



KiloDrive

Rider Operations Manual

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

Documentation release edition 3.0

Reconciled 15 September 2026

Current package and contract: official release facts

Cover

Copyright and publication information

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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.

OpenStreetMap-derived routing data is used under the Open Database License. Apple, iOS, App Store, Google, Android, Google Play, and other third-party marks belong to their respective owners.

Document control. Use only the latest edition published through an official KiloDrive channel. Screens and availability may vary by country, role, plan, verification status, and release.

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.

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Document architecture. Front matter uses Roman numerals; numbered operational chapters form the body; appendices and the glossary and alphabetical index form the back matter. The index is intentionally the final page.

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 appendices for technical detail 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 15.0 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.

1. Welcome to KiloDrive

KiloDrive connects customers with independent drivers, parcel delivery providers, and vehicle rental providers. Your home dashboard is the fastest way to start.

Hail a Cab

Enter a pickup and destination, review route and traffic information, propose a fare, receive driver bids, and select the offer that suits you.

Send a Parcel

Create a tracked delivery with sender, recipient, parcel and stop information. Wallet-funded deliveries use an escrow hold.

Rent a Vehicle

Browse nearby vehicles and rental providers, compare photos and terms, bookmark choices, then instant-book or request approval.

Money and Tools

Manage your wallet and use mileage, fuel, toll, fare, vehicle-loan and amortization calculators.

Mobile navigation

Use the side menu to move among Home, rides, rentals, deliveries, wallet, favorites, calculators, reports, profile, Privacy & Safety, settings, and support. On larger screens the same destinations appear in a navigation rail.

Country and currency. Your selected country determines available services, local currency and timezone. Prices are shown in the active country's ISO currency.

2. Install, connect, and sign in

- 1 Install KiloDrive from the official Apple App Store or Google Play listing. Never install a package sent through an unknown link.
- 2 Complete the introductory wizard. Choose your country, **Ride**, and language. The app checks both internet and KiloDrive API connectivity.
- 3 For fast sign-in, open the **Phone** tab, enter your supported local or international number with the selected calling code, select SMS (preferred) or WhatsApp, and request a code.
- 4 Enter the one-time code. Resend becomes available after 30 seconds; the issued code expires after ten minutes.
- 5 Alternatively use email/password or an available Google, Apple, or Facebook sign-in button. A first-time identity continues through profile completion.
- 6 Confirm your first name, last name, email and contact number. Your signup email is also used for email confirmation.

Connection diagnostics

Before authentication, use the available connectivity diagnostics to distinguish no internet from an unavailable KiloDrive service. Review About and language settings; retry when connectivity is restored.

Verify a phone by voice call

In Contact details, choose **Call me with a code** when it is available. KiloDrive uses AWS End User Messaging Voice to call the international-format number and read a six-digit code twice. Enter it in the dedicated verification screen. Resend is available after 30 seconds, the code expires after ten minutes, and repeated incorrect attempts lock the challenge. Standard carrier charges may apply.

Voice OTP is not an in-trip call. The automated call never asks for your password, payment card, bank details, recovery code, or identity document. Driver-rider trip calls use a separate protected real-time calling service.

Never share a verification code. KiloDrive staff should not ask for your password, one-time code, recovery code, card PIN, or full banking credentials.

3. Profile and identity verification

Country policy. Rider identity-document verification may be disabled by KiloDrive for your service. When disabled, no identity upload or review action is shown and your setup checklist does not require one. If the regulated service is enabled later, the Identity Center and protected submission steps appear automatically. Driver licensing remains a separate mandatory process.

- 1 Tap your name or picture in the menu to open **Profile**.
- 2 Add a profile photograph and confirm your phone and email.
- 3 Tap the amber **Identity unverified** badge to open the Identity Center.
- 4 Enter date of birth and gender, choose an identity-document type, and upload clear images. Driver's licences and identity cards require front and back; passports require the identity page.
- 5 Submit and monitor the review status. Rejected submissions display a reason and can be replaced.

Supported identity evidence may include passports, driver's licences, national IDs, military IDs, birth certificates, marriage certificates, Social Security cards, voter registration cards and naturalization certificates, subject to market rules.

Submitting a protected document

Choose the camera, photo picker, or PDF/image file picker from the document row. KiloDrive lets you crop and rotate photos and compresses them before upload. Files must be genuine PDF, JPEG, or PNG content and no larger than 10 MB. Driver's licences, military IDs, and national ID cards require front and back; a passport uses its identity page.

The server verifies the file signature, scans it, records a checksum, and stores it under a randomized key in encrypted private S3 storage. Only the owner and authorized reviewers can download it. The administrator alert contains the case reference—not the document—and is retried safely if email is temporarily unavailable.

Name changes. Names cannot be edited directly. Create a support ticket and attach new identification. An authorized administrator reviews and applies the change.

4. Request, bid, and complete a ride

Create the request

- 1 From Home choose **Hail a Cab**.
- 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.

4.1 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.

5. Send a parcel

- 1 Choose **Send a Parcel**. Your registered name is used as sender.
- 2 Add pickup/drop-off stops, recipient details, declared contents and value, size/weight, delivery window, handling instructions, and any available protection option.
- 3 Review prohibited-item rules, route, price, payment method and delivery terms.
- 4 Submit the request and compare driver bids. A wallet-funded accepted bid places the agreed amount on hold in escrow.
- 5 At pickup, use the displayed OTP or QR and required package photo to establish custody. Track every stop and custody event.
- 6 The recipient confirms with OTP and any required signature/photo. Completion releases escrow. A failed attempt follows the shown redelivery or return-to-sender path without losing evidence.

Never send illegal, hazardous, weapon-related, stolen, misdescribed, inadequately packaged, privacy-invasive or unsupported high-value items.

6. Rent a vehicle

- 1 Choose **Rent a Vehicle** and provide pickup/return dates and location.
- 2 Browse by vehicle type, proximity, branch or rental provider. Open a listing to inspect images, rates, deposit, mileage, fuel, transmission, seats and policies.
- 3 Bookmark suitable vehicles. Check whether the listing is **Instant Book** or **Request to Book**.
- 4 Complete required identity and licence verification. Add optional extras and review the complete price.
- 5 Pay or authorize the security deposit using an offered payment method, then monitor confirmation.
- 6 Review and digitally accept the agreement. At handover, complete pre-rental inspection photos, odometer, fuel/charge, and accessory evidence before check-in.
- 7 Request an extension before the due time. Late return, no-show, maintenance, accident, or damage follows the dedicated workflow - never settle it through private chat.
- 8 At checkout, record post-rental condition, mileage/fuel, tolls, and evidence. Review settlement/deposit release, then rate the vehicle and provider honestly.

Never operate a rented vehicle unless the booking, permitted drivers, licence, insurance and local laws authorize you.

7. Wallet, payments, and top-ups

Wallet operations

- 1 Open `Wallet` to view available and held balances.
- 2 Choose a transaction to see its reference, type, amount, status and timestamp.
- 3 Top up using an enabled payment provider, a bank-transfer request, or a valid one-time top-up card. Bank transfers remain pending until reviewed.
- 4 To transfer funds, first add the recipient to **Favorite recipients**. You cannot add yourself or add duplicates.
- 5 Enter the recipient's confirmed email address or international phone number and a recognizable label. Submit shows validation and progress; the person appears in the list only after the server confirms the match. No debit occurs while adding a recipient.
- 6 Enter the transfer amount, verify recipient and currency, then confirm. Transfers and ledger entries are atomic and auditable.

Important controls

- Held ride/delivery funds are unavailable for spending or cashout.
- Top-up and cashout velocity, cooldowns and suspicious patterns may trigger an automatic block and admin review.
- Ten-digit top-up-card codes are one-time credentials. Attempts are rate-limited; never post or share a code publicly.
- Refunds, disputes and chargebacks can change available balance.

Receipts. Use transaction details and Reports to preserve a record. Quote the correlation/reference ID when asking Support about money.

ONE CLEAR RIDER TIER

8. Free rider access

Riders do not need a subscription. There is one rider access level - **Free Rider**. There is no Silver Rider or Gold Rider product, no rider membership renewal, and no trip quota created by a rider subscription.

US\$0
No rider subscription fee

No expiry
No rider membership renewal date

No tier quota
Service and safety rules still apply

What Free Rider includes

Negotiated ride requests, driver comparison, saved places, favorites, family and business travel where enabled, wallet and cash choices, parcel and rental access, block-list controls, RideCheck, live sharing, reports, privacy controls, and support.

Rider capability	Access
Immediate, scheduled, multi-stop, round-trip, and hourly rides where enabled	Included
Block list and Privacy & Safety controls	Included
Favorites and saved places	Included
Repeat rides	Included
Wallet management	Included
Family/business booking and delegated live tracking	Included where authorized

What riders may still pay

Free access does not make a ride, delivery, rental, toll, tip, top-up, tax, cancellation, damage, or other disclosed service charge free. Review the price, hold, refund, and payment terms before confirming.

Separate products. Driver and rental-provider memberships fund their professional access and do not apply to rider accounts. The live service rules and agreed transaction price remain authoritative.

9. Safety, security, and privacy

Account security

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.

Trip safety

Verify vehicle/plate, share trip context, use trusted contacts, heed route-anomaly check-ins, and use emergency controls only for genuine incidents.

Block list

Every rider can block a driver using an exact plate/tag or supported full phone number. The management list shows only the supplied identifier, not private driver details.

Privacy rights

Use Privacy & Safety to request personal-data export or account deletion. Financial and safety records may be retained/anonymized for legal compliance.

Permissions

KiloDrive explains why it needs location, camera, photos, microphone, notifications or biometrics before opening the OS prompt. Permanently denied permissions can be recovered through device Settings. Grant only what you understand.

Communication boundaries

Chat and calling are limited to assigned trip participants and active states. Messages may be retained for safety, support and legal needs but private content must not be copied to operational logs.

10. RideCheck, live sharing, and your data

Emergency Button

During an active trip, open the safety toolkit and tap Emergency to call local authorities directly (119 in Jamaica). State your name, location, vehicle plate and direction of travel. The button is hidden outside active trips to prevent accidental calls. KiloDrive does not replace emergency services.

RideCheck

When enabled, KiloDrive compares current trip telemetry with the mapped route and notices sustained material deviations or unexpected stationary periods. A route-change prompt tells you when it was detected and asks you to confirm that you are safe. Choose *I'm OK — allow this route* to log your decision, or choose emergency help to record the incident and open your phone dialler. RideCheck keeps monitoring for a return to the planned route. If you do not respond, the check is escalated to a safety case after the configured response period and authorized safety staff are notified. Detection evidence, responses, rejoining and escalation are retained under controlled access.

Why the driver's location may continue in the background

During approach, arrival, and an active trip, KiloDrive may use a visible Android location service or iOS background-location indicator so safety and live tracking continue when the driver locks the phone or changes apps. The rider receives freshness labels such as Live, Last updated, or Driver location temporarily unavailable. Collection stops when the assignment ends. The driver can stop sharing by ending the eligible trip state or revoking permission, but revocation may prevent safe trip operation. KiloDrive retains only what its published policy, safety, dispute, and legal duties require.

Live Trip Sharing

- 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.
- 3 The recipient sees the route, live movement, assigned driver/vehicle, trip status and safety stops—never your phone, payment data or private chat.
- 4 The link expires automatically, can be revoked, and every access is counted.

Background checks and driver choice

Privacy & Safety lets you require All drivers, ID verified, ID and address verified, verified insurance, multiple ratings, fully verified, or Preferred Driver. Preferred Drivers are Gold members independently reviewed against trip/rating thresholds and current ID, address, police record, registration and insurance evidence.

How KiloDrive protects data

Identity documents and profile media use private object storage; transport is encrypted; authorization and tenant/country boundaries limit access; secrets and raw payment details are excluded from logs; audit records capture sensitive administrative actions; short links expire; and financial ledgers remain immutable. KiloDrive collects location only for dispatch, active-service execution, safety, disputes and lawful investigations, subject to retention controls. You may request access, export, correction or deletion through Privacy & Safety. Required finance, fraud, safety and legal records may be retained or anonymized. Never share OTPs, recovery codes or full payment credentials.

11. 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.

Follow the [calculator tools instructions](#) with these captured examples. Each caption explains the controls actually shown; your available actions depend on account, country and current record state.

Android calculator demonstration captured 4 September 2026. Sample amounts, dates and labels are historical; check current prices, policies and the live interface. No credentials, customer documents or redeemable codes are illustrated. Use the current workflow and recovery guidance when labels differ.

Plan vehicle finance

Follow the [calculator tools instructions](#) with these captured examples. Each caption explains the controls actually shown; your available actions depend on account, country and current record state.

← Motor Vehicle Loan

Vehicle type/Deposit %
🚗 New / very recent used (0–2 years) — 0% ▾

Vehicle price
5000000

Deposit amount (editable)
0

Annual interest rate (%)
12

Loan term (months)
60

📅 First repayment start date
October 4, 2026

Commitment / processing fees
% 0% — no fee ▾

⌚ Calculate

Set the finance assumptions. Select vehicle condition, enter price, deposit, annual interest, term and fees. Review the first repayment date before choosing Calculate. These example inputs are not an approved loan offer.

← Motor Vehicle Loan

Vehicle type/Deposit %
🚗 New / very recent used (0–2 years) — 0% ▾

Vehicle price
5000000

Deposit amount (editable)
0

Annual interest rate (%)
12

Loan term (months)
60

📅 First repayment start date
October 4, 2026

Commitment / processing fees
% 0% — no fee ▾

⌚ Calculate

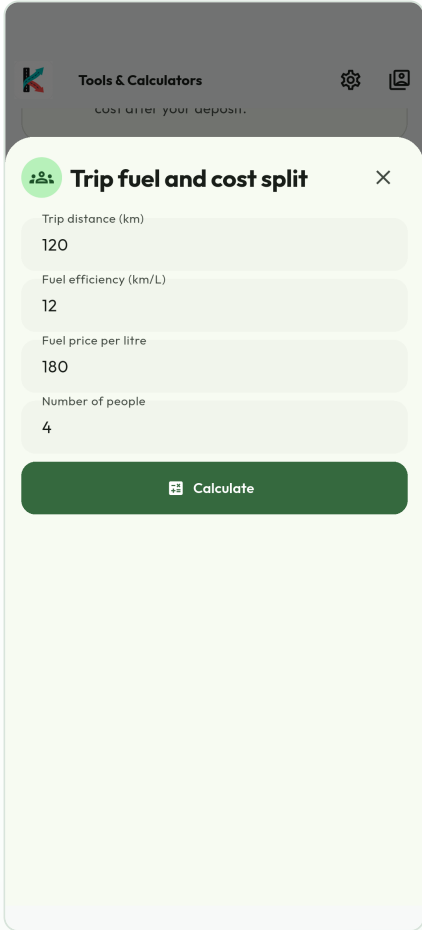
Amount financed	JMD 5,000,000.00
Processing fee	JMD 0.00
Tax on processing fee	JMD 0.00
Monthly payment	JMD 111,222.24

Read the calculated payment. The result shows the financed amount, fees and monthly payment below the form. Scroll for further results and compare them with the lender's actual terms; the illustration uses a sample amount.

Android calculator demonstration captured 4 September 2026. Sample amounts, dates and labels are historical; check current prices, policies and the live interface. No credentials, customer documents or redeemable codes are illustrated. Use the current workflow and recovery guidance when labels differ.

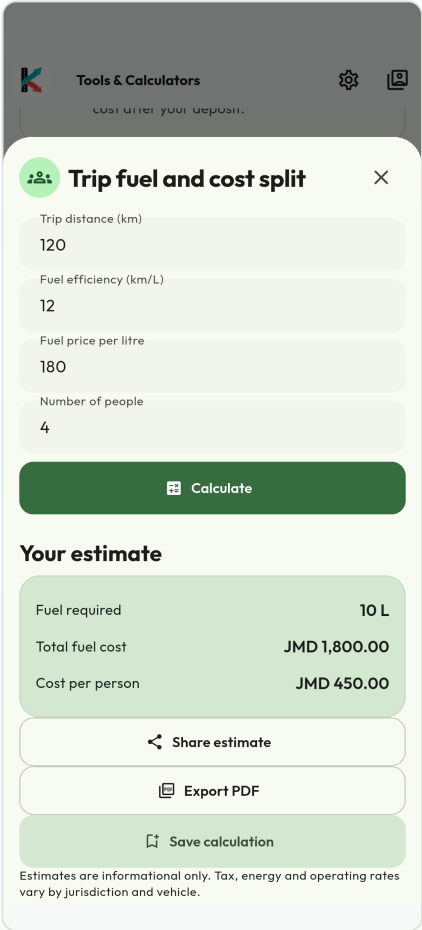
Estimate trip fuel and cost sharing

Follow the [calculator tools instructions](#) with these captured examples. Each caption explains the controls actually shown; your available actions depend on account, country and current record state.



The screenshot shows the 'Trip fuel and cost split' calculator interface. It has a title bar with a close button (X) and a settings icon. Below the title bar, there are four input fields: 'Trip distance (km)' with the value 120, 'Fuel efficiency (km/L)' with the value 12, 'Fuel price per litre' with the value 180, and 'Number of people' with the value 4. At the bottom of the input section is a green 'Calculate' button.

Enter the trip assumptions. Enter distance, fuel efficiency, fuel price and the number sharing the cost. Use the correct units and local currency; the sample values are illustrative, not a suggested fare.



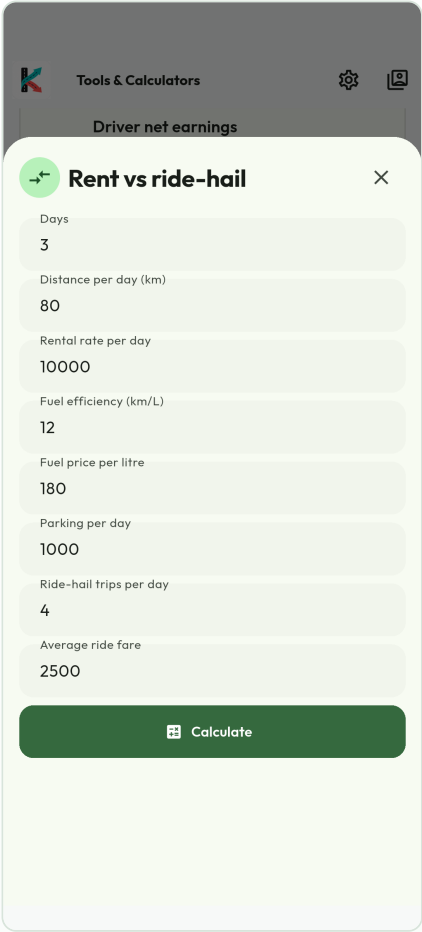
The screenshot shows the 'Trip fuel and cost split' calculator interface with the results of the calculation. Below the 'Calculate' button, there is a section titled 'Your estimate'. It contains three rows of data: 'Fuel required' with the value 10 L, 'Total fuel cost' with the value JMD 1,800.00, and 'Cost per person' with the value JMD 450.00. Below the estimate section are three buttons: 'Share estimate', 'Export PDF', and 'Save calculation'. At the bottom, there is a small disclaimer: 'Estimates are informational only. Tax, energy and operating rates vary by jurisdiction and vehicle.'

Review and share the estimate. The result separates fuel required, total fuel cost and cost per person. Share or export an estimate where available; saving needs an account and does not initiate a wallet payment.

Android calculator demonstration captured 4 September 2026. Sample amounts, dates and labels are historical; check current prices, policies and the live interface. No credentials, customer documents or redeemable codes are illustrated. Use the current workflow and recovery guidance when labels differ.

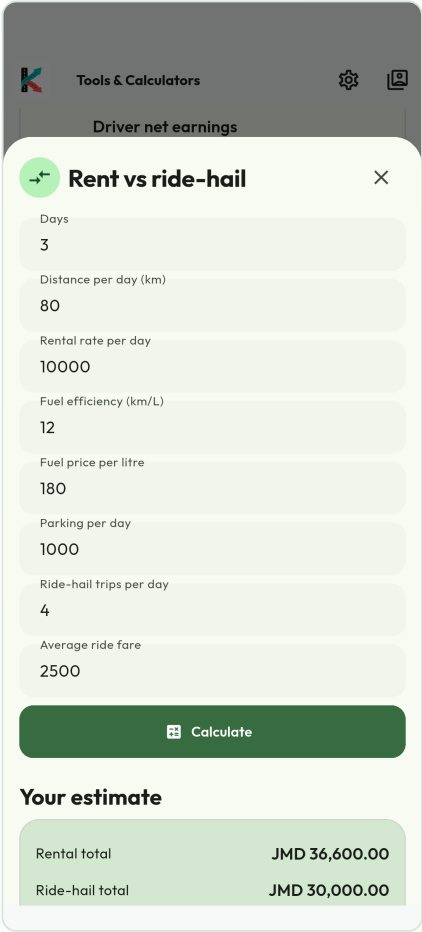
Compare renting with ride-hailing

Follow the [calculator tools instructions](#) with these captured examples. Each caption explains the controls actually shown; your available actions depend on account, country and current record state.



The screenshot shows the 'Rent vs ride-hail' calculator interface. At the top, there's a header 'Tools & Calculators' with a settings icon and a document icon. Below it, the title 'Driver net earnings' is visible. The main section is titled 'Rent vs ride-hail' with a back arrow and a close button. It contains several input fields: 'Days' (3), 'Distance per day (km)' (80), 'Rental rate per day' (10000), 'Fuel efficiency (km/L)' (12), 'Fuel price per litre' (180), 'Parking per day' (1000), 'Ride-hail trips per day' (4), and 'Average ride fare' (2500). A green 'Calculate' button is at the bottom.

Describe the travel period. Enter days, daily distance, rental rate, fuel efficiency, fuel price, parking and expected ride-hail usage. Use current quotes for comparable services rather than the example figures.



This screenshot shows the same calculator interface but with the results displayed. Below the 'Calculate' button, there's a section titled 'Your estimate'. It contains two rows: 'Rental total' with a value of 'JMD 36,600.00' and 'Ride-hail total' with a value of 'JMD 30,000.00'.

Compare like-for-like totals. Calculate compares rental and ride-hail totals. Check exclusions, deposits, insurance and parking before deciding. This is a planning tool: it neither reserves a vehicle nor guarantees that a driver is available.

Android calculator demonstration captured 4 September 2026. Sample amounts, dates and labels are historical; check current prices, policies and the live interface. No credentials, customer documents or redeemable codes are illustrated. Use the current workflow and recovery guidance when labels differ.

12. 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 Sign out on shared computers.

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

13. 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.

Appendix A. How KiloDrive ride bidding works

KiloDrive uses negotiated bidding: you propose a fare, eligible drivers may accept it or counteroffer, and you—not the matching engine—choose the winner. Creating a request returns an accepted/searching state while a durable background job ranks drivers. It does not create a trip.

Smart dispatch ranking

- 1 Live driver coordinates are held in a country/tenant-isolated Valkey geospatial index.
- 2 The first search begins within 3 km and expands in stages when no suitable bid arrives.
- 3 Before routing, KiloDrive rejects drivers who are offline/inactive, have stale telemetry, are already assigned/arrived/in progress on another trip, lack an active compatible vehicle, are blocked in either direction, lack requested child-seat capacity, do not allow pets, lack WAV capability, or are not airport eligible.
- 4 The nearest candidates are Haversine-sorted; only a small bounded set is sent to OSRM or the traffic-routing provider.
- 5 A lower-is-better cost ranks traffic ETA (50%), road distance (20%), acceptance reliability (15%) and rating quality (15%).
- 6 The best 5–10 receive a short offer wave. Drivers accept your fare or counter-bid; you compare identity, vehicle, ETA, price and ratings and explicitly accept one bid.

Hungarian and Jonker–Volgenant

These linear-assignment algorithms minimize total cost across multiple requests and drivers. Hungarian methods are commonly described as cubic in matrix dimension; Jonker–Volgenant is an optimized shortest-augmenting-path approach. Standard rides do not use either to auto-assign: that would remove rider choice and driver counter-bidding. A future opt-in Speed Match product requires separate terms and consent.

Your control: ranking determines who sees the opportunity first. Only your authenticated acceptance creates the trip and wallet hold.

Appendix B. 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

KiloDrive uses encrypted transport, private object storage, centralized global identity, isolated country operations, UUIDv7 identifiers, role/tenant authorization, audited administration and sensitive-log redaction. Law-enforcement disclosure requires verified authority, jurisdiction and scope; emergency disclosure is limited to a documented good-faith threat to life/safety. Notice is provided unless prohibited or unsafe.

Appendix C. 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.

Appendix D. Payments without a rider subscription

Riders do not buy a KiloDrive membership. Payment methods apply to individual transportation, delivery, rental, toll, tip, top-up, cancellation, damage, or other clearly disclosed transactions.

- 1 Review the service price, currency, payment method, cancellation terms, and any hold before confirming.
- 2 Hosted and bank payments remain pending until verified or approved.
- 3 Keep the transaction receipt and reference for support, refunds, or disputes.
- 4 Never interpret a driver or rental-provider membership as a rider charge.

Eligible payments are idempotent and financial events use balanced integer-minor-unit debit/credit journals.

RELEASE 1.6

How the current rider experience is meant to work

KiloDrive now treats signup, booking, negotiation, travel, payment, safety, support, and recovery as one continuous journey. A screen is not considered successful merely because it opens: the data, allowed action, timeline, receipt, and other participant must agree.

One intent

Your role, country, traveler, payer, and trip shape stay explicit.

One truth

The API owns eligibility, price, state, and version.

One recovery path

Retries resume safely instead of duplicating work.

Account creation and return visits

- The first screen offers separate Sign in and Create account actions. Registration collects a name and a verified email or phone, with supported social providers as additional identity choices.
- A signup carries one country and role intent through review and submission. Changing it is deliberate; the app does not secretly recompute a different account type from an old preference.
- If an email or phone does not exist, the app explains that result and offers registration or another attempt. Password reset requires the requested identity checks and never reveals whether unrelated private data exists.
- An authenticated or partly onboarded user returns to the last safe step after relaunch. Country, language, and role selection are not repeated unless the saved state is missing, invalid, or deliberately changed.
- Social-account collisions use a short-lived linking ceremony. Provider tokens are not placed in links, logs, screenshots, or support messages.

RELEASE 1.6

From quote to completed trip

- 1 Describe the journey.** Enter pickup, ordered stops, destination, timing, accessibility needs, ride type, return or hourly settings, and payment choice. The displayed quote is kept separately from your current offer.
- 2 Choose dispatch scope.** Near Me uses eligible nearby drivers; Any driver broadens discovery according to country policy without publishing your exact location to a heatmap.
- 3 Watch progress honestly.** The awaiting-offers view shows expiry, dispatch scope, response estimate, non-guaranteed pickup probability, freshness, and what Drivers viewing actually means.
- 4 Compare offers in the page.** New bids update an in-screen offer inbox instead of dismissing an unrelated confirmation. Review the offer amount, driver, vehicle, rating context, completed trips, arrival estimate, and verification signals.
- 5 Commit once.** Selection is versioned and idempotent. Acceptance rechecks that the driver is online, unassigned, compliant, properly equipped, and eligible for the requested trust level; the accepted vehicle and compliance version are snapshotted.
- 6 Confirm pickup and travel.** Where enabled, a short-lived pickup PIN or signed QR helps confirm the correct rider and driver. The rider sees the driver's live approach, then trip status, stop progress, location freshness, chat, calls, and safety actions.
- 7 Close the record.** Completion uses validated route or telemetry distance, creates a receipt and timeline event, refreshes balances, and opens role-appropriate review and support actions. A cancellation propagates to both clients and cannot remain disguised as an active ride.

RELEASE 1.6

Safety, money, documents, and recovery

Back does not mean cancel. If cancellation is still being confirmed, remain on the bidding screen or follow its durable pending state. Do not assume that navigating away removed a request.

Family, business, and supervised travel

A booking identifies the requester, traveler, payer, and authorized supervisor separately. Family and business managers may receive only the trip notifications and live tracking allowed by the profile policy. Their access expires with the trip or consent. A guardian conversation is separate from the private rider-driver thread, and a teen or dependent workflow is enabled only where country policy, guardian authority, age rules, handoff controls, and legal approval are complete.

Money, receipts, and memberships

Riders do not need a membership. Money is stored and transferred in integer minor units using the transaction ISO currency. Wallet lists use server-side date ranges, search, paging, totals, and balance context. A checkout immediately opens a durable Pending, Completed, Failed, or Needs attention record so an app restart or delayed webhook cannot make a payment disappear. Transfer and top-up controls may be restricted by KYC, AML, provider, country, account, or risk policy. Multi-payer fare splitting remains unavailable unless its country and payment-provider policy is explicitly enabled.

Documents, support, and privacy

- Rider verification is Not required, Not started, Pending, Verified, Rejected, Expired, or Unavailable according to the country policy returned by the API. When it is disabled, the app says Not required in this country.
- Identity and compliance evidence remains private, quarantined until a signed clean scan result, and visible only through an authorized in-app viewer. Restricted files are not shared through the normal operating-system share sheet.
- Support cases use Received, Reviewing, Waiting for information, and Resolved. A case shows its number, issue, evidence, conversation, owner, SLA, next action, timeline, closure reason, and permitted reopen or escalation path.
- Active-trip background location is collected only for the necessary trip states. Android shows a persistent notification; iOS shows the platform indicator. Collection stops after completion, cancellation, assignment removal, logout, or an authoritative rejection.

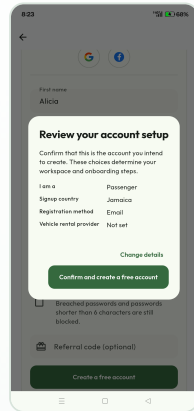
The availability doctrine

A visible feature may still depend on country activation, provider health, legal approval, store products, verification, plan, device permissions, or an administrator capability. Unknown readiness is treated as unavailable for destructive or financial actions. The app should preserve useful last-known data, label it stale when refresh fails, and disable only the action whose current preconditions cannot be verified.

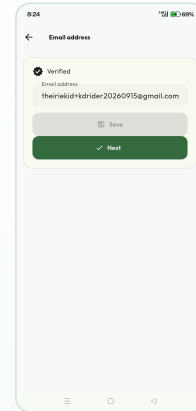
Human safety remains the priority. Estimates, tracking, RideCheck, recording, and automation assist people; they do not replace judgment, local law, emergency services, or a support investigation. Call the local emergency number first when danger is immediate.

Register and reach the rider dashboard

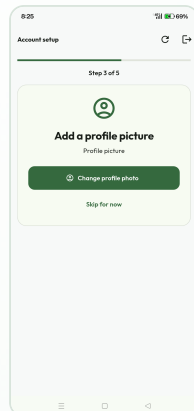
These physical-device captures show the current email registration path. Manual email registration requires email verification. Phone confirmation may be skipped when the account policy permits it, the profile picture is optional, and the current legal documents must be accepted before the rider dashboard opens.



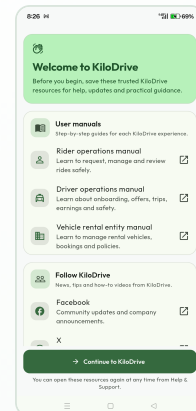
1 Review the intent. Confirm the role, country and registration method. Use Change details if any item is wrong; these choices determine the account workspace and onboarding path.



2 Verify email. Enter the current code before its countdown expires. A success message must name the verified email contact. Expired or reused codes require a new request; never share a code with support.



3 Add or skip the picture. Take or choose a clear picture, crop it and wait for the saved preview. If you do not want a picture, use Skip. Returning from the picker must preserve the wizard and any saved draft.

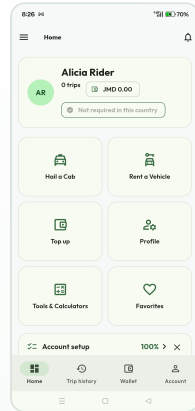


4 Accept the current documents. Open and read each mandatory document on this page, then accept it. Acceptance is versioned and audit logged; stale or unavailable legal content blocks completion with a retry and support path.

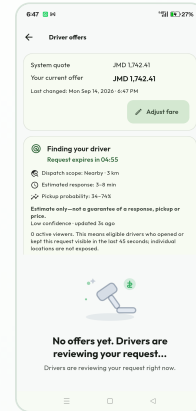
Captured on a physical Android device during the build 120 certification run. The current manual release is source-derived; live policy, text and availability remain authoritative.

Request a ride and choose a driver

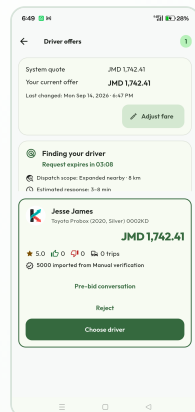
Set pickup and destination, review the route and fare, choose ASAP or a valid scheduled time, then submit once. The request screen shows expiry, dispatch scope and estimate confidence. An estimate is not a guaranteed driver, pickup time or final price.



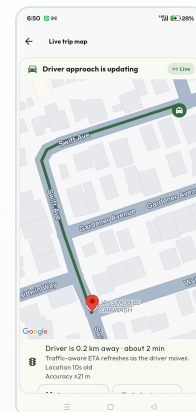
1 Start from Home. Choose Hail a Cab. The Home screen is the expected destination after completed rider onboarding and subsequent rider sign-in.



2 Confirm searching. Check the proposed fare, expiration countdown and dispatch scope. Do not create a duplicate request while this one is active or its outcome is being checked.



3 Compare current offers. Review driver, vehicle, rating, fare and route context. Refresh stale information and select only the offer you intend to accept.

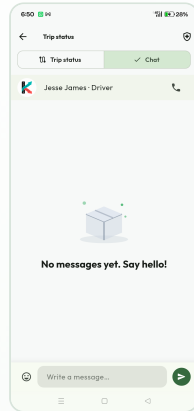


4 Expand the map. Use full-screen map mode for route context and movement. Check the last-updated and accuracy indicators; a stale marker is not proof of arrival.

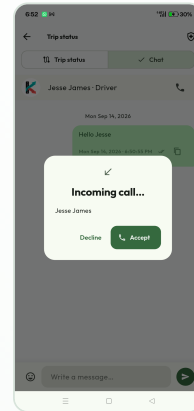
Expected result. A successful acceptance creates one assigned trip and closes competing offers. If the revision changed, reload and review the new state before deciding again.

Chat, call, cancel, and review history

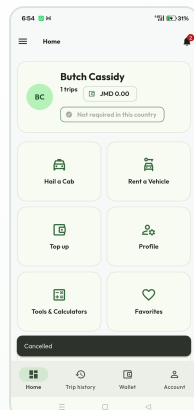
Trip communication identifies the other party by full name and role. Messages can queue during a short connection loss. Calls show incoming, connected and ended states; the chat timeline records call outcome and duration. Use the cancellation action only after reviewing the fee and trip state.



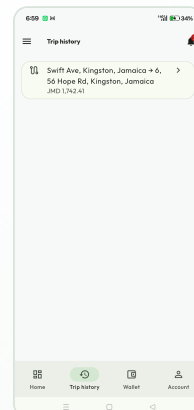
Chat. Confirm the participant name and role before sending. A queued message is not delivered until its status changes; retry through the same message rather than creating repeated copies.



Incoming call. Accept or decline the identified trip participant. If microphone access is denied or calling is unavailable, use trip chat or the safe fallback contact path.



Cancellation result. A confirmed cancellation is terminal for that trip. Review any fee, payment status and receipt; create a new request only when the original state is clear.



History and evidence. Open the trip record for receipt, timeline, support, dispute and rating actions. Keep the trip reference and correlation ID when reporting a problem.

Expected result. Both parties see the same authoritative lifecycle after refresh. For an emergency, use the in-trip safety control and contact local emergency services; do not wait for ordinary support.

Task procedure and recovery reference

Task	Expected result	If the result differs
Email registration	Verification countdown appears; a valid code verifies the named email and resumes onboarding.	Check spam and device time, request one new code after allowed, and keep the latest code only.
Profile picture	The cropped preview returns to the same wizard step and can be saved; Skip also advances.	Keep the app open, grant photo/camera access, retry once, then report KD-2001 with the correlation ID.
Legal acceptance	Every mandatory current document is readable and accepted; the rider dashboard opens.	Do not accept stale terms. Retry catalogue loading and use the displayed support path.
Create ride	One request shows pickup, destination, proposed fare, expiry and searching state.	Correct map/location fields. If outcome is being checked, do not submit another request.
Accept bid	One driver is assigned and other bids close.	For a version conflict, reload offers and review the current winner/status.
Chat or call	Participant name and role are visible; sent/delivered or call-state evidence appears.	Use the same queued item, check connectivity/permission, or use the safe fallback.
Trip completion	Trip, payment and receipt show determinate status; rating actions appear when eligible.	If payment is unknown, do not pay again. Refresh and contact support with KD-4001 and correlation ID.
Wallet top-up or voucher	One balance/ledger credit appears in the correct currency after confirmed completion.	Never repeat an unknown top-up. Reconcile the original payment/card operation first.
Support or dispute	One case/reference is created and remains linked to the trip/payment.	Add follow-up evidence to the same case; do not open duplicate cases for the same event.

KiloDrive support codes

Code	Meaning	Safe next step
KD-1001	Invalid or incomplete request	Correct highlighted information, then submit once.
KD-1002	Sign-in required	Sign in again and return to the task.
KD-1003	Access denied	Confirm the correct account/workspace and complete prompted security proof.

Code	Meaning	Safe next step
KD-1005	State changed or conflict	Refresh the record and review the latest state.
KD-1006	Original operation in progress	Wait and check the same operation; do not submit a duplicate.
KD-1007	Too many requests	Wait for Retry-After, then try once.
KD-1008	Service temporarily unavailable	Wait briefly, retry once, then contact support if persistent.
KD-1009	Unexpected or unconfirmed result	Refresh the affected status before another mutation.
KD-2001	Verification or onboarding incomplete	Open Account setup or Verification and complete the named item.
KD-3001	Ride, bid or trip state prevents action	Refresh the trip and use the action allowed in its current state.
KD-3002	Location or route unavailable	Check GPS, permission and connection; refresh location.
KD-4001	Financial result unknown	Do not repeat payment; reconcile the original operation.
KD-4002	Financial operation rejected	Review the provider/payment instructions before trying again.
KD-4003	Balance, limit or safety rule	Review available versus held balance and the displayed limit.
KD-5001	External provider unavailable	Use the offered alternative or retry once later.
KD-6001	Feature unavailable	Complete prerequisites, update the app, or follow country/policy guidance.

Always give support the KD code and correlation ID together. Never send a password, verification code, token, complete card or bank number, identity document, or public screenshot containing private data.

Rider reference

Current workflow and recovery

Choose your country and Ride role and retain these choices through registration. Manual email signup requires email confirmation before proceeding. Use the country calling code when adding a phone number; where policy permits, verified email allows the phone confirmation step to be skipped. Complete the profile picture and current legal acceptance. Tools and calculations can be used without an account; saving or bookmarking requires sign-in.

Your rider identity and onboarding requirements are separate from driver activation. Drivers must satisfy the applicable profile, document, vehicle, membership/trial, payout and safety rules before receiving eligible work. The API checks those rules; a nearby map marker is not a guaranteed available driver.

Review the latest offer, trip or booking before a state-changing action. A stale revision means another decision changed the record. Reload and review it before continuing. During a trip, expand the map for route context and use trip details for the next permitted arrival, start or completion control. Stale or inaccurate GPS is not proof of arrival. Avoid interacting with the app while driving.

Calls and chat require available connectivity, eligibility and provider service. Use the safe support/contact alternatives when they are unavailable. Read aloud is optional in accessibility settings and hidden by default. A timeout does not prove that a payment failed: check the original outcome and keep its support reference before another submission. Keep currencies separate when reviewing money.

Authorized operators can use the expandable mobile management domains for people, operations, finance, support, communications, system and insights. Follow the [mobile administrator guide](#) for evidence review, readiness refresh, top-up issuance and read-only investigation. A visible route is not proof that every mutation or provider is certified.

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.

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