity check does not automatically prove the licence category, holding period or validity needed for a rental or driving assignment.

Request, bid, and complete a ride

Create the request

- 1 From Home choose **Hail a Ride**.
- 2 For origin, type an address, choose a saved place, or use current GPS location. Type the destination and select a verified search result.
- 3 Choose the vehicle category, number of adults, pickup time, and payment method. Cash is selected by default when it is the only usable option.
- 4 Choose Near Me or **Any driver**, then review distance, traffic-aware ETA, alternate routes, toll indication, realistic response time, pickup probability, and the suggested fare range.
- 5 Enter your fare proposal. If paying by wallet, it cannot exceed available funds. Optionally enable exact-fare auto-accept, then submit the offer.

Choose the ride shape

Immediate and scheduled rides can include ordered intermediate stops. Round trips record a turnaround and waiting period. Hourly hire shows the booked minutes, the driver's disclosed hourly rate, and any configured minimum/maximum. Editing the fare from the offers screen updates the shared request so the creation and offer views do not show different amounts.

Scheduled guarantee status

Requested

A future ride exists but is not yet guaranteed

Assigned

A driver is reserved and awaiting timed reconfirmation

Guaranteed

The driver reconfirmed and eligibility was rechecked

Replacement

A cancellation triggers bounded replacement search

If replacement cannot be secured before the country cutoff, the app says Not guaranteed. KiloDrive never hides that outcome behind a vague confirmed label.

Choose, ride, and close out safely

Choose a driver

The map displays eligible drivers while dispatch expands within configured limits. Compare offer amount, completed trips, categorized rating, achievements, verification, ETA, and vehicle. Exact-fare auto-accept applies only to a qualifying driver's acceptance of your current amount. Otherwise accept one offer yourself. Wallet payment is preauthorized when the bid is accepted.

Family and business travel

An authorized family manager or business administrator can invite members, delegate a booking, choose a cost center, apply ride/budget policy, centralize receipts/statements, and enable selected trip notifications or live tracking. Members see only what their role permits; a profile never grants unrestricted access to another user's account, chat, or location.

During and after the ride

- 1 Confirm the assigned vehicle and plate before boarding.
- 2 Use state-gated chat or the call button after bid acceptance. Chat closes when the trip completes or is cancelled.
- 3 Follow driver-arrived and trip-started states. Use the persistent safety controls during the active trip.
- 4 At destination, completion captures/releases payment as applicable. Review the chronological trip timeline and submit a fair rating.
- 5 To repeat a past route, open ride history and choose **Repeat ride**. The app clearly reports when no history exists.

Safety check. If vehicle, plate, driver, or route does not match the app, do not enter the vehicle. Move to safety, use the in-app safety flow, and call the local emergency number (119 in Jamaica) when necessary.

Safety, security and privacy: start here

Use the [detailed field guide](#) for practical steps, expected outcomes and limits. Security protects account and data access; safety supports decisions during physical services; privacy controls the use and sharing of information. Each has a distinct role.

Protect your account

Open Account & Settings → My Account → Security. Review authentication, linked social accounts, passkeys, active sessions and My Activity. Enable available two-factor and sign-in alert controls. Keep recovery contacts accessible and never share passwords or one-time sign-in codes.

Protect a journey

Compare the actual person, vehicle and plate with the assignment, use trusted sharing deliberately and read location freshness. Respond to safety check-ins. Use emergency services directly for immediate danger; app support and telemetry cannot guarantee intervention.

Protect private information

Use protected upload fields for identity, compliance and service evidence. Keep private documents out of social media and informal groups. Sharing a trip or contact link reveals only its authorized view, but recipients may retain what they see.

Manage relationships and data

Open Privacy & Safety → Blocklist for eligible blocking controls. Blocking is separate from reporting an incident. Use My Account → Data Management for export, deactivation and Delete Account and All my Data. Resolve ongoing work and check subscription renewal separately.

Check the outcome

Review the actual trip, job, booking, transaction or account state after a sensitive action. A delayed notification, dismissed checkout or submitted request is not proof of completion. Keep the support code and operation reference if the result is uncertain.

Membership, verified identity, legal readiness and customer reputation are separate. None of these alone guarantees a safe service, valid driving permission, an available vehicle or a successful payment.

RideCheck, live sharing and private information

Configure before travelling

Use Privacy & Safety to review supported driver trust preferences, RideCheck, pickup confirmation and trusted contacts. A preference filters or changes a supported workflow; it does not create a guarantee about another person's conduct.

Understand an alert

RideCheck can identify a substantial route deviation or unexpected stop from available telemetry. Respond accurately to the prompt. An unanswered check can enter the configured safety-case process, but device, connectivity and operational limits affect detection and response.

Share intentionally

Send the active trip's sharing link only to a trusted recipient. The limited view can include route, driver/vehicle, status and recent location. It does not expose your whole account. Check update times and use revocation when appropriate; expiration cannot erase a screenshot already taken.

Know when location is collected

Eligible live-service and dispatch/queue workflows can need provider location while the app is in the background. Read the app and OS explanations. Freshness labels, permission controls, battery policy and network conditions matter. Revoking a required permission can interrupt live tracking and service operation.

Keep data access purposeful

Protected documents and transaction records are not public profiles. Authorized service and review roles determine access. Use My Account → Data Management for your export and account-closure controls; required finance, safety, dispute and legal records can have separate retention obligations.

More detail: see [live sharing](#), [incident response](#), [encryption and access](#) and [data rights](#). Do not infer end-to-end encryption, universal background checks or automatic police dispatch from a general safety badge.

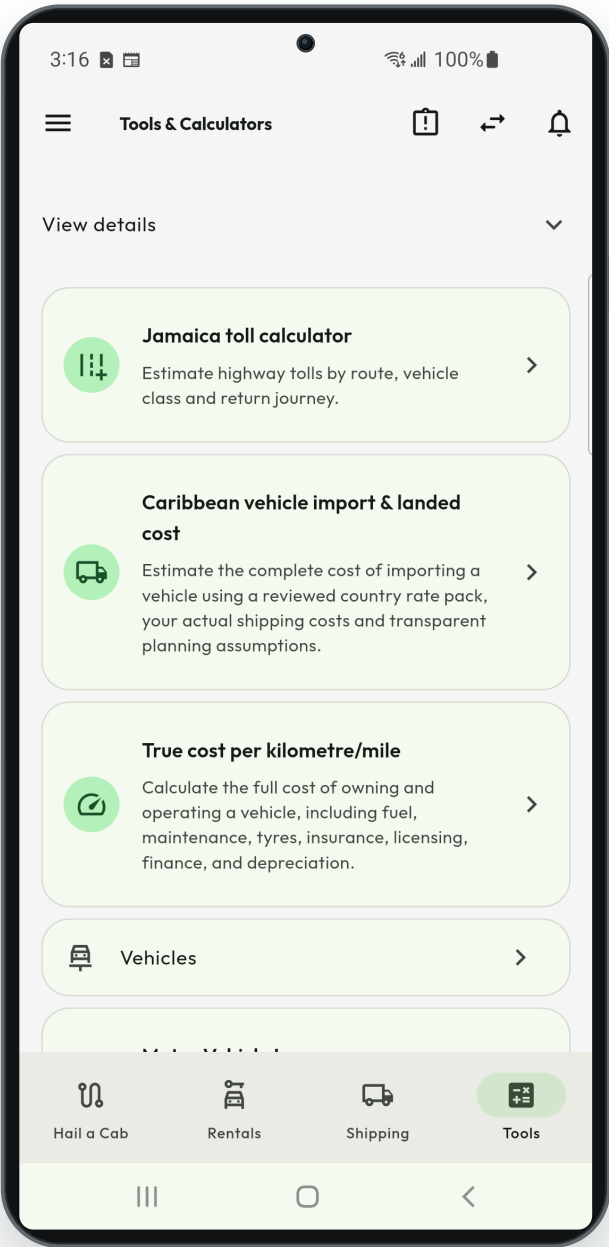
Calculator tools

Tool	Purpose	Key outputs
Fare calculator	Estimate a trip using distance, time, category, country fare table and toll selection.	Suggested fare and assumptions
Jamaica toll calculator	Select vehicle class, start/end points and return option.	km/miles, plazas, each toll and total
Fuel calculator	Estimate fuel quantity and spend for a journey.	Consumption and cost
Mileage calculator	Convert/estimate trip distance and operating mileage.	Kilometres and miles
Vehicle-loan calculator	Enter price, deposit, rate and term.	Payment, interest, amortization schedule

- 1 Open **Calculator Tools** in the app or portal.
- 2 Enter all required values; negative numbers are rejected.
- 3 Review assumptions and results. Save a calculation when signed in.
- 4 Export a professional Letter-size PDF where offered. It includes the KiloDrive logo, title and generation date.

Calculators are estimates, not fare guarantees, lender offers, tax advice or legal advice.

Find planning calculators



Tools lists toll, import-cost, running-cost and vehicle calculators. Estimates depend on your inputs and the current country rate pack; they are not binding quotations. Captured on Samsung SM-G970U, consumer build 247, 22 October 2026. Synthetic demonstration account.

Use the Rider portal

- 1 Visit the official portal at **<https://my.kilodrive.com>**.
- 2 Sign in using your approved account method and complete 2FA when prompted.
- 3 Use the rider-aware menu to open dashboard, ride history, wallet, reports, settings and support.
- 4 Open a ride to inspect status and available route/timeline information. Portal content follows your role and permissions.
- 5 Download reports from the Reports area using a preset or valid custom UTC range.
- 6 Manage notification categories, language and available account settings.
- 7 Use the Notification Center's unread and category filters, then open an item to reach the authoritative trip, wallet, membership, support or security workspace.
- 8 Sign out on shared computers.

Portal security. Check the exact HTTPS hostname before entering credentials. KiloDrive never asks you to disable browser security warnings.

Support and troubleshooting

Before opening a ticket

- 1 Check internet and API connectivity in Settings.
- 2 Confirm the selected country and that the service/category is active there.
- 3 Refresh the screen once; do not repeatedly submit payment or booking actions.
- 4 Record the time, screen, exact message and transaction/trip reference. Never include passwords or OTPs.
- 5 Open Support, select the affected trip/payment/document/delivery or rental, choose the structured issue type, and attach safe evidence.

Received

Your case number and initial evidence are recorded

Reviewing

An authorized team examines the linked records

Waiting

The app states exactly what information is needed

Resolved

The outcome, response, and closure reason are visible

Continue the conversation in the case message tab and add evidence to the same case. A closed case can retain finance, fraud, safety, or legal evidence even when the account later requests deletion.

Common situations

401 / session expired	Sign in again; check that the device time is correct.
Location results slow/empty	Check connection and location permission; type a complete place name.
Wallet unavailable	Retry once, then report the correlation ID; do not repeat a charge.
Emergency	Use active-trip safety controls and call 119 in Jamaica or the local emergency number.

Available support options

Option	Use it for	What to provide
In-app Help & Support	FAQs, troubleshooting, and authenticated ticket creation.	Category, concise description, affected reference, time, and safe attachment.
Portal Support	Ticket history, detailed follow-up, reports, billing, verification, and organization issues.	Sign in at https://my.kilodrive.com and quote the exact transaction, trip, booking, vehicle, or ticket reference.
Email	General assistance when account access is unavailable.	Email support@kilodrive.com from the registered address where possible; never send passwords, OTPs, recovery codes, full cards, or unredacted banking credentials.
Safety toolkit	Active-trip safety check-ins, trusted contacts, live sharing, and incident context.	Use during the active service and preserve the displayed trip/vehicle information.
Emergency services	Immediate threats, injury, crime, fire, collision, or kidnapping.	Call the local authority directly—119 in Jamaica—and state location, people involved, vehicle/plate, and direction of travel.

Severity and response

Choose the category that reflects actual impact. Duplicate tickets slow investigation. Money, safety, privacy, identity, and account-compromise cases receive specialized handling; response time depends on urgency, evidence, provider dependencies, and jurisdiction.

KiloDrive is not an emergency-dispatch service. Do not wait for a support reply when anyone is in immediate danger.

Top-ups, cashouts, taxes, refunds, and disputes

- **Card top-up:** a hosted provider handles card credentials. KiloDrive credits only after an authenticated idempotent callback and does not store PAN/CVV.
- **Cashout:** funds move to held balance while limits, cooldown, velocity and fraud checks run; rejection returns the hold.
- **Taxes/fees:** amounts use local ISO currency/minor units. Displays are records or estimates, not personal tax advice.
- **Refund:** eligible cancellation releases a hold or writes a linked reversal; bank posting may take longer.
- **Dispute/chargeback:** quote the original reference. A chargeback can reverse an earlier credit, make a wallet negative and restrict cashout.

Safety, fraud, verification, legal or payment risk can temporarily cool off/suspend an account. KiloDrive provides remediation/appeal where allowed. Termination does not erase valid debts, refunds or required finance, tax, fraud, safety, dispute or legal-hold records.

How data is protected

Account, country, organization and participant checks limit protected access. Sensitive records need an authorized purpose, and disclosure requests follow the applicable law and published privacy policy. See the detailed trust and privacy field guide for encryption boundaries, data rights and incident reporting. These controls do not establish universal legal compliance or independent security certification.

Breakdown, towing, collision, and injury

- 1** For injury, fire, crime or traffic danger, call emergency services immediately (119 in Jamaica).
- 2** Move to safety, use hazards and account for occupants. Do not move an injured person except on professional instruction or to escape immediate danger.
- 3** Use active-trip safety; do not falsely complete the trip. The vehicle must stop accepting work.
- 4** When safe, record location, plate, damage, road/weather, parties/insurer and police report number. Do not admit liability or publish private evidence.
- 5** Follow police/insurer/approved roadside towing instructions; verify operator, destination and custody.
- 6** For bodily injury, seek care, notify the insurer, preserve records and open a restricted case. Insurers/authorities determine fault and compensation.

Display, navigation and the right next action

Choose a format you can read

Open **Settings - Display formats**. Choose money separators such as **1,234.56**, **1.234,56**, or the offered space-grouped format, or follow your language. Currency codes remain part of money displays. This changes presentation, not the wallet currency, fare, exchange rate or amount charged.

Money inputs group digits as you type: enter 1000 to see 1,000 with the comma-point layout. You do not need to type grouping commas. Check the decimal separator, currency and final amount before confirming a fare, top-up, transfer, withdrawal or tip. A formatted example is not a quote.

Select the date layout and 12-hour or 24-hour clock in the same section. Trip, notification and transaction times use configured/device timezone rather than raw server timestamps. Unavailable timestamps must not be replaced with a manufactured date. Keep the original event reference when reporting an incorrect time.

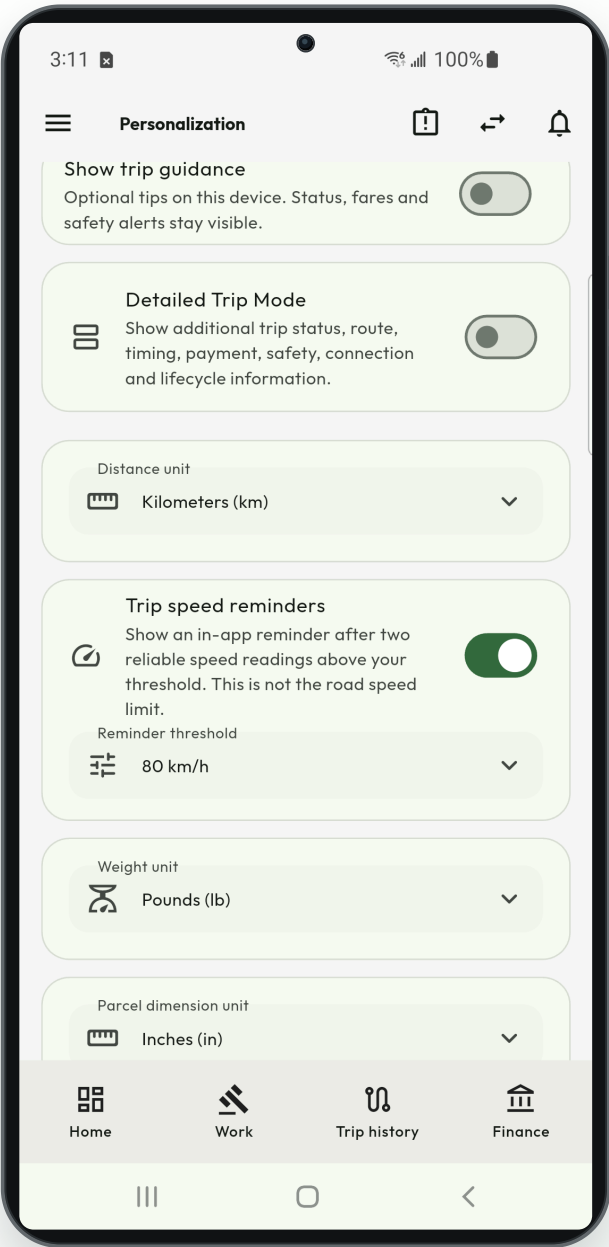
A shortcut can point to a particular control

A warning or shortcut can open a settings section, scroll to the relevant card and briefly highlight it. Read that destination before changing a setting. Reduced-motion and accessibility preferences can limit animation; the card remains usable without the glow.

Phones use a side menu for the full task list. Wider layouts can use a navigation rail. Refresh updates displayed data; it does not repeat a purchase, transfer or trip mutation. Return to the original task after an interruption and inspect its confirmed status.

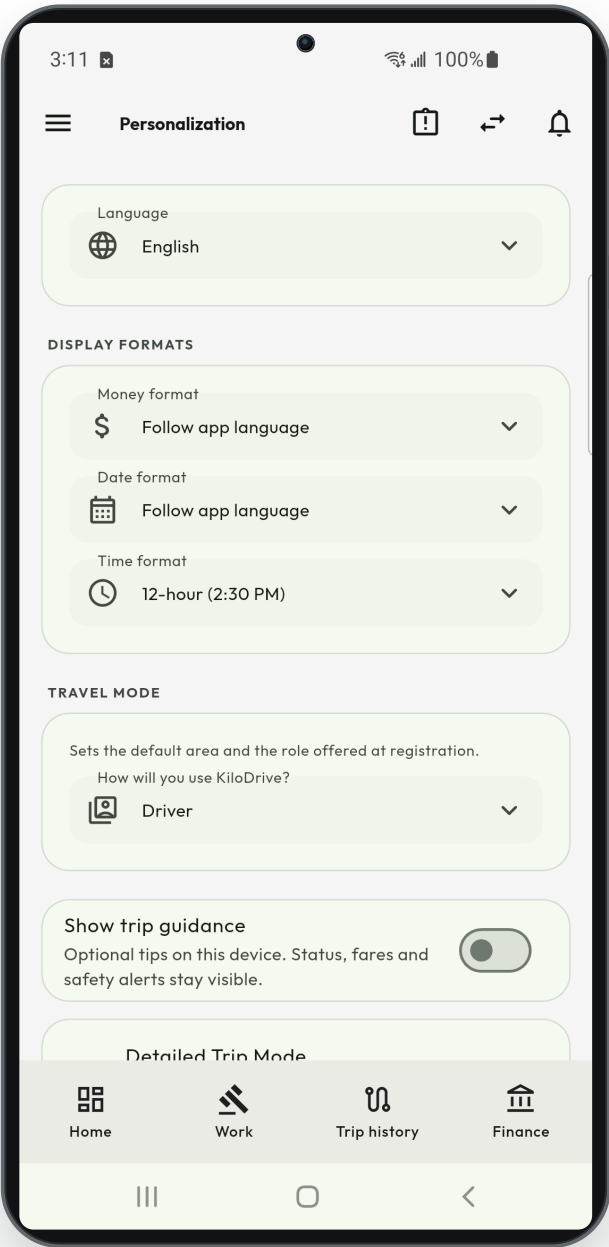
Different apps, different responsibilities. Consumer KiloDrive serves riders, drivers and eligible rental workflows. System administration belongs to the separate restricted System Admin app. The same email address does not turn a consumer session into an administrator session.

Configure trip guidance and speed reminders



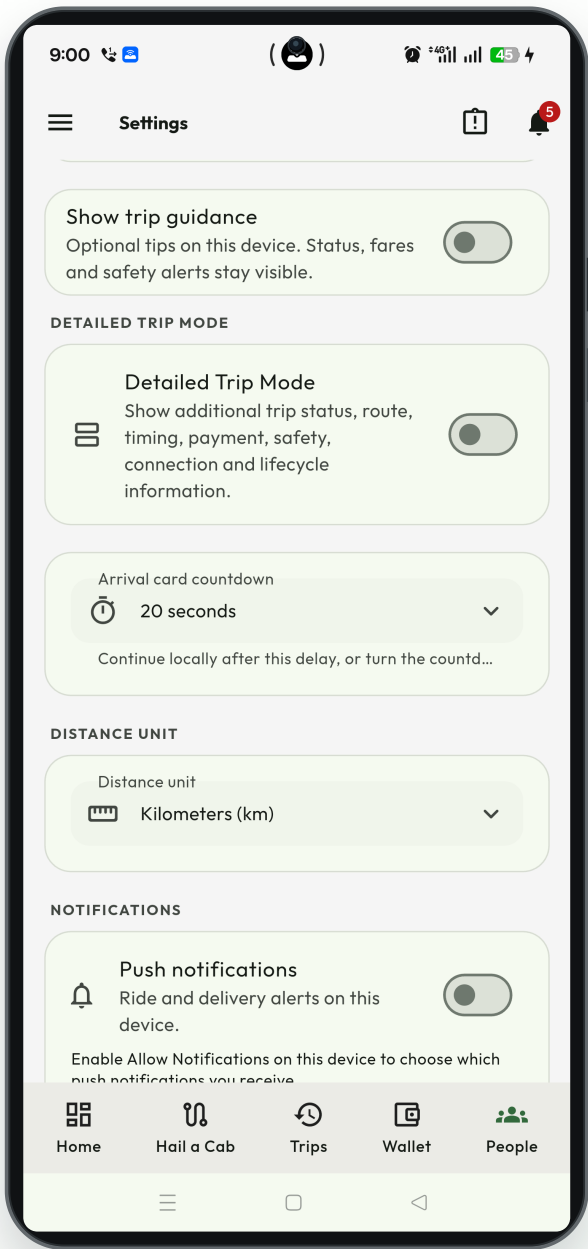
Trip guidance, detailed trip mode, distance units and speed reminders are configured here. A reminder threshold is not the legal speed limit and is not a guarantee of a timely alert. Captured on Samsung SM-G970U, consumer build 247, 22 October 2026. Synthetic demonstration account.

Personalize language and formats



Personalization controls language, money/date/time formats and travel mode. Choose the format appropriate to your use; server timestamps remain authoritative. Captured on Samsung SM-G970U, consumer build 247, 22 October 2026. Synthetic demonstration account.

Configure trip information and notifications



Use Personalization in the current menu. Choose the offered distance unit and notification settings. Native operating-system permission is separate from an in-app category preference. Historical device capture, 2026-10-11; current menu labels and layout may differ.

Sign-out, reinstall and shared phones

Protect the person who uses the phone next

Sign out before handing the phone to another person. KiloDrive clears account authentication and account-bound screen/notification state. A new login establishes its own session. The previous user's wallet or purchase is not evidence of ownership for the next user.

A fresh iPhone installation resets KiloDrive's saved credentials and installation state and requests a one-time Firebase notification-token refresh. It does not erase another app's Keychain data, change the Apple Account, cancel a subscription or remove Apple's purchase history. Reinstalling cannot fix a subscription belonging to a different KiloDrive account.

Understand a device-check problem

App-attestation failure, missing connectivity and server failure are separate conditions. Read the explanation and support code. Check the network for a connection error and use the offered retry for a recoverable device-check or service failure. Retrying a device check differs from repeating a financial action.

Notification permission, a current token and its authenticated account binding affect delivery. After sign-in, keep the app connected to register this installation. Android channels and iPhone controls can override requested sound or haptics. iOS has no KiloDrive-specific native vibration switch; follow in-app guidance.

Recover an account securely

Use **Reset your password** and the code delivered to your confirmed contact. Linking a social account to an existing identity requires explicit ownership confirmation; matching email text alone does not merge accounts. Never provide passwords, verification codes, receipts or full documents in public reviews.

App lock protects the local interface. It is separate from server authorization and payment confirmation. Use account recovery or support instead of repeatedly creating accounts for the same store purchase.

Pickup checks, Journey and communication

Check the vehicle before boarding

Inspect **Your driver has arrived**: the driver, vehicle image where available, make/model, plate, colour, year and recorded verification indicators. Compare them with the person and vehicle physically present. A badge describes recorded verification, not a promise that every optional document is mandatory.

Select **Everything matches** only after your own check. For a mismatch, use **This is not my driver or vehicle** and its safety/reporting path. Do not bury a mismatch in an ordinary cancellation reason or enter a vehicle you cannot confidently identify.

Settings - Arrival card countdown offers a delay or **Off - wait for my choice**. The default is 20 seconds. The countdown pauses while its control is hidden or trip information is unconfirmed. Automatic continuation only changes the local view: it does not certify a visual match and does not start the trip. Check the vehicle yourself even after the card continues.

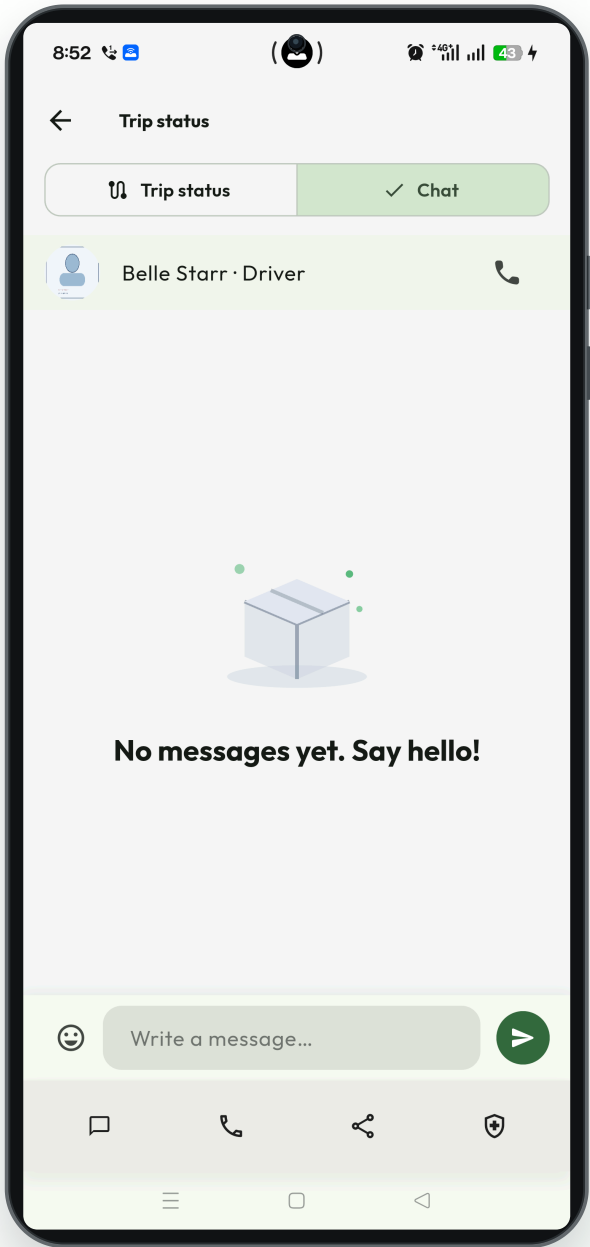
Read lifecycle and map evidence separately

Journey is the in-progress stage. Distance to pickup is relevant before pickup, not an instruction to board an already-started journey. Sample age and accuracy describe location evidence, not the trip's server state. A parked driver can be at pickup without visible movement.

Use the trip's chat for its assigned participant. Open incoming messages or their in-app destination and check the sender and trip. Sound depends on permission, channel settings, quiet hours and operating-system controls. Do not rely on sound alone for safety-critical instructions.

Emergency stop, termination and ordinary cancellation have different consequences. Enter a meaningful explanation and review the confirmed result. After an interrupted command, refresh the same trip and saved outcome before acting again.

Message the assigned driver



8:52 (status icons)

← Trip status

Trip status Chat

Belle Starr · Driver

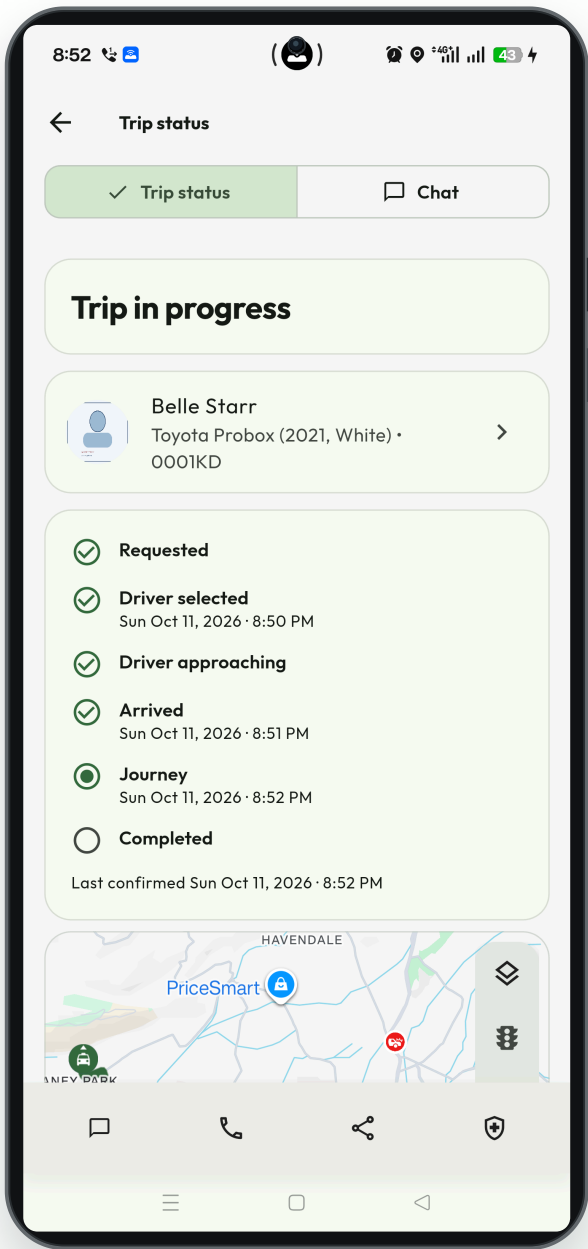
No messages yet. Say hello!

Write a message...

Bottom navigation: messages, calls, share, settings

Use the trip Chat tab to contact the assigned participant. The empty state means no messages are visible. Verify delivery and never share sign-in codes or passwords in a conversation. Historical device capture, 2026-10-11; current menu labels and layout may differ.

Follow the Journey timeline



Requested, Driver selected, Arrived and Journey are distinct stages. The last confirmed state and telemetry time matter; a moving map alone does not prove that a trip started or completed. Historical device capture, 2026-10-11; current menu labels and layout may differ.

Recurring rides and splitting a fare

Ride Hailing → Recurring rides; eligible ride → Split fare

1. For a recurring ride, choose pickup and destination, category, proposed fare, pickup time and at least one weekday. Read the displayed scheduling timezone before saving. Use Schedule active to suspend future requests when your routine changes.
2. Open the saved schedule to inspect its generated rides. A recurring request is not a guaranteed driver assignment. Review each occurrence and its offer, payment and cancellation state separately; changing the schedule does not prove that an already-created ride was cancelled.
3. To split an eligible fare, first save the intended people as wallet transfer recipients. Open Split fare, select payers and enter a positive amount or percentage within the fare total. Review and send payment invitations.
4. Each invited payer must authorize their own share. Inspect accepted, declined, expired and unpaid invitations before relying on their contribution. The requester remains the fallback payer; exact rounding and any remainder belong to the requester.
5. If sending invitations has an unconfirmed outcome, check that original request or use Retry original request when offered. Do not issue a second set of invitations to repair an uncertain result.

Recurring rides, single scheduled rides and Repeat ride are different tools. A recurring schedule creates future requests; Repeat ride copies a previous route for a new request. Neither guarantees availability.

Assisted, family and business travel

My Account / travel profiles → applicable assistance or travel profile

1. Open Assisted rider profile when available. Enable the profile and specify practical boarding, mobility, hearing or vision preferences, service animal and extra boarding time. Enter wheelchair dimensions or weight only when relevant. Save and review the preferences before requesting a ride.
2. A caregiver contact and caregiver updates are optional. Provide only the information needed for the trip; do not put diagnoses or unrelated private records in instructions. Minimum trip-specific assistance is shared with a capable driver.
3. For a family or business travel profile, create or open the authorized profile, invite a member and assign the appropriate traveler, booker or manager role. An invitation must be accepted before treating it as active access.
4. Set per-ride and monthly limits, approved days/hours, payment rules and cost center where applicable. Select whom you are booking for and review central billing and notifications before submission.
5. Use the trip's supervised conversation and pickup/drop-off confirmation controls when offered. Keep communications in the authorized trip context. Inspect monthly statements and remove unnecessary member access from the profile.

A family relationship or business role is not unlimited access to another person's chat, location or wallet. Availability and permission checks still apply. Assistance preferences do not guarantee that a suitable vehicle is available.

Wallet transfers and top-up cards

Billing & Financial → wallet transfers / top-up cards, where available

1. Check the wallet account, available balance and currency. Add the recipient by their email or phone through the recipient selector and confirm the resolved person. A saved contact alone does not authorize a transfer.
2. Select the recipient and amount, review the exact destination and displayed terms, and confirm once. Reopen transaction history to verify the resulting debit and credit status. Do not repeat an unconfirmed transfer with a new request.
3. For a top-up card purchase, review its denomination, price and funding terms. After confirmation, save the voucher code securely when it is shown. A code may be displayed only once; do not put it in screenshots or public messages.
4. To redeem, choose Redeem top-up card and enter the code or use the scanner. Confirm the resulting wallet entry rather than assuming that a scan added money.
5. If a recipient is unavailable, a restriction applies or a voucher result is uncertain, retain the operation reference and use its status/recovery action. Ask Support to investigate that original operation; reinstalling does not reverse it.

Transfers, voucher purchase, redemption and provider checkout are different financial operations. Use only controls enabled for your country, account and wallet. Never share a sign-in code as a voucher.

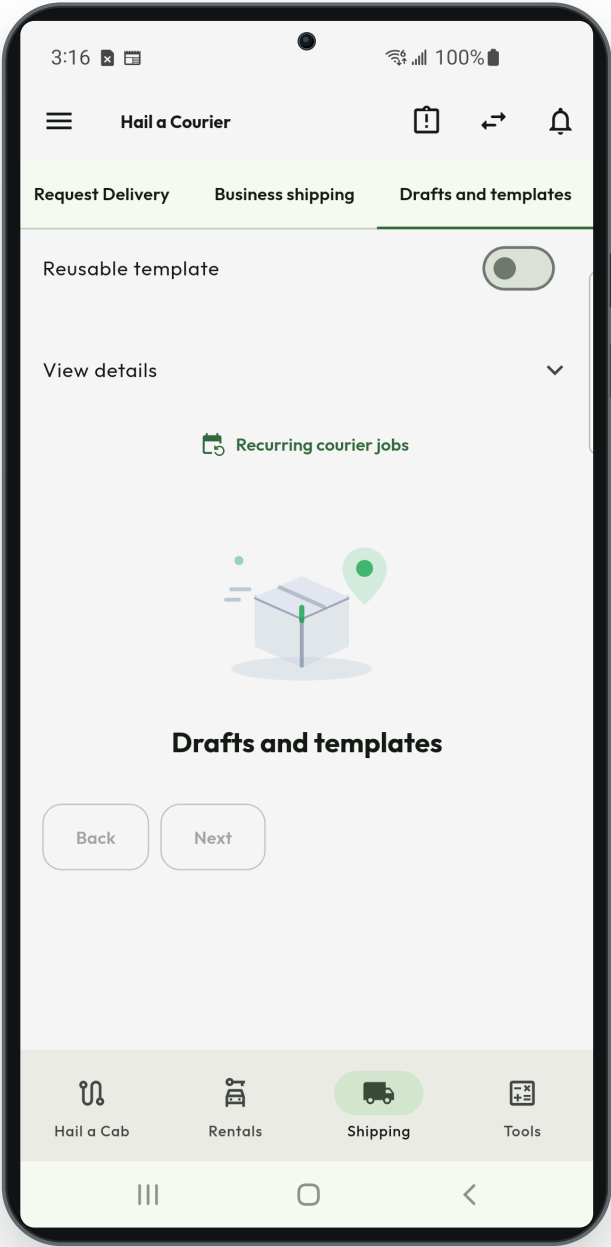
Courier schedules, changes and refund decisions

Shipping → saved drafts / recurring jobs; assigned job → changes and refunds

1. Save a package-delivery draft before creating a recurring courier schedule. Choose daily or weekly frequency, collection time, IANA timezone, first/last date, skip dates and maximum quote per job. Read the consent and save.
2. Inspect each occurrence. A fresh quote is required; Needs review means no job was created. Pause future occurrences when necessary. Recurrence supports package bidding, not shopping or automatic offer acceptance or wallet charging.
3. For an assigned job, use Job changes and waiting to propose a recipient change, extra stop, rescheduling or a supported payment-method change. Read the original and proposed terms. Both participants must agree before relying on the change.
4. If an item or merchant is unavailable, pause shopping and propose the allowed substitution or next action. Agree quantity, maximum unit price and additional funding before buying. Starting or ending waiting does not automatically authorize a waiting charge.
5. For a merchant goods refund, select the approved purchase receipt, record the actual amount, reference, recipient of the refund and private evidence. The requester reviews the report. Check the final reconciled state before treating money as returned.

Goods refunds are separate from service fares, tips and cash-goods liabilities. A refund report or delivery photo alone does not prove that settlement succeeded. Use the same operation's Check status when an outcome is unconfirmed.

Reuse delivery drafts and templates



3:16 100%

Hail a Courier

Request Delivery Business shipping Drafts and templates

Reusable template

View details

Recurring courier jobs

Drafts and templates

Back Next

Hail a Cab Rentals Shipping Tools

Open Drafts and templates to resume saved work or use the recurring courier jobs entry. An empty list means this demonstration account has no saved items; no job has been sent. Captured on Samsung SM-G970U, consumer build 247, 22 October 2026. Synthetic demonstration account.

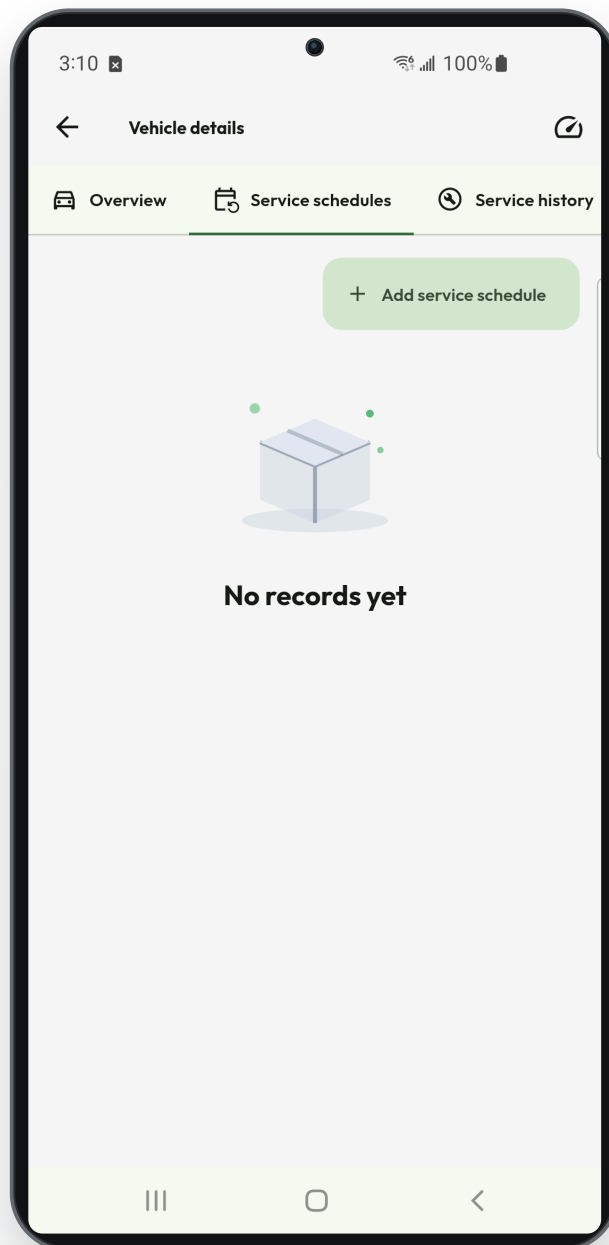
Vehicle care, calculators and discovery controls

My Account / Vehicles; Tools; Personalization; About

1. Where account-owned vehicle tools are available, open the vehicle and record odometer, servicing, tyres, brakes, defects, documents and expenses. Review upcoming maintenance before using the vehicle for work. Saving a vehicle does not make it approved for passenger, courier or rental service.
2. Open Tools and choose the required calculator. Besides fares, tolls, fuel, mileage and loans, use the offered vehicle ownership-cost or Jamaica import calculator. Enter the actual assumptions, inspect the breakdown and export only where the tool provides it.
3. Open Personalization to select display mode, language, distance units and text size. Check larger text on your device. Notification preferences and native operating-system permissions are separate; use the appropriate app or OS setting.
4. Use My Account for reviews received/given and the available leaderboard for its stated period. Ranking and achievement information is not a guarantee of safety, availability or earnings.
5. Use About for the installed version and published app information. For a failed workflow, open Support with the precise operation, KD code, time and reference. Do not attach passwords, voucher codes or private identity documents to a general message.

Features are exposed according to country, workspace and permission. The manual describes supported controls, not a promise that every account has every control enabled. Calculator results are estimates, not professional or legal advice.

Create a vehicle service schedule



Open a saved vehicle → Service schedules → Add service schedule. This account has no schedules yet. Maintenance records do not replace service readiness or document approval. Captured on Samsung SM-G970U, consumer build 247, 22 October 2026. Synthetic demonstration account.

Feature directory 1

Choose a feature below. Each linked chapter explains prerequisites, steps, the expected result and recovery when the action does not complete. Country, workspace, permissions and readiness determine availability.

[Create an account and return safely](#)

Start screen → customer or transportation service provider

1. For a new account, explicitly choose your audience. A provider also selects Individual or Organization and the first transportation service to set up. Existing users can choose Login without repeating registration.
2. Enter the requested details or use a supported social sign-in. Check the country and account summary before creating the account. Correct validation beside the affected field rather than submitting the same invalid form repeatedly.

[Find profile, contacts and security](#)

Side menu → Account & Settings → My Account / Personalization / Security

1. Open My Account for identity/profile details, your photo, reputation, contact and data-management controls. Use the displayed verification action to correct missing or rejected evidence.
2. Open Security for authentication, active sessions, passkeys, linked social accounts, My Activity and Blocklist. Review unfamiliar sessions and revoke access using the available action.

[Request your first ride](#)

Hail a Ride / Hail a Cab

1. Set origin and destination. Check addresses and map pins, passengers and any supported trip options before requesting a fare.
2. Read Proposed fare and its estimated points. Tap the fare card for the calculation, assumptions and reward estimate; the proposal is not a completed payment.

[Check the vehicle and complete the journey](#)

Assigned trip → arrival → Journey

1. Read the arrival/vehicle-check card. If details match, confirm them using the offered action. Report a mismatch immediately; do not enter an unrecognized vehicle.
2. If a matching countdown is displayed, actively inspect the vehicle before it expires. A countdown is not a substitute for your safety check.

Feature directory 2

Choose a feature below. Each linked chapter explains prerequisites, steps, the expected result and recovery when the action does not complete. Country, workspace, permissions and readiness determine availability.

[Create a delivery in the guided steps](#)

Shipping / Hail a Courier → new delivery

1. Describe what needs moving, quantities, size/value and handling needs. Read prohibited-goods rules and give truthful declarations.
2. Set the sender/pickup and destination. Add recipient details when applicable; optional name/phone fields need not be filled simply to advance.

[Approve shopping, delivery and returns](#)

Delivery details → receipts / custody / support

1. Review any extra-spend or substitution request in the job. Approve only the amount and items you actually accept; a chat message does not replace the recorded financial action.
2. Inspect the merchant receipt against the agreed items and actual spend. Reject a mismatch with a clear reason rather than approving it just to close the journey.

[Find a suitable rental and branch](#)

Rentals → Vehicles / Nearby map / Rental providers

1. Expand Search rentals · Sort by · Filters when you need to narrow results. Apply your dates, search and filters, then review the current list.
2. Read the bold make/model/year, rental company, price marked p/d and seat count. The daily rate is not the full booking total or deposit.

[Check whether you can rent this vehicle](#)

Vehicle details → requirements / rental qualification

1. Read each requirement beside your standing. A green check records the current evidence; a red X identifies something to resolve.
2. Review driving-licence verification, supported licence category, expiry, required photo, minimum age and required licence holding period. Follow any additional published lawful requirement shown.

Feature directory 3

Choose a feature below. Each linked chapter explains prerequisites, steps, the expected result and recovery when the action does not complete. Country, workspace, permissions and readiness determine availability.

[Reserve, book and confirm payment](#)

Vehicle details → Request to Book / reservation option

1. Choose the supported collection/delivery arrangement and supply any required address. Re-read the final quote after changing dates or options.
2. Use Reserve when offered for a temporary unpaid hold, or follow Request to Book for the ordinary approval process. Read the server's reservation expiry.

[Collect, extend and return a rental](#)

My rental booking → handover / return / changes

1. Complete the collection record with the provider: photographs, known damage, odometer, fuel/charge, keys/accessories and requested signatures. Read before confirming.
2. Use the vehicle only for permitted purposes and areas. Do not assume a rental allows ride-hailing, courier work, cross-border or ferry travel.

[Share a contact card and save trusted people](#)

My Account → contact card / contacts / favorites

1. Open My KiloDrive Card and review the public-facing identity before sharing its QR code or link.
2. When scanning a card, wait for the app to resolve the person and check the displayed identity. Save the appropriate favorite type, such as driver, courier, recipient or trusted contact.

[Add money and verify one credit](#)

Billing & Financial → Wallet / top-up

1. Choose a supported funding method and amount. Review the total charged and expected wallet credit before leaving the app for a provider checkout.
2. Complete the checkout once. Return through its app-return action; closing a browser is not payment confirmation.

Feature directory 4

Choose a feature below. Each linked chapter explains prerequisites, steps, the expected result and recovery when the action does not complete. Country, workspace, permissions and readiness determine availability.

[Earn, inspect and convert rewards](#)

Home → Loyalty rewards, or Billing & Financial → Rewards & Referrals

1. Open rewards and inspect the available points balance and points history. Check whether an entry is earned, pending, converted or reversed.
2. Generate or open your referral code and share it using the provided action. A code being used at signup is not yet proof of an earned reward.

[Deactivate, export or delete your account](#)

My Account → data management

1. Export your data if you need a personal record. Store the download privately; it may contain account, activity and financial information.
2. For a temporary suspension, read the deactivation disclosure, including retained records and the reactivation route.

[Link sign-in methods and protect a shared phone](#)

My Account → Security → authentication / social accounts

1. Open the linked-account controls and choose the provider you intend to attach. Complete the provider's own authentication and the current KiloDrive security challenge.
2. Read the result and refresh the linked-account list. If the identity belongs to another KiloDrive account, do not assume the accounts were merged.

[Keep receipts, history and reports](#)

Billing & Financial → transactions / reports; completed service record

1. Open the original ride, delivery, rental or payment and read its final status before saving a receipt.
2. Filter transactions by date range and type, then sort to find the matching reference. Separate a hold, its release, a refund and the final charge.

Feature directory 5

Choose a feature below. Each linked chapter explains prerequisites, steps, the expected result and recovery when the action does not complete. Country, workspace, permissions and readiness determine availability.

[Read errors without repeating a payment](#)

Open the current KiloDrive code directory for the exact KD-XXXXX shown. The code explains a situation; the separate correlation reference identifies this occurrence.

Open the linked chapter for its instructions and feature-specific controls.

[Submit identity evidence once](#)

1. Read the requested document type and required sides/pages. Use the currently accepted list in the app, not a document list from another country.
2. Enter accurate personal details and choose a clear, genuine document through the camera or file picker. Follow the displayed file type and size limit.

[Request, bid, and complete a ride](#)

1. From Home choose Hail a Ride .
2. For origin, type an address, choose a saved place, or use current GPS location. Type the destination and select a verified search result.

[Choose, ride, and close out safely](#)

1. Confirm the assigned vehicle and plate before boarding.
2. Use state-gated chat or the call button after bid acceptance. Chat closes when the trip completes or is cancelled.

Feature directory 6

Choose a feature below. Each linked chapter explains prerequisites, steps, the expected result and recovery when the action does not complete. Country, workspace, permissions and readiness determine availability.

[Safety, security, and privacy](#)

Use a unique password, phone/email verification, optional 2FA, social-login review, device sessions, biometric app lock and recovery codes. Keep the app and OS updated.

Open the linked chapter for its instructions and feature-specific controls.

[RideCheck, live sharing, and your data](#)

1. Add up to five trusted contacts and permit live-trip messages.
2. During a trip choose Share live trip and send the short KiloDrive link.

[Calculator tools](#)

1. Open Calculator Tools in the app or portal.
2. Enter all required values; negative numbers are rejected.

[Use the Rider portal](#)

1. Visit the official portal at <https://my.kilodrive.com> .
2. Sign in using your approved account method and complete 2FA when prompted.

Feature directory 7

Choose a feature below. Each linked chapter explains prerequisites, steps, the expected result and recovery when the action does not complete. Country, workspace, permissions and readiness determine availability.

[Support and troubleshooting](#)

1. Check internet and API connectivity in Settings.
2. Confirm the selected country and that the service/category is active there.

[Available support options](#)

Choose the category that reflects actual impact. Duplicate tickets slow investigation. Money, safety, privacy, identity, and account-compromise cases receive specialized handling; response time depends on urgency, evidence, provider dependencies, and jurisdiction.

Open the linked chapter for its instructions and feature-specific controls.

[Top-ups, cashouts, taxes, refunds, and disputes](#)

Safety, fraud, verification, legal or payment risk can temporarily cool off/suspend an account. KiloDrive provides remediation/appeal where allowed. Termination does not erase valid debts, refunds or required finance, tax, fraud, safety, dispute or legal-hold records.

Open the linked chapter for its instructions and feature-specific controls.

[Breakdown, towing, collision, and injury](#)

1. For injury, fire, crime or traffic danger, call emergency services immediately (119 in Jamaica).
2. Move to safety, use hazards and account for occupants. Do not move an injured person except on professional instruction or to escape immediate danger.

Feature directory 8

Choose a feature below. Each linked chapter explains prerequisites, steps, the expected result and recovery when the action does not complete. Country, workspace, permissions and readiness determine availability.

[Display, navigation and the right next action](#)

Open Settings - Display formats . Choose money separators such as 1,234.56 , 1.234,56 , or the offered space-grouped format, or follow your language. Currency codes remain part of money displays. This changes presentation, not the wallet currency, fare, exchange rate or amount charged.

Open the linked chapter for its instructions and feature-specific controls.

[Sign-out, reinstall and shared phones](#)

Sign out before handing the phone to another person. KiloDrive clears account authentication and account-bound screen/notification state. A new login establishes its own session. The previous user's wallet or purchase is not evidence of ownership for the next user.

Open the linked chapter for its instructions and feature-specific controls.

[Pickup checks, Journey and communication](#)

Inspect Your driver has arrived : the driver, vehicle image where available, make/model, plate, colour, year and recorded verification indicators. Compare them with the person and vehicle physically present. A badge describes recorded verification, not a promise that every optional document is mandatory.

Open the linked chapter for its instructions and feature-specific controls.

Sign-in and device access - error guidance

Use the exact KD code and occurrence message. The live outcome and correlation reference take precedence over a catalogue default. For an unknown or in-progress payment, booking or membership result, reconcile the original action; do not submit another payment.

KD-10026

Meaning: The request lacks the authoritative installation credential required by admission or does not match the installation bound to its existing session.

Next action: Follow the device-registration or sign-in recovery prompt. If reopening KiloDrive once does not restore access, contact Support with this code. Do not repeatedly reinstall or create another account.

Prevention: Retain the registered installation credential securely and restore a session only on the installation to which it is bound.

KD-10033

Meaning: The sign-in could not establish accepted credentials and authorized access to the selected tenant.

Next action: Check the sign-in details and selected workspace, or use password recovery for your own account. Contact support if the correct identity has no authorized workspace.

Prevention: Use your own verified login method and the correct tenant workspace; avoid repeated guesses and use supported password recovery when needed.

KD-10073

Meaning: The verified provider subject is already owned by a different KiloDrive identity, so linking it to this account was denied.

Next action: This Apple, Google or Facebook identity is already attached to another KiloDrive account. Use that original account or contact Support to resolve ownership; trying again will not merge the accounts.

Prevention: Confirm both the active KiloDrive account and provider account before linking; do not infer ownership from a matching email.

Other codes: open <https://kilodrive.com/help/codes> and search the complete code. Include the task, time, app version and correlation reference when contacting Support; never send passwords, verification codes or payment tokens.

Sign-in and device access - error guidance

Use the exact KD code and occurrence message. The live outcome and correlation reference take precedence over a catalogue default. For an unknown or in-progress payment, booking or membership result, reconcile the original action; do not submit another payment.

KD-10074

Meaning: A verified provider identity has no stored social connection, and the request explicitly asked to sign in rather than create an account.

Next action: Sign in through an existing KiloDrive method; if you intend to create a new account, choose registration and review the account details.

Prevention: Choose registration for a new account or the already-linked sign-in method for an existing account.

KD-10091

Meaning: Another delivery confirmation cannot be issued while this delivery purpose's request limit is reached.

Next action: Wait for the limit to clear and use the current valid confirmation; request another only while the stop and delivery remain eligible.

Prevention: Avoid repeatedly requesting recipient or delivery confirmation codes.

KD-90121

Meaning: The request exceeded an enforced admission or endpoint budget.

Next action: Honor Retry-After, then repeat only the same intended request if still needed.

Prevention: Use bounded polling and preserve mutation identity while waiting.

Other codes: open <https://kilodrive.com/help/codes> and search the complete code. Include the task, time, app version and correlation reference when contacting Support; never send passwords, verification codes or payment tokens.

Forms and uncertain results - error guidance

Use the exact KD code and occurrence message. The live outcome and correlation reference take precedence over a catalogue default. For an unknown or in-progress payment, booking or membership result, reconcile the original action; do not submit another payment.

KD-90148

Meaning: The request's fields, format, range, or selected contract values could not be accepted.

Next action: Correct the highlighted fields. If a payment or booking was already submitted, check its original result before resubmitting.

Prevention: Use the operation's accepted values, lengths, range limits, language and request format.

KD-90049

Meaning: An operation with the original identity is still running or being reconciled.

Next action: The original request is still being checked. Wait, then use Check status for that same request. Do not create a duplicate payment, booking or offer.

Prevention: Keep the same key, payload and revision until the original operation finishes.

KD-90050

Meaning: An authenticated retry-sensitive mutation lacks its required operation key.

Next action: Return to the original task and use its recovery or status action. You do not need to create a technical key yourself. If the app cannot continue, give Support this code and the original transaction reference.

Prevention: Prepare the operation identity before submitting a retry-sensitive mutation.

Other codes: open <https://kilodrive.com/help/codes> and search the complete code. Include the task, time, app version and correlation reference when contacting Support; never send passwords, verification codes or payment tokens.

Forms and uncertain results - error guidance

Use the exact KD code and occurrence message. The live outcome and correlation reference take precedence over a catalogue default. For an unknown or in-progress payment, booking or membership result, reconcile the original action; do not submit another payment.

KD-90057

Meaning: An unhandled server failure prevented an authoritative response for this request.

Next action: Inspect original operation status and provide the support/correlation reference if unresolved.

Prevention: Keep durable keys and revisions and avoid replacement mutations after an interrupted response.

Other codes: open <https://kilodrive.com/help/codes> and search the complete code. Include the task, time, app version and correlation reference when contacting Support; never send passwords, verification codes or payment tokens.

Identity and rental requirements - error guidance

Use the exact KD code and occurrence message. The live outcome and correlation reference take precedence over a catalogue default. For an unknown or in-progress payment, booking or membership result, reconcile the original action; do not submit another payment.

KD-20023

Meaning: The selected identity document is expired and cannot be approved.

Next action: Request renewed evidence and review the replacement document before approval.

Prevention: Submit current evidence and review expiry before approval.

KD-20024

Meaning: The identity approval lacks the required current pending document or licence back image.

Next action: Request complete replacement evidence before recording approval.

Prevention: Review the exact account-owned current submission and both required licence images.

KD-20233

Meaning: The approved identity or licence document cannot be trusted through the rental return date.

Next action: Ask the rental provider to review current identity and licence documents before continuing.

Prevention: Keep approved identity and licence evidence current for the entire rental, including any extension.

Other codes: open <https://kilodrive.com/help/codes> and search the complete code. Include the task, time, app version and correlation reference when contacting Support; never send passwords, verification codes or payment tokens.

Identity and rental requirements - error guidance

Use the exact KD code and occurrence message. The live outcome and correlation reference take precedence over a catalogue default. For an unknown or in-progress payment, booking or membership result, reconcile the original action; do not submit another payment.

KD-20234

Meaning: A driver on this rental is not currently verified as an active account.

Next action: Complete account identity verification, then ask the provider to recheck every driver on this rental.

Prevention: Complete identity verification for every active rental driver before reserving or extending.

KD-20316

Meaning: The rental provider requires the renter to have a profile picture.

Next action: Add a profile picture in My Data, then refresh rental eligibility.

Prevention: Review the vehicle's requirement checklist and current provider profile before submitting the booking or edit.

KD-20317

Meaning: This rental requires KiloDrive-verified identity before a booking can proceed.

Next action: Complete identity verification, then refresh the vehicle's requirements.

Prevention: Review the vehicle's requirement checklist and current provider profile before submitting the booking or edit.

Other codes: open <https://kilodrive.com/help/codes> and search the complete code. Include the task, time, app version and correlation reference when contacting Support; never send passwords, verification codes or payment tokens.

Wallet and rewards - error guidance

Use the exact KD code and occurrence message. The live outcome and correlation reference take precedence over a catalogue default. For an unknown or in-progress payment, booking or membership result, reconcile the original action; do not submit another payment.

KD-40029

Meaning: The available wallet balance does not cover the amount required for this action; held funds are not spendable.

Next action: Refresh wallet and original operation status; add funds or reduce the amount only after resolving any earlier pending operation.

Prevention: Review the authoritative quote, account currency, permitted payment method, amount and fees; check the original operation before any replacement monetary request.

KD-40179

Meaning: The quoted conversion would credit more than the receiving wallet current top-up limit.

Next action: Enter a smaller USD amount and review a new quote.

Prevention: Use this operation's supported fields and current source-owned amounts/state; retain its original payment reference whenever a prior monetary outcome is unresolved.

KD-40192

Meaning: The outstanding balance requires reviewed settlement before erasure.

Next action: Settle any outstanding balance, or review cashout and explicit forfeiture options for a positive balance before deletion.

Prevention: Use the current signed-in country workspace, saved recipient and reviewed amounts/fees; preserve original operation evidence if an earlier financial result is unresolved.

Other codes: open <https://kilodrive.com/help/codes> and search the complete code. Include the task, time, app version and correlation reference when contacting Support; never send passwords, verification codes or payment tokens.

Wallet and rewards - error guidance

Use the exact KD code and occurrence message. The live outcome and correlation reference take precedence over a catalogue default. For an unknown or in-progress payment, booking or membership result, reconcile the original action; do not submit another payment.

KD-40193

Meaning: A wallet update could not complete within the safe contention limit.

Next action: Refresh wallet and original operation status before confirming another financial attempt.

Prevention: Use this operation's supported fields and current source-owned amounts/state; retain its original payment reference whenever a prior monetary outcome is unresolved.

KD-40614

Meaning: A quoted reward lot or policy revision no longer matches. Check the original conversion status before requesting a replacement quote.

Next action: Check original status before requesting a replacement quote.

Prevention: Keep the exact quote and revision through confirmation.

KD-40615

Meaning: This quote is past its validity period. Check whether its original conversion completed before requesting another quote.

Next action: Check whether the original conversion completed before requesting a new quote.

Prevention: Confirm only a current quote after checking previous outcomes.

Other codes: open <https://kilodrive.com/help/codes> and search the complete code. Include the task, time, app version and correlation reference when contacting Support; never send passwords, verification codes or payment tokens.

Wallet and rewards - error guidance

Use the exact KD code and occurrence message. The live outcome and correlation reference take precedence over a catalogue default. For an unknown or in-progress payment, booking or membership result, reconcile the original action; do not submit another payment.

KD-90675

Meaning: Your available points cannot cover this amount. Pending, expired or otherwise unavailable points do not count toward conversion.

Next action: Review available points and lower the requested amount.

Prevention: Exclude pending, expired, reversed and already-converted points from spendable totals.

KD-10307

Meaning: A referral cannot name the same account as both referrer and new user. Review the optional referral information before continuing.

Next action: Correct or remove the optional referral to continue registration.

Prevention: Use the original optional owned referral link and remove invalid intent rather than attaching it to an existing account.

KD-10310

Meaning: The system could not find an unused referral code for this account. Contact support if this continues; do not replace an existing account to obtain a code.

Next action: Retry account creation only after checking its original outcome; an operator can review allocation.

Prevention: Retain the permanent issued-code namespace even after erasure.

Other codes: open <https://kilodrive.com/help/codes> and search the complete code. Include the task, time, app version and correlation reference when contacting Support; never send passwords, verification codes or payment tokens.

Account closure - error guidance

Use the exact KD code and occurrence message. The live outcome and correlation reference take precedence over a catalogue default. For an unknown or in-progress payment, booking or membership result, reconcile the original action; do not submit another payment.

KD-10265

Meaning: The account-deletion eligibility check could not confirm the account's outstanding obligations. This attempt did not create a deletion request, suspend the account or revoke its sessions.

Next action: Contact support with this code and the occurrence reference so the incomplete obligation check can be resolved before requesting account deletion again.

Prevention: Keep every linked country workspace and its account projection available for the deletion eligibility check; do not suspend the account before that read-only check succeeds.

KD-10266

Meaning: Account deletion is blocked by an unsettled payment or store purchase. This does not mean the payment failed or that another purchase is safe.

Next action: Review the original payment or purchase in Resolution Center and have its result reconciled before requesting deletion again; do not start a replacement purchase.

Prevention: Reconcile original provider operations to a confirmed settled or no-charge result before account deletion; a zero wallet balance alone does not prove that payments are settled.

KD-10274

Meaning: Account deletion cannot proceed while you still own a rental company that is not closed. Deletion will not invent a successor or silently abandon the company's obligations.

Next action: Close the rental company after resolving its obligations.

Prevention: Resolve the company's bookings and financial obligations, then use its supported closure workflow before requesting account deletion.

Other codes: open <https://kilodrive.com/help/codes> and search the complete code. Include the task, time, app version and correlation reference when contacting Support; never send passwords, verification codes or payment tokens.

Account closure - error guidance

Use the exact KD code and occurrence message. The live outcome and correlation reference take precedence over a catalogue default. For an unknown or in-progress payment, booking or membership result, reconcile the original action; do not submit another payment.

KD-10275

Meaning: Account deletion is blocked by an unresolved rental reservation, vehicle-return record, claim, dispute or extension. A completed or closed label alone does not prove every obligation was resolved.

Next action: Open the existing rental booking and resolve its outstanding requirement.

Prevention: Finish vehicle return and resolve rental cases and extensions through their recorded workflows before requesting account deletion.

KD-10276

Meaning: Account deletion cannot proceed because rental payment, deposit, settlement or external refund evidence is unresolved. A manual receipt or refund label does not itself prove independently reviewed money movement.

Next action: Ask rental finance to resolve the existing payment evidence before account deletion.

Prevention: Retain the original rental payment and receipt references until finance confirms settlement, deposit handling and any external refund.

KD-10314

Meaning: Review your available and pending reward points. Before requesting deletion, explicitly agree to permanently give up those points when deletion is carried out. This is separate from any wallet balance consent.

Next action: Review a complete account-wide preview and explicitly accept points forfeiture separately from wallet balance decisions.

Prevention: Review a complete account-wide preview and explicitly accept points forfeiture separately from wallet balance decisions.

Other codes: open <https://kilodrive.com/help/codes> and search the complete code. Include the task, time, app version and correlation reference when contacting Support; never send passwords, verification codes or payment tokens.

Account closure - error guidance

Use the exact KD code and occurrence message. The live outcome and correlation reference take precedence over a catalogue default. For an unknown or in-progress payment, booking or membership result, reconcile the original action; do not submit another payment.

KD-10315

Meaning: The saved points evidence is no longer current or no longer matches this deletion checkpoint. Review the existing deletion request status before acting. Obtain and review a fresh points preview only when making a new request.

Next action: For a new request obtain a fresh complete preview. For an existing request inspect its original country checkpoints before any supervised recovery.

Prevention: For a new request obtain a fresh complete preview. For an existing request inspect its original country checkpoints before any supervised recovery.

KD-10318

Meaning: A reward points conversion is pending or its result is unconfirmed. Check and resolve that original conversion before account deletion. Do not start a replacement conversion while its outcome is unknown.

Next action: Inspect and reconcile the original points conversion using its original command identity; do not create a replacement conversion.

Prevention: Inspect and reconcile the original points conversion using its original command identity; do not create a replacement conversion.

Other codes: open <https://kilodrive.com/help/codes> and search the complete code. Include the task, time, app version and correlation reference when contacting Support; never send passwords, verification codes or payment tokens.

Courier and shopping - error guidance

Use the exact KD code and occurrence message. The live outcome and correlation reference take precedence over a catalogue default. For an unknown or in-progress payment, booking or membership result, reconcile the original action; do not submit another payment.

KD-10337

Meaning: Receipt items, quantities or prices do not match the current requester-approved list.

Next action: Agree substitutions or additional budget before spending

Prevention: Agree substitutions or additional budget before spending. Keep any interrupted original operation key and revision until its outcome is reconciled.

KD-20286

Meaning: The bearer no longer meets the current country identity and vehicle requirements.

Next action: Review current courier readiness

Prevention: Review current courier readiness. Keep any interrupted original operation key and revision until its outcome is reconciled.

KD-20287

Meaning: The selected vehicle lacks current verification or sufficient declared capacity.

Next action: Choose a verified vehicle that fits the parcels

Prevention: Choose a verified vehicle that fits the parcels. Keep any interrupted original operation key and revision until its outcome is reconciled.

Other codes: open <https://kilodrive.com/help/codes> and search the complete code. Include the task, time, app version and correlation reference when contacting Support; never send passwords, verification codes or payment tokens.

Courier and shopping - error guidance

Use the exact KD code and occurrence message. The live outcome and correlation reference take precedence over a catalogue default. For an unknown or in-progress payment, booking or membership result, reconcile the original action; do not submit another payment.

KD-30525

Meaning: The bearer has not agreed to advance the approved goods budget and reimbursement terms.

Next action: Review and accept the goods advance terms

Prevention: Review and accept the goods advance terms. Keep any interrupted original operation key and revision until its outcome is reconciled.

KD-30527

Meaning: The agreement expired or its job changed before the decision.

Next action: Decline it and request fresh terms

Prevention: Decline it and request fresh terms. Keep any interrupted original operation key and revision until its outcome is reconciled.

KD-30531

Meaning: The route exceeds the country's service areas or road-distance limit.

Next action: Choose stops within current courier coverage

Prevention: Choose stops within current courier coverage. Keep any interrupted original operation key and revision until its outcome is reconciled.

Other codes: open <https://kilodrive.com/help/codes> and search the complete code. Include the task, time, app version and correlation reference when contacting Support; never send passwords, verification codes or payment tokens.

Courier and shopping - error guidance

Use the exact KD code and occurrence message. The live outcome and correlation reference take precedence over a catalogue default. For an unknown or in-progress payment, booking or membership result, reconcile the original action; do not submit another payment.

KD-30535

Meaning: The spending request expired, was decided or no longer matches the current budget.

Next action: Check the recorded budget decision

Prevention: Check the recorded budget decision. Keep any interrupted original operation key and revision until its outcome is reconciled.

KD-30536

Meaning: The proposed budget increase or its explanation does not meet the purchasing rules.

Next action: Enter a permitted higher budget and reason

Prevention: Enter a permitted higher budget and reason. Keep any interrupted original operation key and revision until its outcome is reconciled.

KD-30537

Meaning: This job has reached its limit for additional budget decisions.

Next action: Ask support to review further spending

Prevention: Ask support to review further spending. Keep any interrupted original operation key and revision until its outcome is reconciled.

Other codes: open <https://kilodrive.com/help/codes> and search the complete code. Include the task, time, app version and correlation reference when contacting Support; never send passwords, verification codes or payment tokens.

More supported workflows

Open the linked procedure for steps and outcome checks. Availability remains country-, account- and permission-dependent.

[Recurring rides and splitting a fare](#)

Ride Hailing → Recurring rides; eligible ride → Split fare

For a recurring ride, choose pickup and destination, category, proposed fare, pickup time and at least one weekday. Read the displayed scheduling timezone before saving. Use Schedule active to suspend future requests when your routine changes.

[Assisted, family and business travel](#)

My Account / travel profiles → applicable assistance or travel profile

Open Assisted rider profile when available. Enable the profile and specify practical boarding, mobility, hearing or vision preferences, service animal and extra boarding time. Enter wheelchair dimensions or weight only when relevant. Save and review the preferences before requesting a ride.

[Wallet transfers and top-up cards](#)

Billing & Financial → wallet transfers / top-up cards, where available

Check the wallet account, available balance and currency. Add the recipient by their email or phone through the recipient selector and confirm the resolved person. A saved contact alone does not authorize a transfer.

[Courier schedules, changes and refund decisions](#)

Shipping → saved drafts / recurring jobs; assigned job → changes and refunds

Save a package-delivery draft before creating a recurring courier schedule. Choose daily or weekly frequency, collection time, IANA timezone, first/last date, skip dates and maximum quote per job. Read the consent and save.

More supported workflows

Open the linked procedure for steps and outcome checks. Availability remains country-, account- and permission-dependent.

[Vehicle care, calculators and discovery controls](#)

My Account / Vehicles; Tools; Personalization; About

Where account-owned vehicle tools are available, open the vehicle and record odometer, servicing, tyres, brakes, defects, documents and expenses. Review upcoming maintenance before using the vehicle for work. Saving a vehicle does not make it approved for passenger, courier or rental service.

Small rewards that add up

Ride awards belong to the customer; courier-request awards belong to the sender. Providers can earn qualifying referral rewards. Completing work as a driver or courier is not a separate provider award under these defaults.

Open Billing & Financial, then Rewards & referrals to see your available and pending points, history and conversion options. The default programme applies to Jamaica, Cayman Islands, Barbados, Trinidad and Tobago, Bermuda, United States and Canada. Country wallet currency and provider-plan minimums remain separate.

Qualifying activity	Default points
Completed, verified customer ride	5
Completed, verified courier request (sender)	5
Once-only qualified referral	25
Registration alone	0

Ten points have a reference value of one US cent. A single point can therefore preserve a tenth of a cent without rounding it away. Convert at least 100 points, in increments of 10; a provider plan may require a higher minimum. The app quotes the actual credit in your wallet currency using an approved current exchange rate.

1. Complete eligible work and wait for verified settlement. Inspect the pending, available and expiry information in Rewards; configured hold periods and reversal rules determine when points can be used.
2. Check available points and the displayed conversion minimum.
3. Review the exact wallet-credit quote, currency and expiry, then confirm once.
4. If interrupted, check the existing conversion status before trying again. Verify the receipt and balance.

No time-only expiry is applied by these defaults. The programme has a 1,000,000-point country issuance budget and a 10,000-point individual lifetime cap. Fraud review, refunds and reversals can delay or reverse points. Cash trip completion alone is not proof of collection. Rewards never bypass cashout limits, source verification or wallet safeguards.

Choose goods cash collection only when needed

Goods cash collection is an optional courier workflow. It is separate from the courier service fare and from a shopping reimbursement. An ordinary delivery does not automatically ask the recipient to pay for its contents.

1. Create the delivery with accurate pickup, destination, package and handling information. Choose cash or wallet for the service fare where offered.
2. Once a courier is assigned, open the job's goods-cash collection action before pickup.
3. Choose the payer, recipient stop where applicable, currency and itemised parcel prices and quantities. Read and accept the cash-goods terms.
4. The courier reviews and accepts the agreement. Until that consent is recorded, do not assume cash collection is authorized.
5. At the actual handoff, record collected quantities, amount and receipt evidence. Follow the separate remittance process and verify its final status.

Country currency Per-job goods limit

JMD / KYD / BBD 10,000 / 80 / 200

TTD / BMD 700 / 100

USD / CAD 100 / 140

Outstanding courier exposure is capped at five times the per-job limit. Already-paid goods and buy-and-deliver reimbursement cannot be charged again as goods COD. A delivery status is not a receipt for remitted cash. If the amount, payer or receipt differs, preserve evidence and use the job-linked dispute/support path. Do not create a replacement payment merely because the app was interrupted.

Read the current country Courier and Bearer Agreement. A new required version must be accepted explicitly; past acceptance is not silently copied. Local licensing, mandatory rights, language requirements and restricted-goods rules still apply.

Choose bidding or exact-fare assignment

When requesting a ride, leave the exact-fare automatic acceptance checkbox off to review driver bids yourself. Select it only if you want KiloDrive to accept an eligible driver's offer at exactly your proposed fare. A counteroffer or different amount still requires your review. Ranking nearby drivers does not itself assign someone.

Automatic acceptance uses the same current driver readiness, membership, vehicle, blocking, wallet and revision checks as manual acceptance. Review the confirmed driver, vehicle and fare before travelling. If no eligible driver accepts, no assignment is guaranteed.

At the destination

Automatic trip completion can settle a wallet-funded, in-progress, unpaused trip when the server confirms stationary arrival. It requires at least one minute since the start, all planned stops completed or explicitly skipped, and at least three accurate destination observations over at least 30 seconds. Samples must remain within 50 metres, have accuracy within 25 metres and show speed no higher than 1 metre per second. The latest observation must be fresh and gaps must be no longer than 15 seconds.

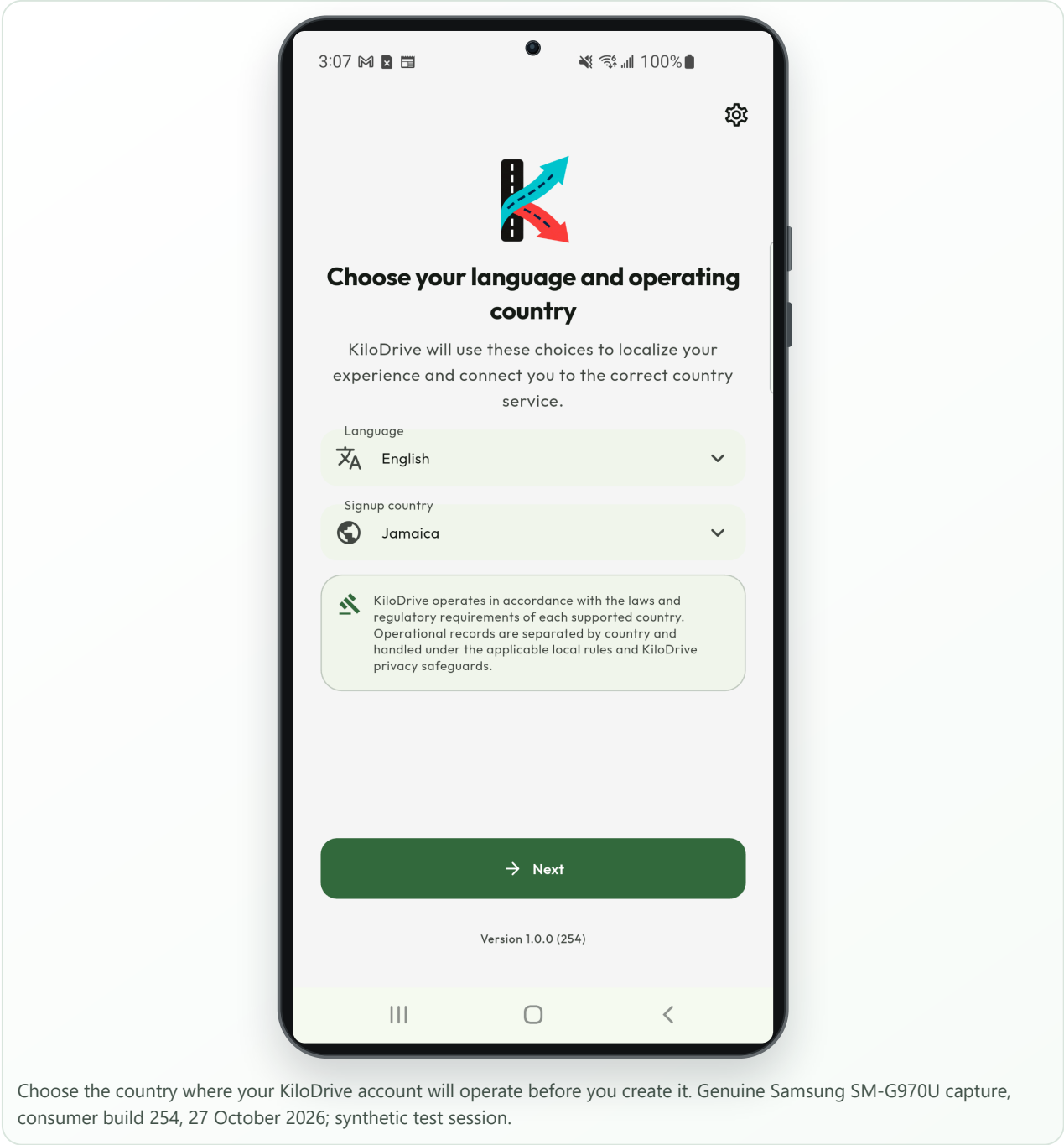
The server rechecks trip state and the normal safety and financial rules before settlement. Poor GPS, movement, a pause, unfinished stops, an unresolved obligation or a concurrent trip change can defer completion. Automatic completion cannot invent a location exception or confirm cash collection. Cash and external-payment trips still require manual completion. Continue to use the trip's normal completion or support action when necessary.

Confirm the result

Look for Completed, the payment result and the receipt. Do not interpret a disconnected map or closed screen as completion. If the result is uncertain, refresh the existing trip before taking another financial action. A retry reconciles committed server state; it must not charge the same trip twice.

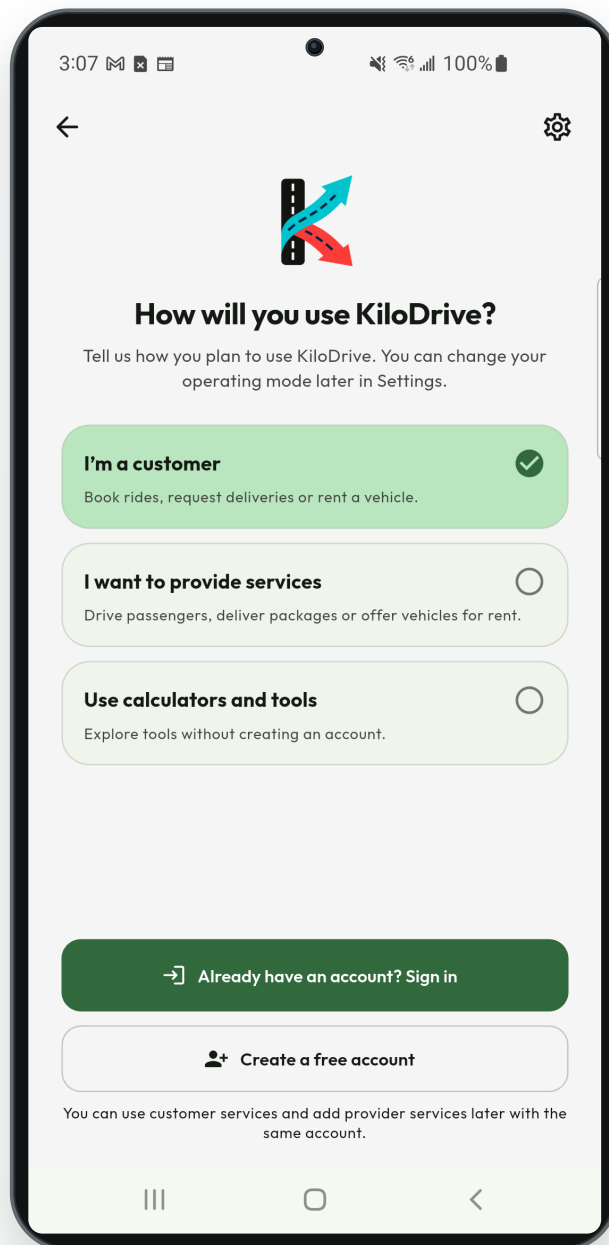
These controls do not certify every country, insurer, payment provider or physical device. Country policy and current service readiness still apply.

Choose your language and operating country



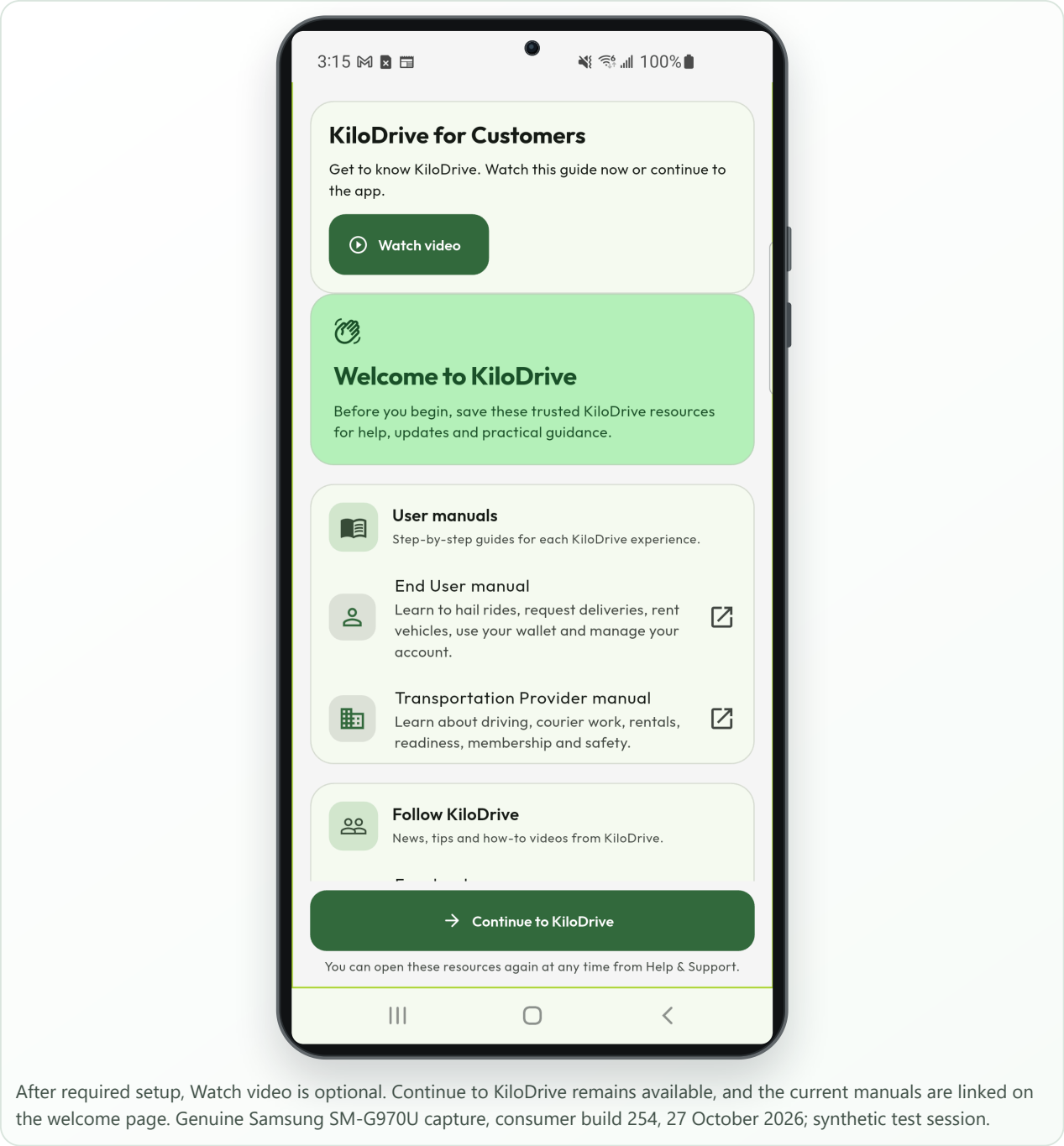
Choose the country where your KiloDrive account will operate before you create it. Genuine Samsung SM-G970U capture, consumer build 254, 27 October 2026; synthetic test session.

Select customer services



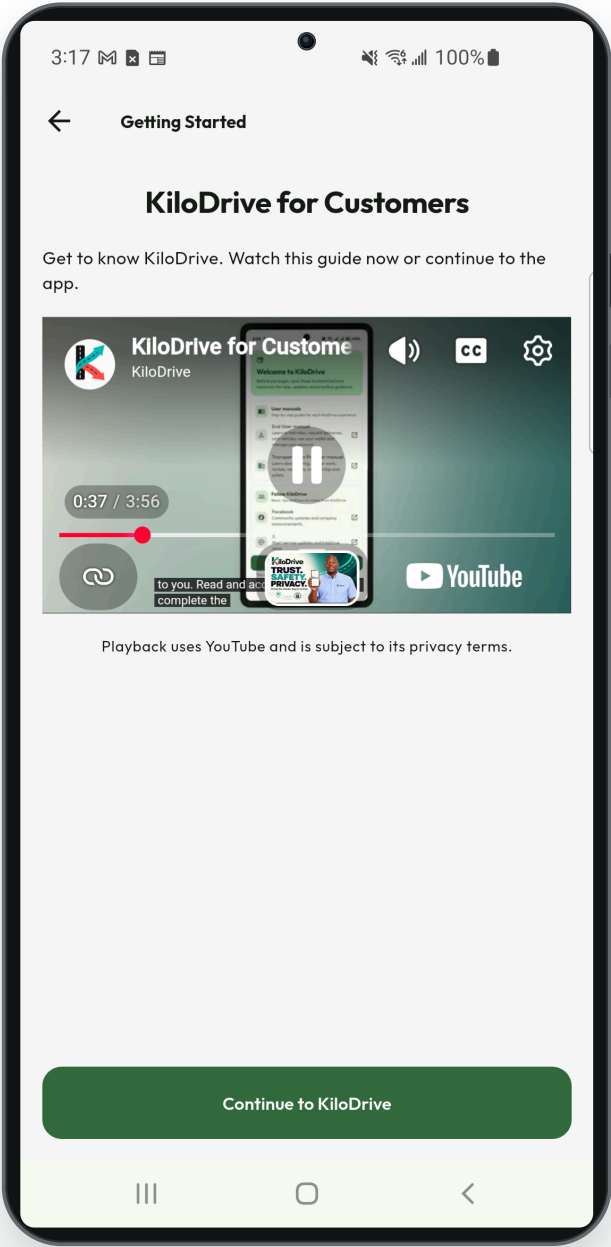
Select I'm a customer to book rides, request deliveries or rent a vehicle. Existing users can sign in without choosing a new audience. Genuine Samsung SM-G970U capture, consumer build 254, 27 October 2026; synthetic test session.

Open your customer welcome resources



After required setup, Watch video is optional. Continue to KiloDrive remains available, and the current manuals are linked on the welcome page. Genuine Samsung SM-G970U capture, consumer build 254, 27 October 2026; synthetic test session.

Replay the customer video in the app



The screenshot shows a smartphone screen with the KiloDrive app interface. At the top, the status bar shows the time 3:17, signal strength, and 100% battery. The app's header includes a back arrow and the text 'Getting Started'. Below this is the title 'KiloDrive for Customers' and a subtitle 'Get to know KiloDrive. Watch this guide now or continue to the app.' The main content area features a video player for a video titled 'KiloDrive for Customers' by KiloDrive. The video is paused at 0:37 / 3:56. The player includes standard YouTube controls like volume, closed captions (CC), and settings. Below the video, there is a text line 'Playback uses YouTube and is subject to its privacy terms.' and a large green button labeled 'Continue to KiloDrive'. The bottom of the screen shows the Android navigation bar with back, home, and recent apps icons.

Open Help & Support → Getting Started to replay the customer video; the YouTube player has its own controls. Continue without watching if you prefer. Genuine Samsung SM-G970U capture, consumer build 254, 27 October 2026; synthetic test session.

Getting-started videos and official channels

After required initial setup, the app may offer an optional welcome video. Select **Watch video** to play it inside KiloDrive, or **Continue to KiloDrive** to proceed immediately. If the network or video is unavailable, continue and try again later. Replay either guide from **Help & Support** → **Getting Started**.

Start with this guide: [KiloDrive for Customers](#). **Other audience:** [KiloDrive for Transportation Providers](#).

The videos are optional orientation; they do not grant service approval, identity verification or a paid membership. YouTube playback uses YouTube and its privacy terms.

Follow KiloDrive

- [X](#)
- [Facebook](#)
- [TikTok](#)
- [YouTube](#)
- [Instagram](#)

For an account, payment, trip or safety issue, use in-app Help & Support and keep the support code and correlation reference. Do not send passwords, verification codes or private documents to a social-media account.

Trust, safety, security and privacy: field guide

Use these detailed chapters to understand a safeguard, apply it in the app, check the result and recover when something goes wrong. Feature availability depends on country, role, device, policy and current service status.

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Read the [Safety information](#), [Privacy Policy](#) and [Terms of Service](#) with the in-app Legal Center. These instructions describe source-supported workflows, not an independent security audit or a promise of emergency response.

What trust means in KiloDrive

KiloDrive combines account controls, service-specific readiness, recorded service events, restricted evidence access and financial records. These help people make informed decisions and investigate problems. They do not guarantee that a person, vehicle, journey or payment will be risk-free.

Read the right evidence

What you see	What it means—and its limit
Verified email or phone	The account completed a contact check. This alone does not verify the holder's legal identity.
Approved identity	Identity evidence passed the applicable review. A passport is not a driving licence.
Service readiness	The applicable driver, courier or rental-provider requirements have been reviewed. Read expiry dates and outstanding actions.
Free, Silver or Gold	A membership and its benefits. Paying for Gold does not approve documents, insurance or legal permission to work.
Ratings and reviews	Recorded experiences from eligible interactions. A high rating is not a guarantee about the next service.
GPS and ETA	Recent device observations and an estimate. They can be delayed or inaccurate.

Use three independent checks

First check **account access**: can this person sign in and use the account? Next check **readiness**: can they lawfully and operationally provide this service? Then check **entitlement**: does their plan allow the requested action? A success in one area does not resolve a blocker in another.

Before agreeing to a service: compare the actual person, vehicle and agreed task with the app. If they differ, pause the transaction and use the relevant report or Support route. Do not treat a logo, QR card, subscription badge or screenshot as proof of approval.

Protect sign-in, recovery and account changes

Account & Settings → My Account → Security

Your email account and linked Apple, Google or Facebook identity are part of your security boundary. Protect those accounts as carefully as KiloDrive. Use your own account; an agency should invite staff rather than share its owner's password.

1. **Choose a unique password.** Use a password manager where possible. KiloDrive's password implementation stores a salted password verifier, not a recoverable copy of your password.
2. **Review authentication options.** Enable available two-factor protection, register a passkey if supported, and store recovery codes privately. A passkey uses your device or credential provider; a lost device still needs session review.
3. **Check active sessions and My Activity.** Look for unfamiliar devices, times or actions. Revoke a suspicious session and secure the associated email or social account. An unfamiliar approximate location alone is not conclusive proof of intrusion.
4. **Enable sign-in email alerts.** Use the control in Security → Authentication. Read alerts as a reason to inspect your account, not as a request to send a code to someone.
5. **Keep recovery contacts current.** Complete the supported confirmation when changing a contact. A recent-authentication request protects a sensitive action even when you are already signed in.

Linking is different from signing in

Use Social accounts while signed in to attach an identity. Finish the provider's authentication and check the linked-account list. If it is already attached to another KiloDrive account, use recovery or Support; the app must not silently merge the accounts. Keep a working sign-in method before disconnecting another.

Recovery: request a fresh code through the official app, observe expiry/resend guidance and enter it only in the intended authentication flow. Never send passwords, passkeys, one-time codes or recovery codes to a caller or social-media contact claiming to be Support.

See the app: [Authentication and sign-in alerts](#); [Linked social accounts](#). Captions identify the capture edition.

A secure phone and a trustworthy installation

Account authentication and device admission are separate checks. The device check helps the service assess whether an installation can safely access protected features. It does not replace your password, identity review or service approval.

If device access cannot be checked

1. Confirm that the app came from its official Google Play or Apple App Store listing and install available updates.
2. Check connectivity and the phone's automatic date/time. On Android, keep Google Play services and the Play Store current.
3. Retry the displayed check once after restoring connectivity. A network or verification-provider outage can prevent a decision; the message does not by itself mean your account was banned.
4. Record the safe diagnostic/support code, time, phone model, operating-system version and app build. Use Support if the error persists.

If device registration is required and the app signs you out, complete the supported sign-in/device-registration flow. Do not bypass it with an unofficial APK or share integrity tokens. Changing the store account does not transfer a KiloDrive membership or prove that the installation has been admitted.

Protect the phone itself

Use an operating-system screen lock and the app's available biometric/app-lock controls. Local app lock restricts access on that phone; it does not revoke server sessions or secure a compromised email account. Avoid using a rooted, modified or shared device for sensitive documents and financial operations.

Lost or shared phone

Revoke the lost session from a trusted device where possible, secure the email/social account, and use the operating system's lost-device tools. Sign out before lending a phone. Delete exported PDFs, downloaded evidence and sensitive screenshots from shared storage separately; signing out cannot recall files already shared elsewhere.

Identity, licences and document review

Use My Account and the service readiness checklist to see which evidence is required. Choose the actual document type and enter the holder's details accurately. A driving licence is preferred when you intend to rent a vehicle; another identity document may establish identity but cannot establish permission to drive.

Submit useful evidence once

1. Check country, document type, name, date of birth, issue/expiry dates and any required category or licence number.
2. Photograph the complete document in good light. Keep required edges and text readable. Supply both sides when requested; do not alter dates, replace a portrait or hide a field needed for review.
3. Use the specific identity or service-document upload field. A package photograph, profile picture or generic attachment is not a substitute for identity evidence.
4. Wait for upload confirmation, then submit the case. Return to its status instead of repeatedly sending duplicates.
5. If rejected, read the reason, correct the identified issue and follow the resubmission action. If the result seems wrong, request a review through Support.

Interpret the status

Missing needs evidence; **Submitted** awaits a decision; **Rejected** needs the stated correction; **Expired** needs renewal; **Approved** applies to the reviewed scope. Approval may not cover another country, vehicle category or service.

Rental qualification also considers the vehicle's requirement profile, including age and licence history where applicable. Correcting your typed birthday does not automatically replace the date confirmed by reviewed evidence. Report a mismatch rather than inventing a new identity.

Verification limits: KiloDrive may use configured external verification services and human review. An automated result assists a decision; it is not a universal government-record check, a criminal-history guarantee or an assurance of future conduct.

Private uploads and evidence handling

Identity files, service documents, parcel evidence and vehicle condition photos serve different purposes. Their visibility follows the relevant case or transaction. Uploading a file does not make it public or grant other users permission to open it.

Before and after uploading

- Use the field's displayed file types and size limit. Camera, gallery and document-picker choices can differ by field and operating system.
- Check the preview for glare, cropping, unrelated people and unnecessary personal information. Keep required evidence intact.
- Allow the upload and file checks to finish. File type, size, content-signature and scan checks are separate from reviewing the identity or service claim.
- If a file is quarantined or its scan cannot be confirmed, wait for the stated recovery action or contact Support. Renaming the file is not a safe workaround.
- Verify that the submitted record shows the attachment and current status. A successful file transfer alone is not a completed application.

Who can see evidence?

Restricted review screens check the authorized reviewer, account/organization, country and evidence purpose. A storage identifier or a file attached elsewhere must not be used to bypass those checks. Review access can expire and require a fresh authorized session.

The S3 upload implementation requests private access and server-side encryption. That protects stored files within the configured storage boundary; it does not make all documents end-to-end encrypted or prevent an authorized viewer from recording what they can see.

Keep documents out of public channels. Do not post licences, passports, receipts with private details, access codes or custody evidence on social media. Use the protected upload or case channel requested by KiloDrive. A recipient can retain a downloaded file even after the original link expires.

What information is used, and why

KiloDrive needs information to identify accounts, arrange transportation, verify eligibility, settle money and resolve problems. Visibility should follow the task and the person authorized to perform it.

Information	Purpose and typical visibility
Profile and contacts	Sign-in, communication and the permitted profile shown to another participant. Contact verification and identity verification are different.
Identity and compliance evidence	Eligibility review by authorized staff. A normal customer or unrelated team member should not receive the underlying private documents.
Routes and location	Dispatch, active-service tracking, safety and resolving disputed events. Sharing a trip deliberately exposes a limited view to the recipient.
Messages and service evidence	Communication, pickup/return/delivery records, reports and disputes. Keep content relevant to the service.
Wallet and store records	Balances, receipts, entitlement verification, refunds and reconciliation. A payment provider also processes information under its own terms.
Security and operational records	Session protection, fraud prevention, audit and diagnosing failures. Optional diagnostic/analytics choices are separate from records required to operate the service.

Country and organization boundaries

Your operating country controls the local workspace, currency, policies and service records. An Apple or Google storefront can be in a different country. Membership purchase availability does not establish local legal permission to provide transportation.

Organization staff should see only records their role and branch scope permit. Becoming a team member does not authorize browsing unrelated customers, other agencies or private evidence.

Check current policy: read the [Privacy Policy](#) and the Legal Center for purposes, recipients and rights. This manual explains controls; it does not replace the applicable policy or establish legal compliance in every country.

Encryption, access controls and their limits

Three protections with different jobs

Transport protection protects information travelling between the app and its HTTPS services. It does not make a phishing website trustworthy. Use official links and do not ignore browser or certificate warnings.

Storage protection helps protect information held by the system. KiloDrive's S3 private-upload implementation requests encryption at rest; password handling uses salted verifiers. Neither means staff can recover your password, nor that every device download has the same protection as the server copy.

Authorization decides who may perform an action or open a record. Account, organization, country and participant checks restrict protected operations. Encryption alone cannot substitute for those checks.

Why a second confirmation may be needed

A signed-in session may still need recent authentication or an additional security challenge for a sensitive action. A role may permit viewing a transaction without permitting approval or refund. An expired session must be renewed through the supported flow; an error code is not a reason to remove the safeguard.

What the manual does not promise

- Do not assume chats, calls, uploaded evidence or exports are end-to-end encrypted. Authorized processing and review can require server access.
- No app can guarantee that a recipient will not take a screenshot, record a screen or forward information.
- Device biometrics, TLS, file scanning and cloud encryption are separate controls. None makes the whole service "unhackable."
- Providers for maps, sign-in, payments, messaging and video have their own access and processing boundaries.

If you suspect exposure: stop sharing the affected link or file, secure your account, preserve the relevant reference and report it privately. Do not test another person's account or publish sensitive data to demonstrate a problem.

Permissions, location and notification choices

Account & Settings → Personalization; phone Settings → KiloDrive permissions

Grant a permission when its purpose is clear. App preferences and operating-system permissions both matter: enabling a feature inside KiloDrive cannot override a permission denied by Android or iOS.

Permission	Use and safe recovery
Location	Pickup, nearby services and eligible live tracking. Check permission, accuracy and the last-update time before relying on a location.
Background location	Eligible provider tracking while the app is not foregrounded. Use the in-app explanation; OS battery restrictions and connectivity can interrupt updates.
Camera / photos / files	Identity, package, vehicle and condition evidence. Choose only the required item; denied camera access need not mean a saved file is unusable.
Microphone	Supported in-app calls. Test it while stationary, not while driving.
Notifications	Offers, service updates, messages and account events. Focus, silent mode and channel settings can suppress visible or audible alerts.

Use the recorded state, not just a push alert

Open the Notification Center and the actual trip, job, booking or transaction to confirm its current status. A push message can be delayed. An “accepted” notification does not make an expired assignment active again.

Keep essential work notifications enabled while providing a service. Review optional promotion, sound, vibration and read-aloud choices as available. An iPhone does not necessarily expose an app-specific vibration setting; follow the controls actually present on the device.

Tracking reliability: stale location, missing speed or an uncertain ETA is not proof that a driver stopped, sped or departed. GPS, battery, signal, OS restrictions and map estimates can all affect what appears. Stop safely before troubleshooting.

Safer trips: before, during and after

Before requesting and boarding

1. Confirm the pickup pin and destination, proposed fare, payment method and any additional options. Read whether the request invites bids or automatically accepts an eligible exact-fare offer.
2. Review the selected provider, vehicle, registration plate and applicable verification information. A company name does not replace checking the actual driver and assigned vehicle.
3. Wait in a suitable place. Compare the arriving vehicle and person with the app. If anything does not match, do not confirm that it does; contact the assigned provider or Support and follow the safe cancellation route.

During the journey

Use the active trip's communication and safety controls. Share the live trip with a trusted recipient if useful. Review route changes and check-ins without treating every detour as wrongdoing. Congestion, road closures and GPS errors can affect the route and ETA.

Live speed is informational, not a certified speedometer or a replacement for the driver's attention and road rules. Drivers should interact only when safely stopped. A pause, emergency stop and normal completion have different effects; read the confirmation rather than using one to imitate another.

After the journey

Confirm the recorded completion, payment and receipt. Leave an honest review through the completed service. If payment or review submission remains uncertain, reopen the same trip before repeating the action. Save its reference when raising a fare, conduct or safety concern.

Personal safety comes first. Leave an unsafe situation when you can do so safely and contact local emergency services when needed. KiloDrive's maps, check-ins, review system and support tools reduce uncertainty; they do not physically supervise the journey or guarantee intervention.

Live sharing, trusted contacts and confidentiality

A live-trip link gives a chosen recipient access to a limited trip view. It is useful because someone else can follow progress, but sharing it also discloses information about the route and people involved.

1. **Select the recipient deliberately.** Use trusted contacts or the trip's sharing action. Confirm the destination in the phone's share sheet before sending.
2. **Understand the view.** It may include the pickup/drop-off route, status, assigned driver's display information, vehicle/plate, recent location and update times. It is not access to your whole KiloDrive account.
3. **Keep the link private.** A recipient may forward it. Do not publish a live link on a public profile, group or social-media post.
4. **Check expiry and revoke access when needed.** Use the available revoke/stop-sharing action if you sent it to the wrong person or no longer want it active.
5. **Use the location age.** "Last updated" is an observation time, not a promise of the person's present position. Agree separately how your contact should respond if they become concerned.

What sharing does not do

It does not authorize the recipient to change the booking, spend wallet funds or see private chat and payment credentials. It is not an emergency dispatch service. Revoking or expiring the link cannot delete screenshots or notes already made by a recipient.

Delivery tracking and assisted travel

A courier tracking number identifies a job; it must not be treated as permission to expose a recipient's personal details or unrestricted location. Use the authorized recipient access route. For a supported assisted/family journey, confirm the participant's consent and the booker's role before sharing information.

Wrong recipient? Revoke the live link promptly, issue a new one only if necessary, and report any suspected misuse. Do not send Support the live secret link when a trip reference will identify the case.

Check-ins, incidents and emergency help

Respond to RideCheck

When enabled and supported, RideCheck uses available trip telemetry to identify a significant route deviation or unexpected stationary period. A prompt asks about the situation. If you are safe, use the confirmation offered; if you need help, use the appropriate safety action. If the prompt is wrong, report the context rather than assuming the system measured the road perfectly.

Unanswered checks can enter the configured safety-case process. This depends on telemetry, timing, connectivity and operational availability. It is not a promise of continuous human monitoring, police attendance or a fixed response time.

Choose the correct response

Situation	What to do
Immediate danger, injury or serious collision	Contact the appropriate local emergency service directly when safe. Give your location, direction, vehicle plate and nature of the incident.
Breakdown or unsafe vehicle	Stop somewhere safe, follow local road safety advice and contact the provider/assistance route. Do not continue simply to complete the app workflow.
Harassment, mismatch or concerning conduct	Use the service's report/support option. Block future contact where available, while preserving the service reference.
Fare, receipt, refund or delay dispute	Use the transaction or service dispute route. Do not activate an emergency action to accelerate ordinary support.

Preserve useful evidence safely

Record the time, service reference and a factual description. Take photographs only when safe and lawful; avoid exposing bystanders or medical/identity documents unnecessarily. Keep the case private and follow authorized requests for additional evidence.

Emergency numbers vary by country and service. Check the local police, ambulance or fire number; do not assume one number serves every emergency. KiloDrive Support is not an emergency-service substitute.

Protect wallet payments, receipts and refunds

Billing & Financial → balance, transactions and transaction resolution

The available balance is the amount shown as available to use. Open its breakdown to inspect held/reserved funds and the underlying balance. A hold reserves value for an obligation; it is not automatically a completed charge or a completed refund.

1. **Before paying:** confirm the account, service reference, currency, amount, fees and payment method. A checkout's currency can differ from the operating wallet currency; read the displayed conversion and expected credit.
2. **After returning from a provider:** inspect KiloDrive's transaction status and ledger/receipt. A payment sheet closing or a success page appearing does not alone establish server credit.
3. **If the outcome is unknown:** use Check status or the available recovery action for the original operation. Do not create a second top-up, payment or refund simply because the first response timed out.
4. **When money is refunded:** distinguish requested, approved, sent/recorded and confirmed outcomes. Check both the KiloDrive entry and the original payment channel where applicable.

External rental payments are a different record

A rental agency may accept cash or another permitted external method and record its evidence in KiloDrive. That is not a KiloDrive wallet transfer. Check the method, payee, amount, reference, evidence status and receipt. A submitted screenshot is not proof that the agency has confirmed receipt.

Cashout and rewards

Confirm beneficiary details, limits and fees before a cashout. Points are distinct from money: eligible completed activity, reversals and the current conversion rules determine what can become wallet value. Check the rewards history rather than assuming every referral or cancelled service earned points.

Do not describe a wallet hold as an insured bank deposit or legally regulated escrow unless the applicable published arrangement establishes that. Keep payment credentials in the provider's authorized checkout, not chat or a support ticket.

See the app: [External refund evidence](#); [Confirmed financial closure](#). Captions identify the capture edition.

Membership purchases, recovery and cancellation

Paid Service Provider plans support provider benefits. Customers do not need to buy a provider plan merely to request a ride, delivery or rental. A plan's benefits and allowances do not replace legal readiness or document approval.

Read the purchase before confirming

1. Choose the intended personal or organization beneficiary where offered. Confirm the current entitlement before changing plans.
2. Select Weekly, Monthly or Quarterly and compare the benefits for that term. Check the store's actual currency, price, billing period and renewal conditions.
3. Use the native Apple/Google purchase confirmation. The store billing identity can differ from the email used for KiloDrive; keep track of both.
4. After purchase, reopen the current-plan card and check the tier, term, beneficiary, effective dates and status. The store receipt and the server entitlement are separate pieces of evidence.

A payment succeeded but benefits did not appear

Stay with the same intended KiloDrive account and store identity. Open the membership actions/recovery area and use Check status or Restore purchases as offered. Restore asks the system to verify existing purchases; it is not a request to buy again. Provide Support the safe operation reference and store order details only through the protected support route.

Change, cancellation and expiry

Read the effective-date explanation for an upgrade or downgrade. A store can schedule a change rather than apply it immediately. A cancellation request/reason recorded in KiloDrive is not proof that the store stopped renewal: open the store's subscription management and verify its result. Access may continue to the paid-period end according to the displayed terms.

Separate actions: uninstalling KiloDrive, signing out, deleting an account and cancelling subscription renewal are not interchangeable. Check renewal explicitly before deactivation/deletion. Refund decisions and processing can belong to Apple, Google or the applicable payment provider.

Contact cards, blocking, reviews and fair reporting

My KiloDrive Card and saved contacts make it easier to find a familiar participant. They are convenience features, not proof of identity, authority to receive money or a guarantee that a provider is available.

Share and save deliberately

1. Use your own card and the supported QR/link action. Preview the intended profile information before sharing.
2. When receiving a card, inspect the profile and intended relationship before saving. A QR code should never require handing a stranger your password or signing-in code.
3. Keep private notes factual and minimal. Your preferred category—driver, courier, recipient or trusted contact—does not grant that person additional account powers.
4. Rotate/revoke a shared card link if needed using the available control. This stops future resolution under the relevant rules; it does not delete someone else's notes about you.

Preferred is not assigned

A preferred-provider invitation still checks eligibility, readiness, blocks, availability and response timing. Read whether the request waits only for that provider or can continue to the wider market. Wait for the actual assignment rather than relying on a saved favourite or an old notification.

Block, report and review have different purposes

Manage blocked accounts from Privacy & Safety → Blocklist. Blocking controls eligible future interactions; it does not erase completed transactions, resolve a current custody obligation or file a safety case automatically. Report unsafe conduct separately with the relevant service reference.

Reviews should describe your own completed interaction. Do not publish phone numbers, addresses, identity documents, threats or accusations unrelated to the service. Use the support/dispute process for evidence that should not be public. If a rating or moderation decision appears wrong, request the available review rather than retaliating against the other participant.

In-app calling, chat and communication privacy

Use the communication controls attached to the actual trip or service. They connect the people authorized for that interaction; a saved contact or old notification does not create unlimited permission to call or inspect another person's messages.

Before making or answering a call

1. Confirm the service and participant shown. Keep the conversation about pickup, delivery, the booking or another legitimate service need.
2. Allow microphone access when you choose to call. Check network and audio controls while stationary.
3. If an incoming call does not appear, open the current service and inspect the available contact action. Locked-screen, terminated-app, Focus and battery behavior can differ by phone and operating system.
4. Do not read a ringing indicator as proof the other person's phone actually rang. If contact cannot be established, follow the service's safe waiting/cancellation/support process.

Write with privacy in mind

Give useful meeting or delivery instructions without adding passwords, access tokens, payment-card details or unrelated identity files. Use the protected evidence field for documents. A message can remain relevant to a safety case or dispute after a service ends.

Participant access and private transport do not establish end-to-end encryption or absolute anonymity. Another participant may retain what they receive. Do not assume that calling through the app guarantees every communications provider hides every identifier.

Recording, abuse and evidence

Follow applicable consent and recording rules. A microphone permission is not the other person's agreement to record. Where recording is offered, read its specific notice and controls. Report harassment through the service/support route and use blocking where available; preserve evidence privately rather than publishing the conversation.

Safety first: drivers should not type or operate call controls while moving. Neither a failed call nor a delayed message should cause a customer or provider to proceed with an unsafe or unconfirmed handover.

Export, correct, deactivate or delete your data

Account & Settings → My Account → Data Management

Get and correct your information

Use Export my Data and wait for the download/share result. The export can include profile, service, financial, rewards, contacts, activity and related records within its authorized scope. Check the export's coverage information and any continuation or error notice; an incomplete response is not proof that no further records exist. Private contact notes are an explicit inclusion choice where shown.

Save the file privately. It can contain sensitive history and other participants' permitted information. Correct editable profile/contact data through My Account; reviewed identity or financial evidence may need a supported correction case instead of direct editing.

Choose the right account action

Action	Consequence to understand
Sign out	Ends access on the current session. It does not erase the account or cancel a subscription.
Deactivate	Suspends account use with the disclosed reactivation process. Data and obligations remain; store renewal needs separate attention.
Delete Account and All my Data	Starts the permanent account-deletion workflow, subject to verified identity, unresolved obligations and applicable retention.

Before confirming deletion

Resolve active rides, courier custody, rentals, money and organization responsibilities through their own workflows. Read the subscription review, retain needed receipts and complete recent authentication. Keep the request reference and check the final outcome; submitted, approved and fully processed are different stages.

Retention is purpose-specific. Finance, fraud prevention, disputes, safety and legal duties can require some records after account closure. There is no universal instant-erasure promise for every live system, backup or recipient's copy. Ask Support for the applicable scope and unresolved stage rather than assuming an arbitrary retention deadline.

See the app: [Account and data controls](#). Captions identify the capture edition.

Privacy choices, analytics and external services

Optional collection and necessary records

Review the crash-diagnostics and service-analytics choices in the available privacy/personalization controls. These are separate preferences. Optional service analytics can help measure failed steps and usability; declining it is not a reason to withhold the underlying service.

Wait for a setting to save. If withdrawal is pending or a save error appears, follow the displayed retry/status action. Changing a preference does not erase already retained financial, security or safety records, nor does it disable processing necessary to deliver an active service.

Third parties have defined roles

- **Apple, Google and Facebook sign-in:** authenticate the selected identity under their own systems. KiloDrive still checks account linking and session permissions.
- **Store/payment providers:** handle checkout, charges and relevant purchase records. KiloDrive verifies the result before applying wallet credit or membership.
- **Maps, push and communication services:** support routes, delivery of alerts and calls. Their outages or device restrictions can interrupt features.
- **Cloud and verification services:** support storage, processing and configured checks. Read the Privacy Policy for disclosures and relevant rights.
- **YouTube and social platforms:** receive interactions when you open their content. Their privacy terms apply in addition to KiloDrive's.

Watch the welcome guide on your terms

Use Watch video after initial setup, or Continue to KiloDrive immediately. An unavailable video must not prevent using the app. Replay from Help & Support → Getting Started. Videos explain workflows; they do not change the current price, policy, consent or readiness status.

Read before agreeing. Review the versioned terms, privacy notices and service-specific agreements presented for your country. A feature appearing in a manual is not proof that it is enabled or legally available for every user and location.

Scams, account compromise and useful support evidence

Recognize common warning signs

- Someone asks for your password, recovery code, passkey or one-time sign-in code to “approve” a refund, job or identity.
- A message directs you to a look-alike site, unofficial APK, remote-control installation or unexpected payment recipient.
- A person promises a guaranteed job, income, licence approval or instant refund in exchange for an off-platform fee.
- A screenshot of a receipt, plan badge or account balance is offered instead of the confirmed status in the actual transaction.

If you suspect compromise

1. Stop the suspicious interaction. Do not approve another prompt or send more money.
2. From a trusted device, secure your email/social identity and KiloDrive sign-in, review sessions and revoke unfamiliar access.
3. Inspect recent transactions, linked accounts, payout details, active jobs and shared links. Revoke exposed sharing links where possible.
4. Contact the appropriate payment provider promptly for a suspected unauthorized charge and report the related KiloDrive reference through Support.
5. Preserve the original messages and times privately. Do not publish another person's details or delete evidence needed for investigation.

A useful support report

Include the affected service, account country, app build, device/OS, approximate time with timezone, steps taken, expected result and actual result. Add the **KD support code**, correlation/operation reference and a redacted screenshot if available. Say whether the outcome is unknown, money moved, or the action was definitely refused.

Never include a password, raw session token, one-time code, complete card number or public link to identity evidence. Give sensitive documents only through the protected route requested for the case.

Follow through: track the case and requested next action. A ticket acknowledgement is not a completed refund, reversal, reinstatement or legal determination. Use emergency services directly when personal safety is at immediate risk.

Rental trust: qualification, custody and money

Before reserving or booking

Inspect the agency, branch, vehicle, dates, collection/delivery option and policy profile. Open “Can I rent this vehicle?” to check each requirement against your status. Approved identity alone does not establish a valid driving-licence category, minimum age or licence holding period.

A disabled booking action can also mean missing collection details, unavailable dates, an expired quote or a pickup time in the past. Resolve the displayed blocker; do not upload the same identity repeatedly when the quote is the problem.

Know what you are agreeing to

Review minimum/maximum rental length, cancellation/no-show rules, deposit, late charges, permitted use, geographical restrictions, additional drivers, accessories and breakdown instructions. Check the actual cancellation/refund quote before confirming. A request or reservation is not automatically approved, paid or ready for collection.

Collection and return evidence

1. At collection, confirm the vehicle and authorized driver. Record condition, existing damage, odometer, fuel/charge, keys, agreed extras and signatures through the guided record.
2. Do not treat payment confirmation as physical handover. Check that both parties' collection steps are complete.
3. Request an extension before its deadline; it needs availability and approval. Do not assume keeping the vehicle longer is permitted.
4. At return, record the same condition details and any disagreement before signing. Download the completed record available to each party.
5. Check inspection, additional charges, deposit and refund status separately. “Returned” does not necessarily mean financial closure.

Evidence protects both parties. Submit truthful, contemporaneous records. Keep disagreements in the booking/support process, and never replace a vehicle, add a driver or change a material charge without the applicable consent and approval.

See the app: [Rental eligibility](#); [Collection checklist](#); [Signed return record](#). Captions identify the capture edition.

Courier trust: instructions, custody and recipient access

A courier job moves goods or performs the agreed errand; it does not include carrying the requester as a passenger. The job type determines which pickup, destination and recipient information is needed.

Agree the scope before pickup

Describe the goods honestly, including quantity, size, handling needs and declared value when requested. Read prohibited-goods and service restrictions. Supply clear instructions without unnecessary private data. Do not put identity documents in a package-photo field.

For buy-and-deliver work, distinguish the service fee from the goods budget, any cash collection and the source of funds. Agree what happens if stock is unavailable. Extra spending, substitutions and changed destinations need the supported authorization rather than an informal assumption.

Keep an accountable chain of custody

1. Confirm the assigned courier and actual package at pickup. Record the required pickup receipt, code, photo or acknowledgement.
2. Track the job's custody/status events and location age. A tracking number is an identifier, not unrestricted access to private information.
3. Use the authorized recipient confirmation and delivery evidence. Share a handover code only for the intended handover; never confuse it with an account sign-in code.
4. If delivery fails, follow the documented attempt/return plan. Do not mark delivered merely to close the job or leave goods somewhere unapproved.
5. Reconcile shopping receipts, goods cash, unused funds and any refund or dispute separately from the transport fee.

Find and resolve open work

Use Shipping & Delivery and the existing request/job to view progress or the permitted cancellation. If an open job blocks account closure, resolve that same obligation. Repeatedly creating another request can add confusion without releasing custody.

Limits: location tracking cannot prove the contents or condition of a sealed package. Record material discrepancies safely and use the evidence/dispute process; declared value alone is not a promise of insurance coverage.

Family, assisted travel and accessibility

Where the supported family, managed-travel or assisted-rider features are enabled, establish who is booking, who is travelling, who pays and who may receive updates. A saved contact does not automatically authorize acting for that person.

Arrange only an appropriate supported service

1. Obtain the participant's permission and use the proper travel profile or delegated booking option. Follow age, guardian and country rules; do not treat an ordinary account as permission for unsupported unaccompanied-minor travel.
2. Describe practical assistance needs accurately. Share the minimum information needed to provide the service, rather than unnecessary medical history.
3. Check the provider's stated capability and the vehicle's suitability. A verified driver is not automatically medically trained or able to provide every accessibility service.
4. Confirm pickup contact, meeting point, destination and handoff arrangements. Use authorized tracking recipients and do not post the journey publicly.
5. Check that the traveller understands the plan and can access appropriate help. If a requirement cannot be met, choose a suitable alternative rather than relying on a generic badge.

Make the app usable for you

Personalization includes the available language, theme, text-size and notification choices. Use the phone's accessibility support where needed. Recheck a form's labels and validation messages after enlarging text; if an important control is hidden, report the page, device and text-size setting.

Welcome videos and screenshots supplement the written procedures. They must not become a barrier to registration or completing a service. Continue without video when offline, and use the manual or Support for a text explanation.

Consent remains specific. Permission to book a trip is not permission to open the traveller's wallet, identity documents, entire history or unrelated messages. Review delegated access when a family or business arrangement ends.

Glossary

Bid

A driver's acceptance or counter-offer for a rider's open request. The rider, not the ranking engine, selects the driver for a standard ride.

Any driver

A country-wide request option for eligible drivers beyond the Near Me dispatch expansion.

Scheduled guarantee

A future ride state reached only after driver reconfirmation and eligibility checks. A scheduled request can remain not guaranteed.

Travel profile

An authorized family or business workspace for members, delegated booking, cost centers, policy, statements, notifications, and selected live tracking.

Chain of custody

The ordered parcel pickup, OTP/QR, evidence, stop, delivery, failed-attempt, and return events.

Country cell

The country-scoped database boundary that owns local trips, wallets, settlements, rentals, notifications, and operational records.

Held funds

Wallet value reserved for an accepted service. It is unavailable for spending until captured, released, or refunded.

RideCheck

Consent-based safety monitoring that compares active-trip telemetry with the planned route and checks for material deviation or an unexpected stop.

Smart ranking

Candidate filtering and ETA-based ordering used to decide which eligible drivers are notified first. It does not auto-assign standard negotiated rides.

Trip share

A short-lived, revocable web link that lets a trusted contact see an authorized subset of active-trip status and location.

Wallet ledger

The immutable transaction history supporting the displayed available and held balances. Financial amounts use ISO currency and integer minor units.

Alphabetical task index

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