KiloDrive

Transportation Provider Manual

Individual and organization setup; ride-hailing, courier and rental operations; membership, finance, team access, safety and recovery.

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Current build: official release facts.

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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 service-provider membership 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 and administrator-configured limits remain authoritative.

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Introduction

This manual is the operating reference for individual and organization transportation providers: passenger drivers, couriers and bearers, rental providers, and authorized team members. It explains secure account setup, each service's independent readiness, daily work, shared membership, finance, safety and recovery.

> **Feature-status convention. Implemented** means the workflow has application code and automated evidence. Maps, FCM/APNs, SMS, WhatsApp, SES, S3, LiveKit/TURN, payment gateways, OSRM, store billing, recording, and provider imports remain **configuration-dependent**. A feature shown in the UI may be unavailable when its provider, country policy, verification, plan, or trip state is not eligible.

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 provider chapters for all services, then the detailed passenger-driver chapters for bidding and trip execution.
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

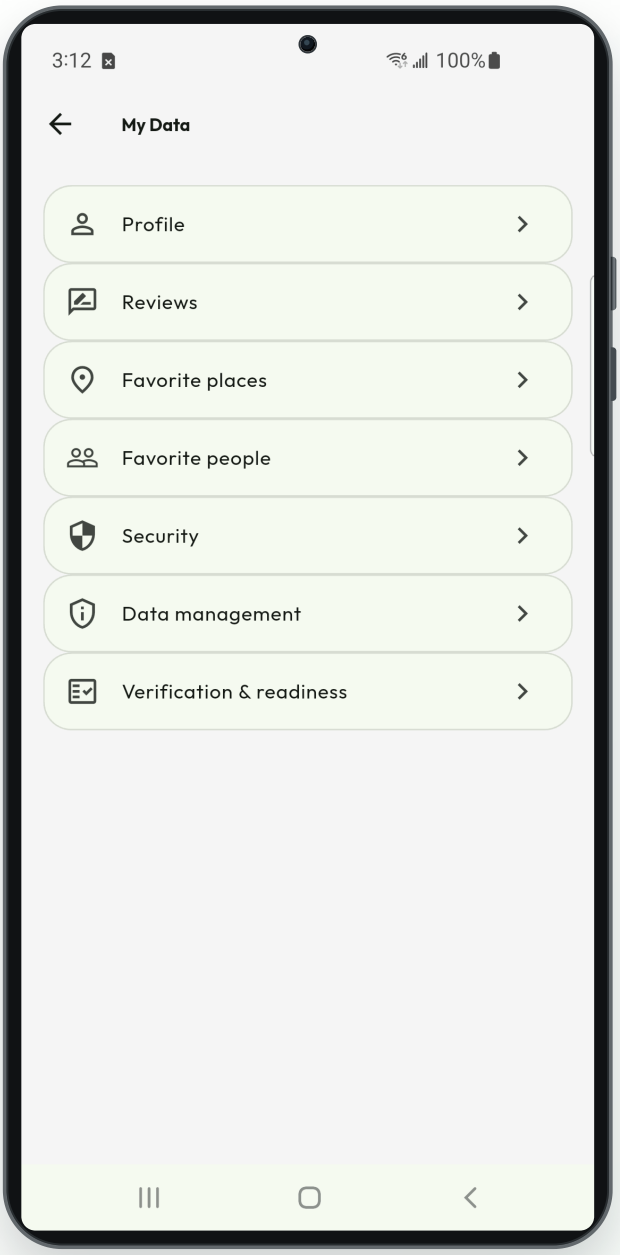
1. Open My Account for identity/profile details, your photo, reputation, contact and data-management controls. Use the displayed verification action to correct missing or rejected evidence.
2. Open Security for authentication, active sessions, passkeys, linked social accounts, My Activity and Blocklist.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

Read three separate readiness states

`Workspace switch → My Services → service card`

Before you begin

Select the individual or organization you represent. Approval of one service does not approve other services or all staff.

Do this

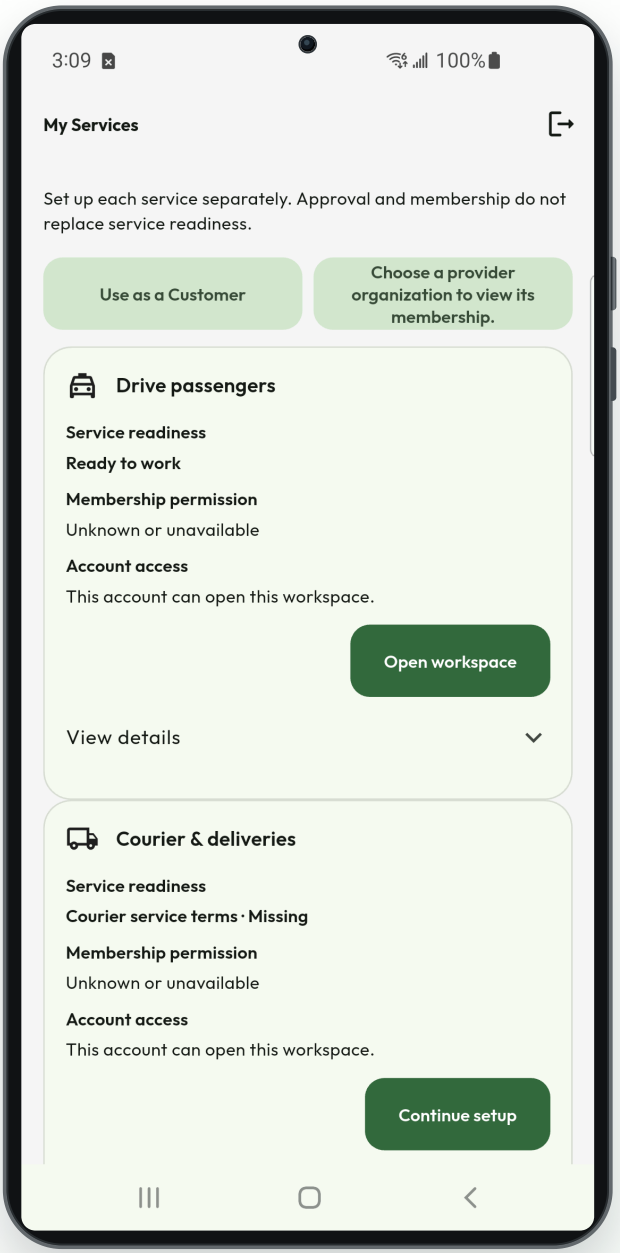
1. Read Service readiness for legal, document, vehicle and service-specific requirements. Open View details to find the next missing or rejected item.
2. Read Membership permission for published benefits, remaining usage and reset window. A paid plan cannot correct a missing driving licence.
3. Read Account access for permission to enter this workspace. An invitation or organization selection is not a grant of every management permission.
4. Use Start Onboarding or Continue setup for incomplete services. Missing, Submitted, Rejected with reason, Expired and Approved require different responses.
5. When permitted, open the workspace and choose a default startup workspace using its offered control. Switch explicitly for courier or rental operations.

Check the result

The chosen service can accept work only when all applicable gates pass. Unknown membership permission is not evidence of either Free access or unlimited benefits.

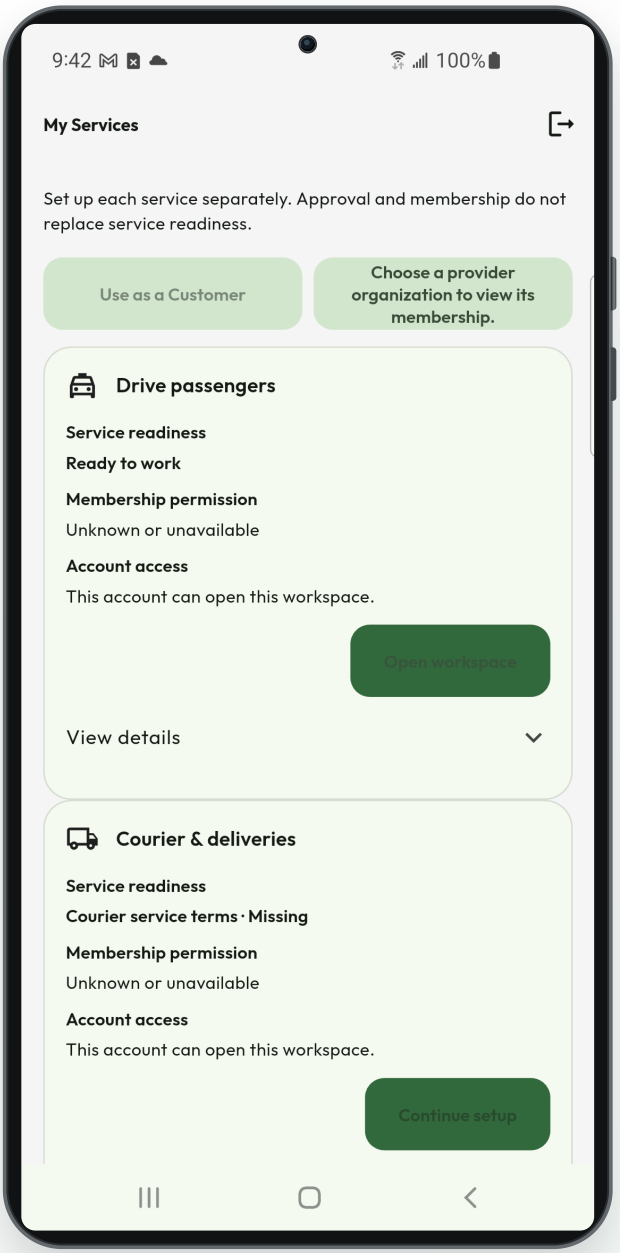
> **If you cannot continue.** Correct the specific failing gate. Do not repeatedly buy a plan or upload unrelated documents. Keep access to existing obligations and contact Support if that recovery path is unavailable.

Separate readiness, membership and account access



Each service displays its own readiness, membership permission and account access. This example has missing courier terms and unavailable membership information; it is not proof of courier readiness. Captured on Samsung SM-G970U, consumer build 247, 22 October 2026. Synthetic demonstration account.

Read readiness without guessing



The example separates service readiness, membership permission and account access. Unknown or unavailable membership permission is not unlimited access. Use the next action for the affected gate. This is an illustrative captured account state, not certification that this account can take work. Captured on Samsung, 22 October 2026, build 247.

Register or update a vehicle

```
Provider workspace → Vehicles → add / edit
```

Before you begin

Prepare accurate vehicle details, identifiers, expiry dates, readable documents and representative photographs. Use the correct vehicle for the service.

Do this

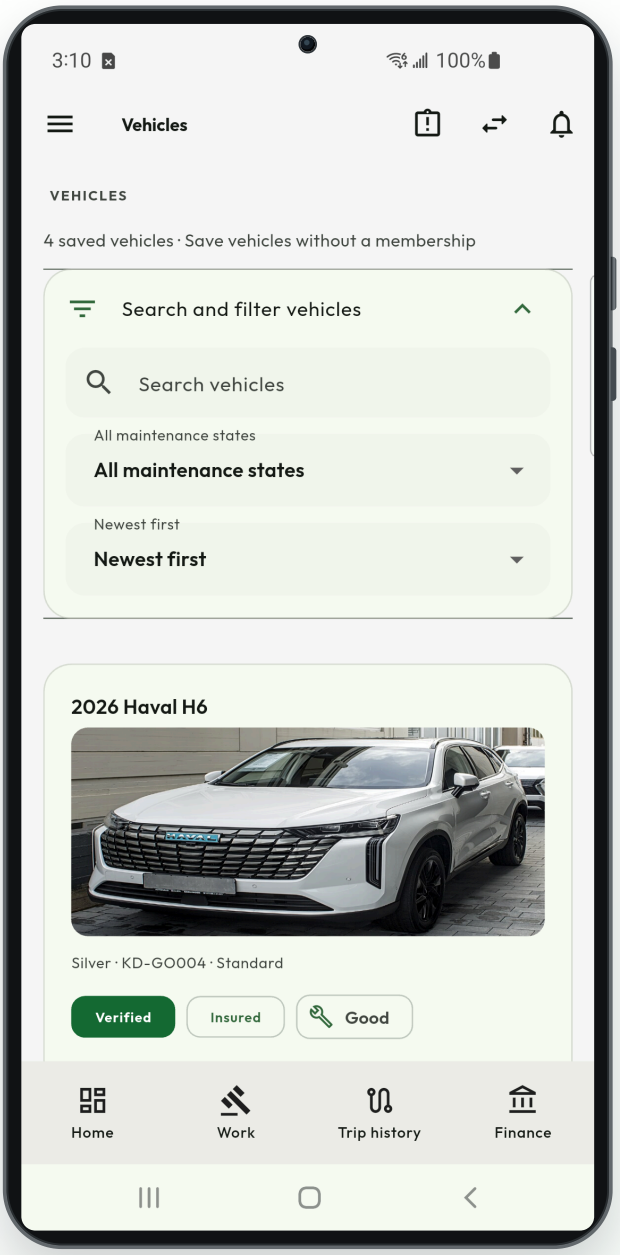
1. Step 1: enter vehicle details such as make/model/year and relevant configuration. Select catalog values rather than substituting a similar model.
2. Step 2: enter identification such as plate and VIN and the applicable insurance, PPV and expiry facts. Follow the country's required/optional labels.
3. Step 3: upload each requested document to the correct type. Check legibility, all required pages and the date before submitting.
4. Step 4: add vehicle photographs. Do not use another vehicle's images. Review the whole record before saving.
5. Return to readiness and review the resulting status. Edits may require renewed verification; saving changes does not mean approval or active assignment.

Check the result

The vehicle record and submitted documents are visible with their real review status. A stored vehicle is separate from permission to use it for new work.

> **If you cannot continue.** For a rejected document, correct the stated reason. Do not continue work with expired insurance or critical safety defects simply because a previous version was approved.

Find and maintain saved vehicles



Search and filter saved vehicles, then open the correct vehicle. The visible verified/insured labels describe the selected example and do not certify another vehicle. Captured on Samsung SM-G970U, consumer build 247, 22 October 2026. Synthetic demonstration account.

Configure a branch that customers can use

`Rental workspace → Fleet / Pickup branches → branch editor`

Before you begin

Have the branch's real address, timezone, contact and opening schedule. A map point should identify the actual pickup location.

Do this

1. Enter street 1, optional street 2, town, country-specific parish/state/city, postal code where applicable and country. Check the map location and contact details.
2. For each weekday, choose open/closed and opening/closing times. Use the overnight option only when the interval genuinely crosses midnight.
3. Copy hours to selected days where appropriate, then inspect every day. Add holiday hours or inclusive temporary closure dates; an exception replaces that local day.
4. Save and reopen the branch to confirm its values. Assign vehicles to the correct branch and inspect the customer-facing provider details.
5. Review existing bookings before changing hours. New pickup/return/extension times must respect availability and hours; editing hours does not automatically cancel old commitments.

Check the result

Customers can identify the branch and current hours. The editor supports one interval per weekday/exception, not split-day lunch periods or an implied paid after-hours service.

> **If you cannot continue.** Resolve overlapping exceptions or invalid time intervals before saving. Explain affected existing commitments through the booking workflow rather than silently changing pickup arrangements.

Create and assign reusable rental policies

`Rental workspace → Rental policy profiles → create / edit`

Before you begin

A policy profile is a reusable set of disclosed rental rules. A default draft is a starting point, not proof that your business has reviewed or published it.

Do this

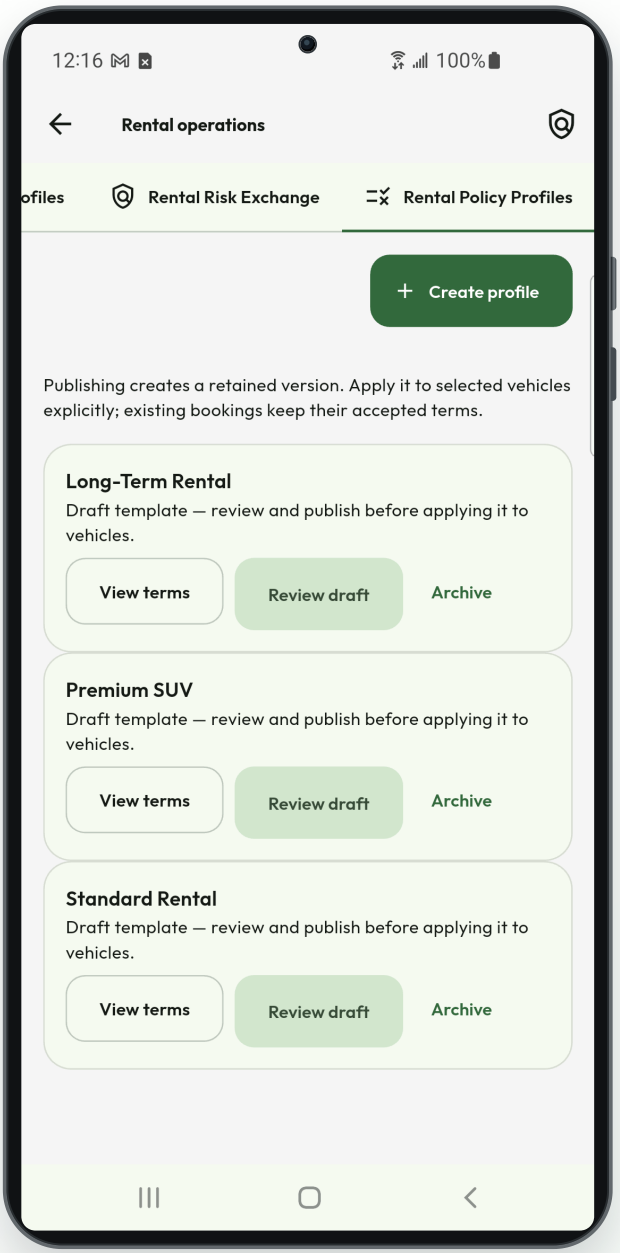
1. Name the profile clearly, for example Standard Rental or Premium SUV. Set minimum/maximum duration, cancellation deadline, refund treatment and no-show grace.
2. Configure early return, late return and extensions, including deadlines and capped charges where offered. Check deposits, collection method and release expectations.
3. Specify permitted uses, geographical restrictions, approved return branches and additional-driver rules. Only offer uses supported by the vehicle's insurance and permissions.
4. Complete breakdown, replacement and damage procedures with real contacts, evidence requirements and responsibility. Review the customer wording and publish through the provided action.
5. Select the profile when creating/editing the relevant vehicles. Reopen a customer-facing vehicle and verify its policy. Review existing booking snapshots before assuming a new profile changes an old contract.

Check the result

Assigned vehicles expose the intended policy. Customer confirmation must show the actual financial consequence before cancellation or early-return decisions.

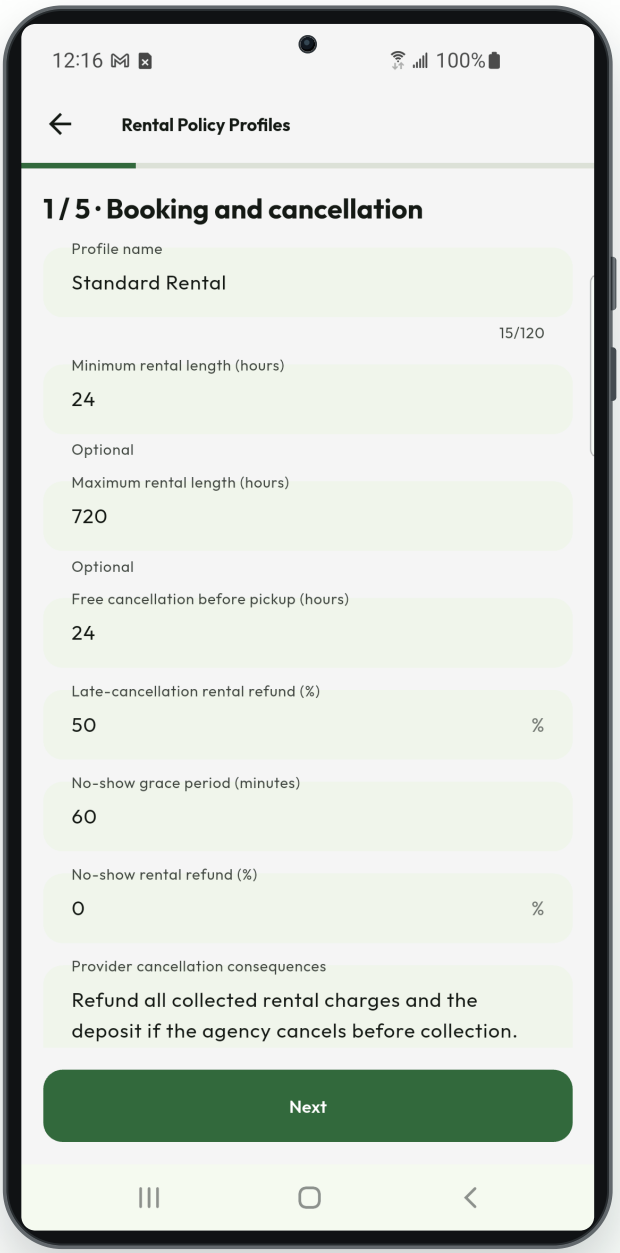
> **If you cannot continue.** Keep an incomplete policy as a draft. Do not promise an automatic refund, replacement or after-hours collection that your saved rules and operation cannot deliver.

Start with a reusable policy draft



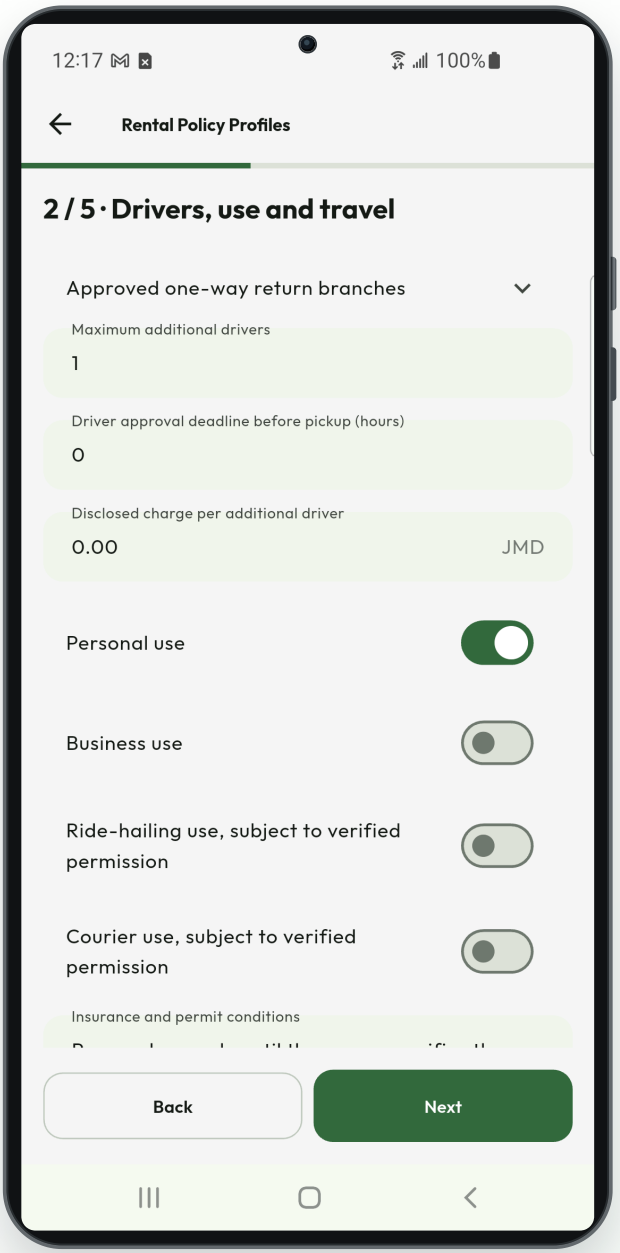
Standard Rental, Premium SUV and Long-Term Rental are starting templates. Review the draft and adapt its terms before publishing; a draft does not govern an existing booking. Captured on Samsung, build 246; retained workflow illustration for edition 5.8. Current controls and values take precedence.

Set duration and cancellation rules



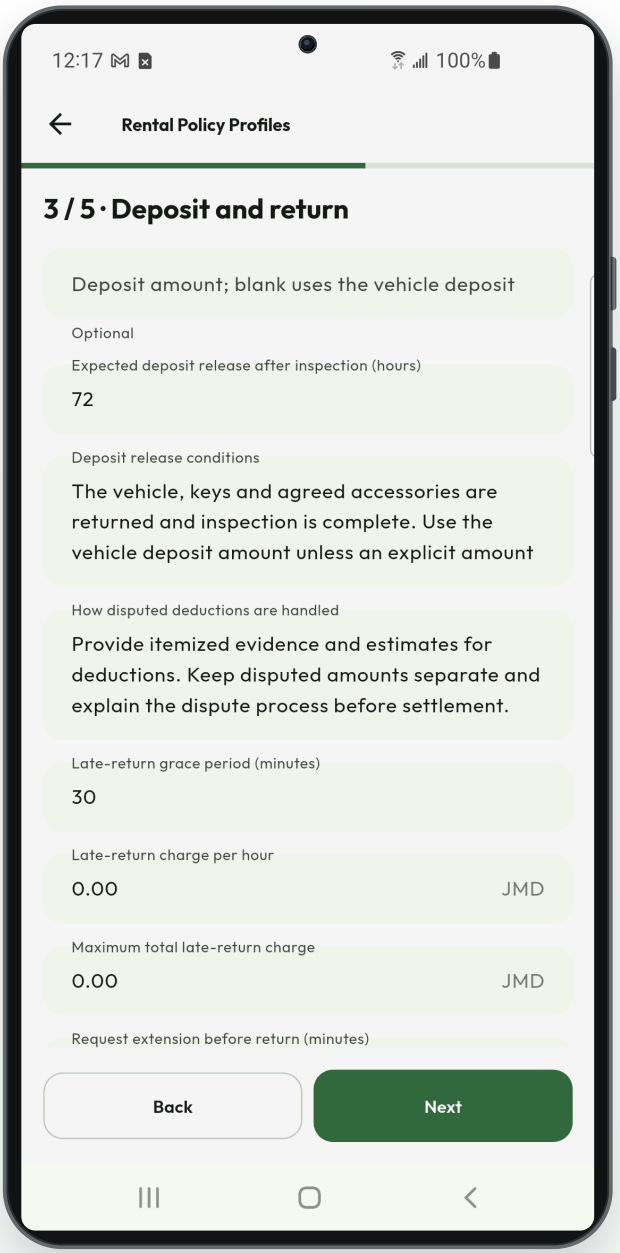
Enter minimum and maximum rental hours, cancellation deadline, refund treatment and no-show grace. The numbers in this demonstration are examples, not required company settings. Captured on Samsung, build 246; retained workflow illustration for edition 5.8. Current controls and values take precedence.

Define drivers and permitted use



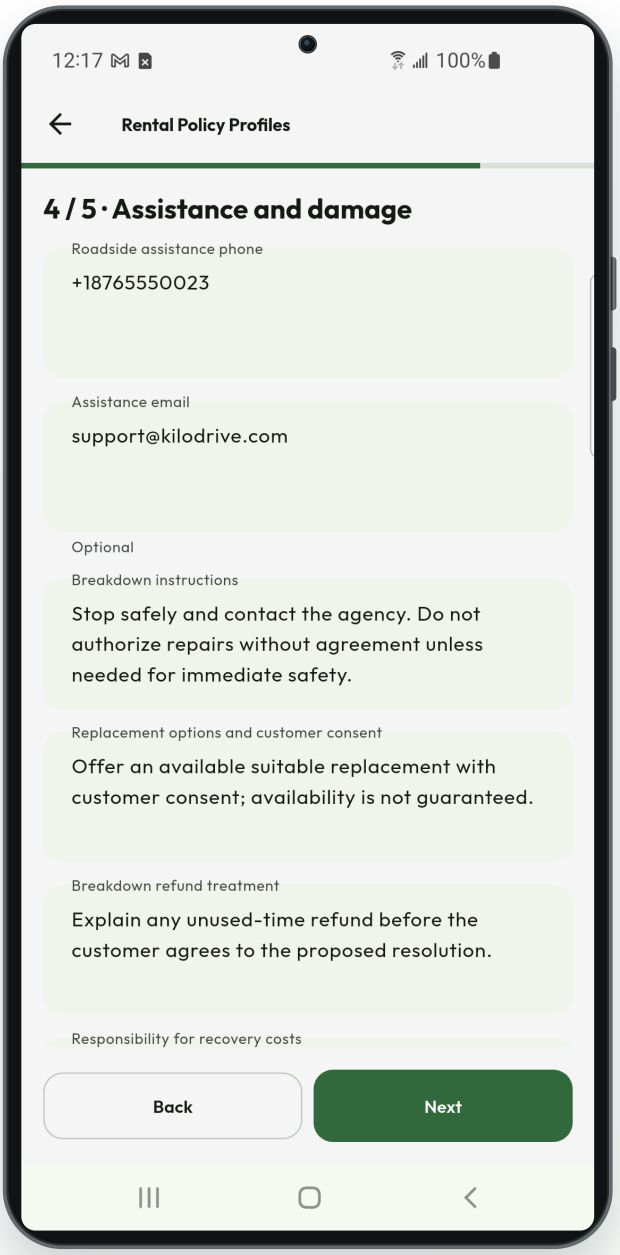
Set the additional-driver allowance and approval deadline. Enable business, ride-hailing or courier use only when the relevant insurance and permissions support it. Captured on Samsung, build 246; retained workflow illustration for edition 5.8. Current controls and values take precedence.

Explain deposits and late returns



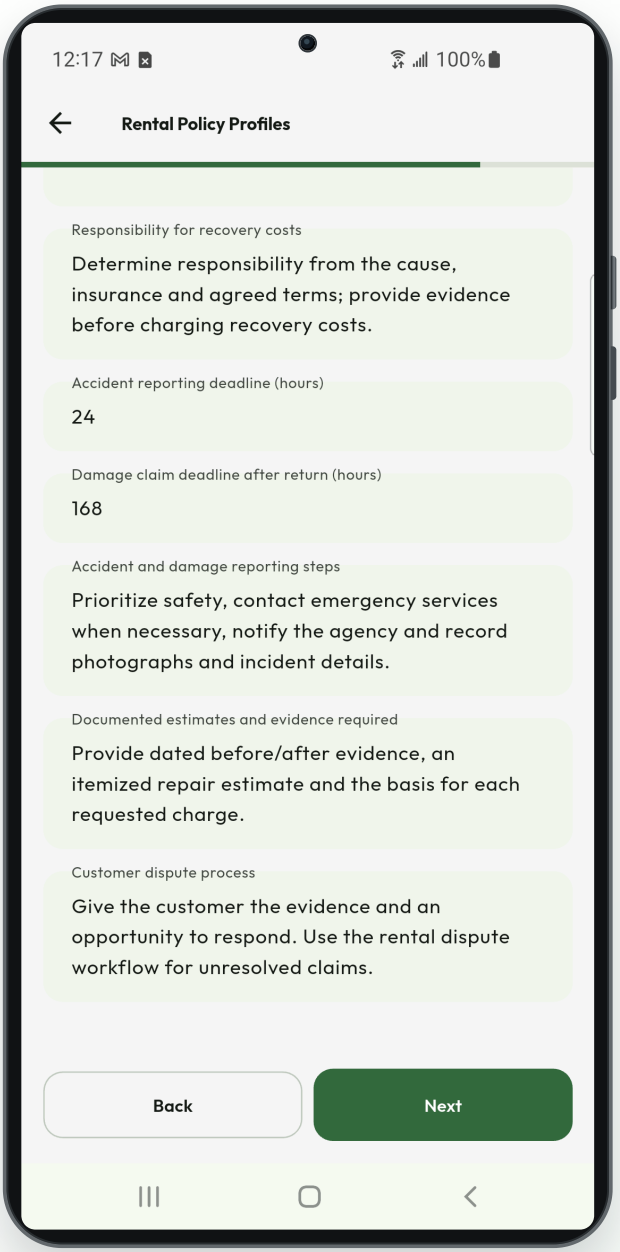
State release conditions, expected release time, dispute treatment and late-return rules. Customers should understand these terms before accepting their booking. Captured on Samsung, build 246; retained workflow illustration for edition 5.8. Current controls and values take precedence.

Provide breakdown assistance



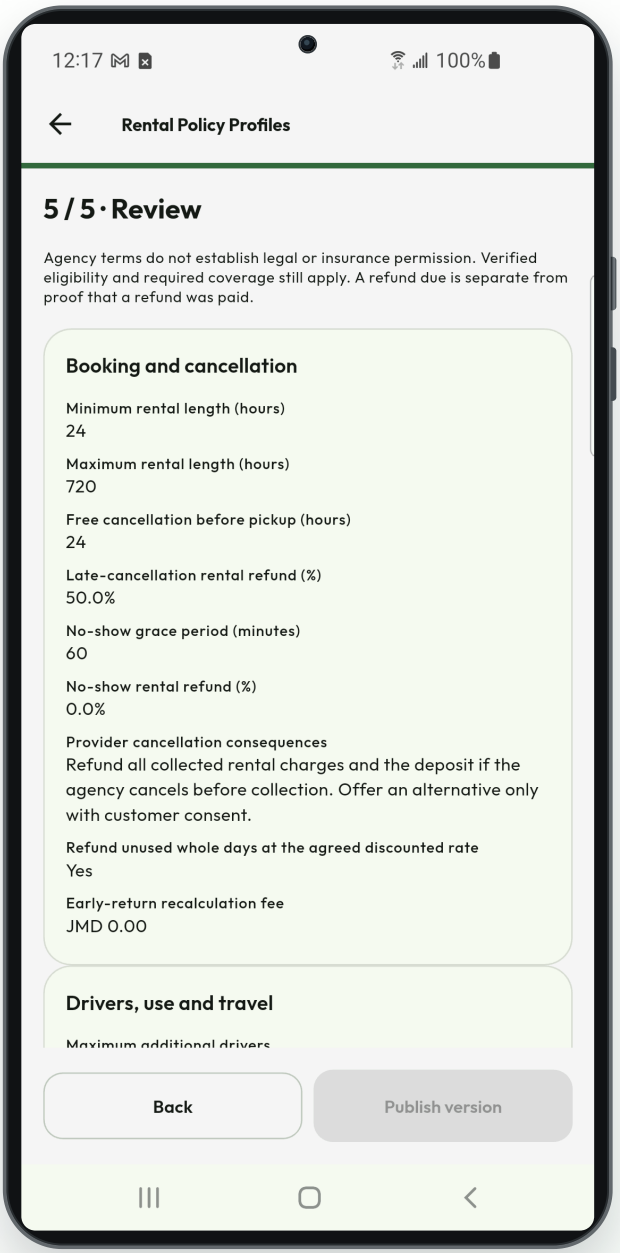
Maintain a reachable assistance contact, recovery instructions and replacement options. These demonstration contact details are not an emergency-service directory. Captured on Samsung, build 246; retained workflow illustration for edition 5.8. Current controls and values take precedence.

Define damage evidence and disputes



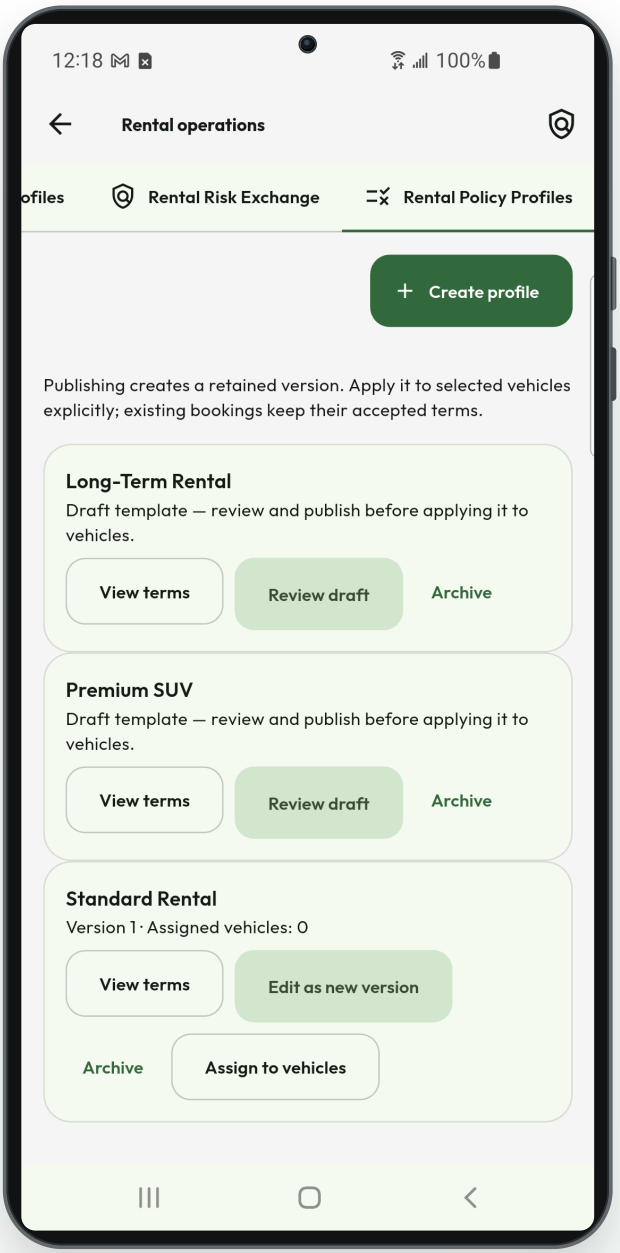
Explain accident reporting, evidence, claim deadlines, documented estimates and the customer response process. A damage allegation is not itself authorization to take a payment. Captured on Samsung, build 246; retained workflow illustration for edition 5.8. Current controls and values take precedence.

Review before publishing



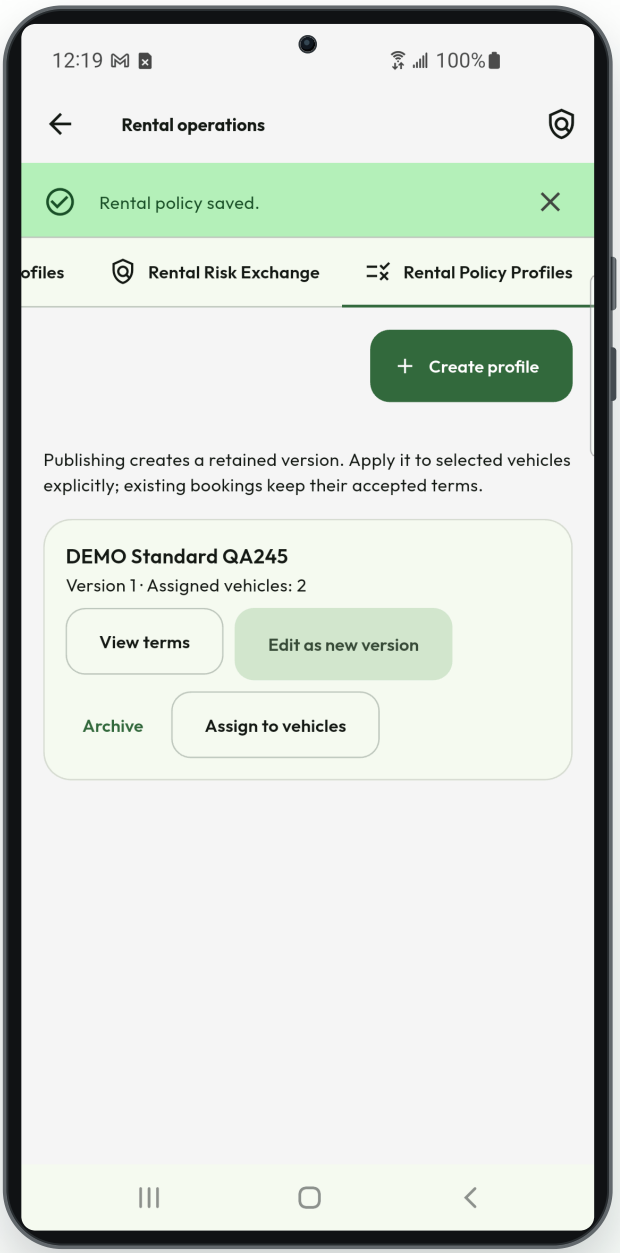
Read the complete policy summary and its acknowledgement before publishing. Scroll through all sections; the inactive publish control in this capture indicates that the review is not complete. Captured on Samsung, build 246; retained workflow illustration for edition 5.8. Current controls and values take precedence.

Publish a version before assignment



The published Standard Rental version can now be assigned. Other templates remain drafts. Editing creates a new version; existing bookings retain the terms they accepted. Captured on Samsung, build 246; retained workflow illustration for edition 5.8. Current controls and values take precedence.

Reuse one profile across vehicles



The demonstration policy is assigned to two vehicles. Confirm the assignment count and vehicle selection rather than recreating the same policy separately for each listing. Captured on Samsung, build 246; retained workflow illustration for edition 5.8. Current controls and values take precedence.

Reuse a customer requirement profile

`Rental workspace → requirement profiles → vehicle assignment`

Before you begin

Requirements describe who may rent a vehicle; policy profiles describe rental terms. They are different controls and both need review.

Do this

1. Create a named requirement profile and select the supported requirements: verified driving-licence evidence, profile picture, minimum age and licence issuance/holding period.
2. Review any additional available restriction for the applicable country and lawful purpose. Do not infer licence entitlement from a photo alone.
3. Assign the profile from the vehicle's dropdown and save. Check the customer requirement/status panel for clear descriptions.
4. Review submitted evidence using the authorized workflow; reuse existing verified identity instead of asking for duplicate documents through chat.
5. Check eligibility for the actual pickup/return dates before approval. A licence expiring before return can fail even if the current preview shows valid evidence.

Check the result

The customer sees each requirement and their current standing. Published requirements are consistently applied to assigned vehicles.

> **If you cannot continue.** A missing requirement configuration is not unlimited eligibility. Correct the profile and explain the specific missing evidence; never approve a booking by bypassing a required licence check.

Approve a booking without double allocation

`Rental workspace → Bookings → selected request`

Before you begin

Confirm the branch, vehicle, dates and team authority. Read the booking's current state before making a decision.

Do this

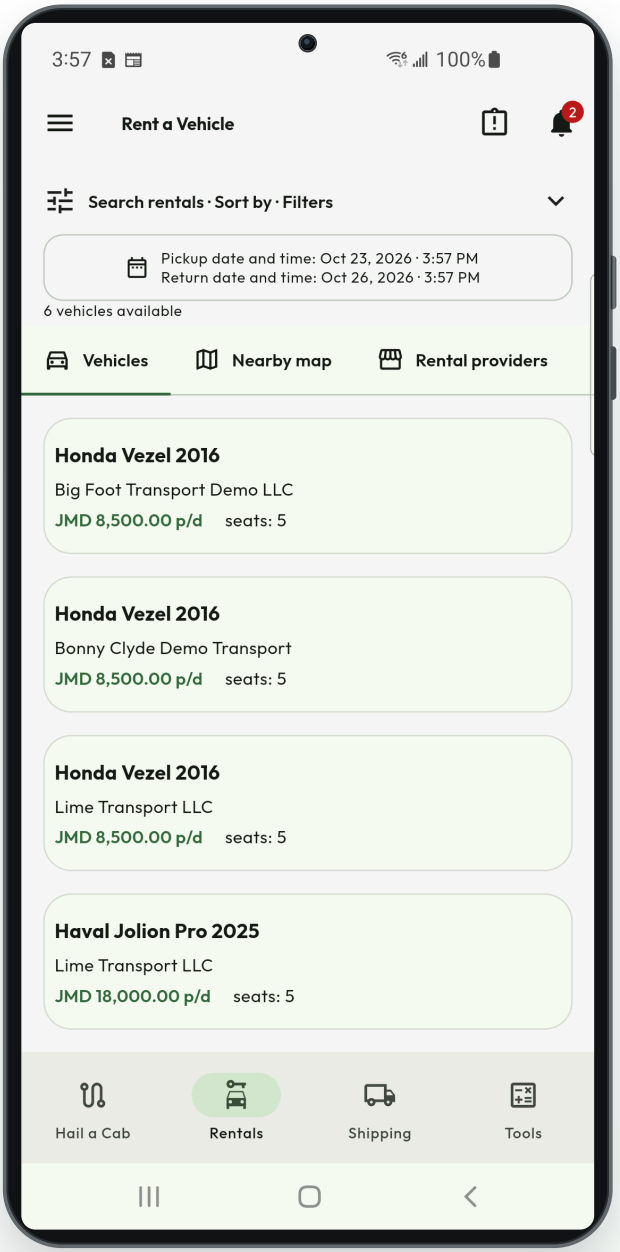
1. Review customer qualification, current quote, policy and any additional drivers. Check overlapping bookings, reservations, maintenance and branch hours.
2. Approve or reject through the record with a useful reason where required. If a request expires, obtain a new valid decision rather than assuming the old hold continues.
3. Follow payment evidence to its confirmed result. Keep requested, approved, payment confirmed and collection ready distinct.
4. If a vehicle is unavailable, propose a supported substitution. Present specification, price and policy differences and wait for the customer's consent.
5. Use the shared collection/return records and inspect final deposit obligations. Release inventory only through the correct lifecycle transition.

Check the result

The allocated interval is unavailable to conflicting rentals. An approval response is not physical handover, and a substitution does not authorize a second independent charge.

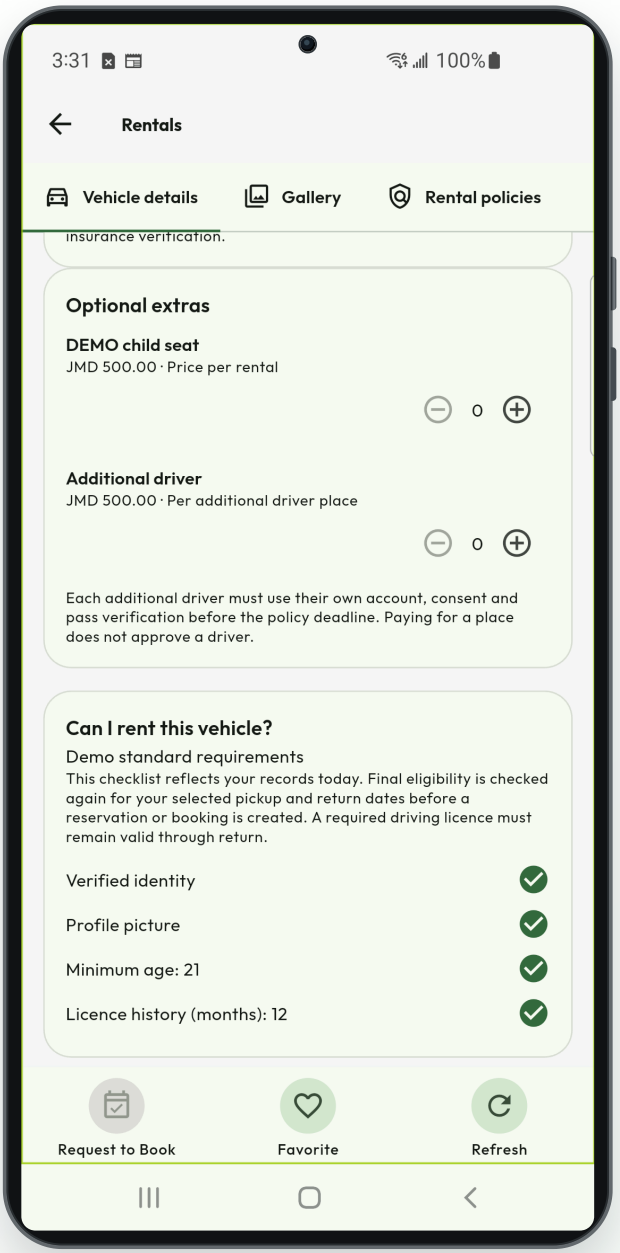
> **If you cannot continue.** For a concurrent update or lost response, refresh and recover the original action. Do not approve a conflicting vehicle or re-enter a payment merely because a button was unresponsive.

Browse available rentals



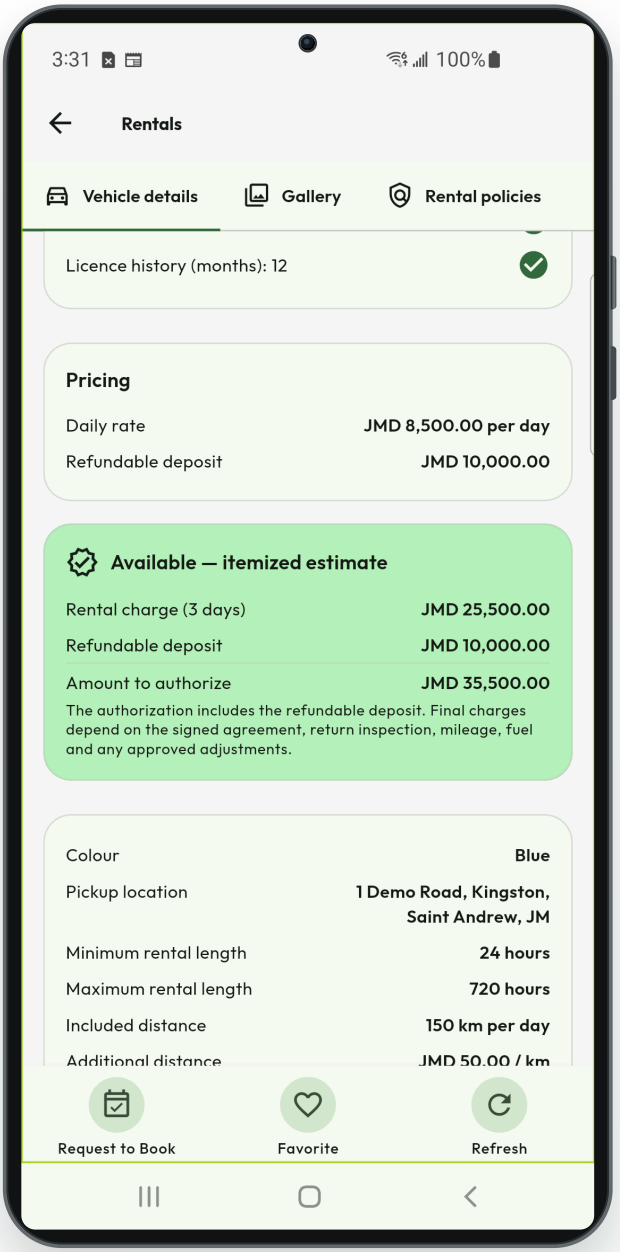
Select pickup and return dates, then open a vehicle. This live catalog shows six demo vehicles. A connection or policy verification failure is not evidence that the country has disabled rentals; use Retry to obtain current policy. Captured on Samsung SM-G970U, consumer build 247, 22 October 2026. Synthetic demonstration account.

Check your eligibility



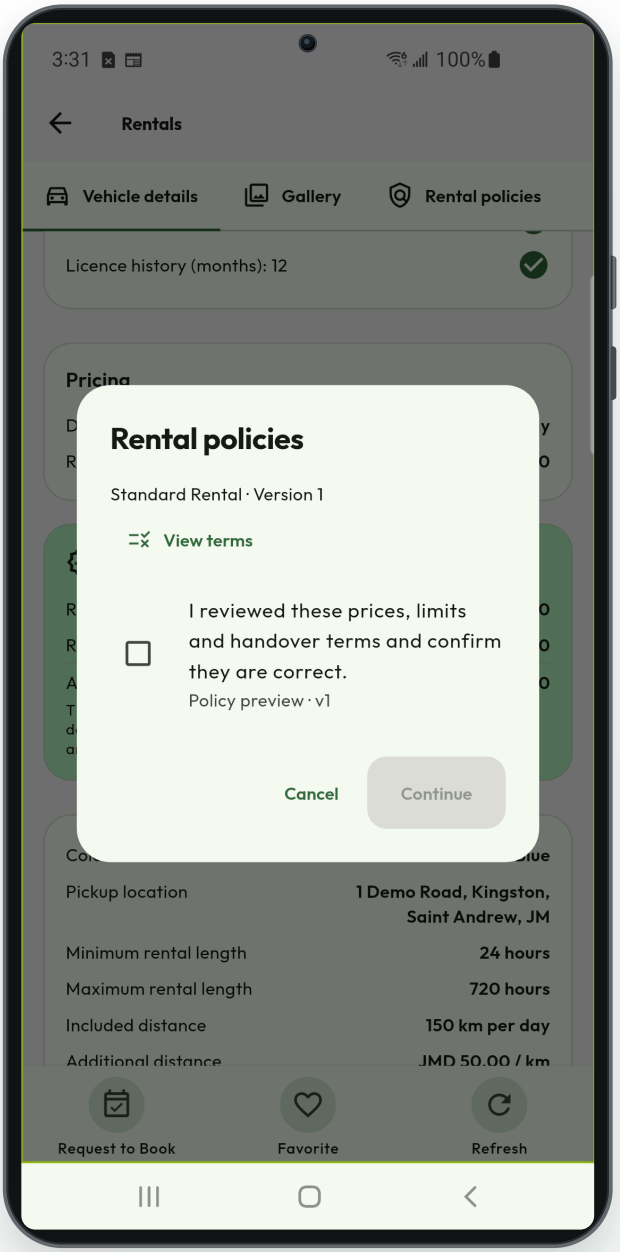
Review each requirement and your standing. Verified identity and licence category coverage are distinct checks. The server checks eligibility again for the requested dates. Captured on Samsung SM-G970U, consumer build 247, 22 October 2026. Synthetic demonstration account.

Review the complete rental quote



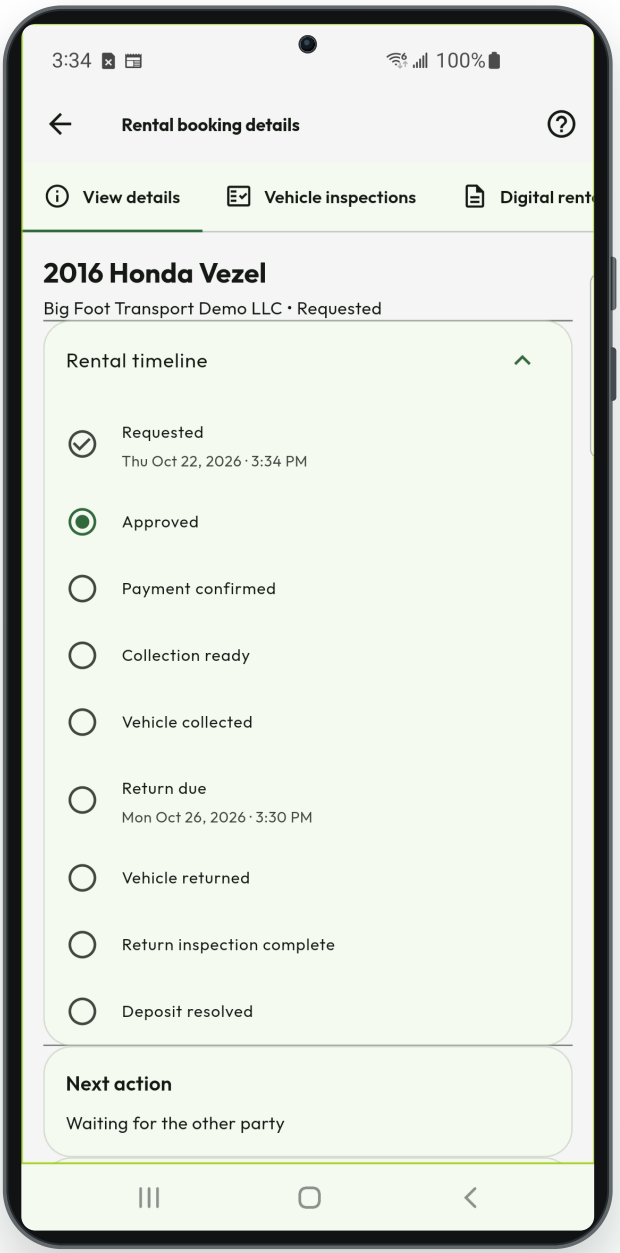
Review the rental charge, refundable deposit and total amount before proceeding. This example is JMD 35,500 including a JMD 10,000 deposit. A quote does not confirm payment or reserve a paid rental indefinitely. Captured on Samsung SM-G970U, consumer build 247, 22 October 2026. Synthetic demonstration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

Accept the applicable rental policy



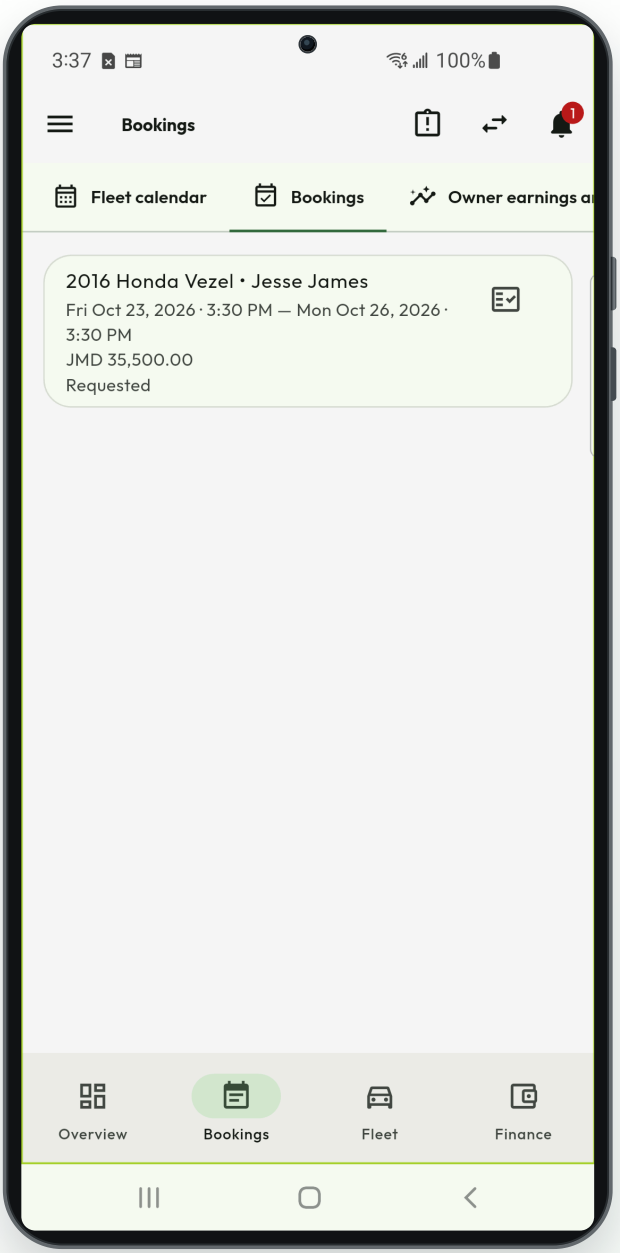
Read the versioned terms, then confirm only if the prices, limits and handover terms are correct. Continue submits the booking request; agency approval and payment are separate stages. Captured on Samsung SM-G970U, consumer build 247, 22 October 2026. Synthetic demonstration account.

Track the booking request



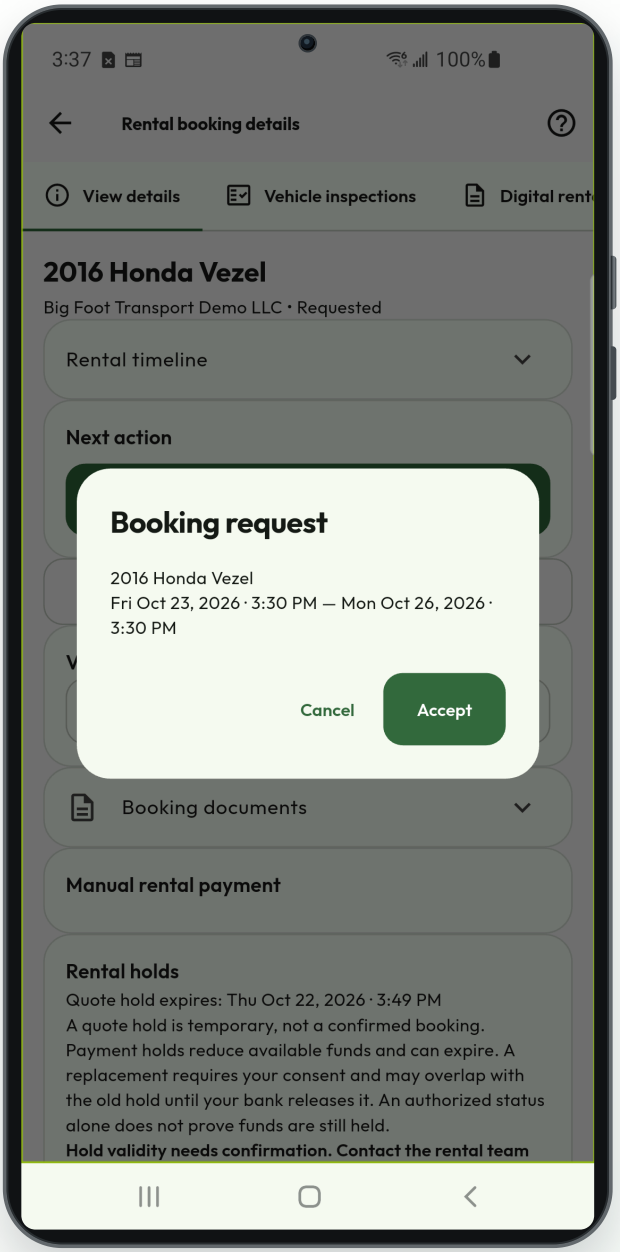
The timeline lists the workflow stages. A listed future stage is not completed merely because its label is visible. Wait for the agency decision before the next permitted action. Captured on Samsung SM-G970U, consumer build 247, 22 October 2026. Synthetic demonstration account.

Review incoming booking requests



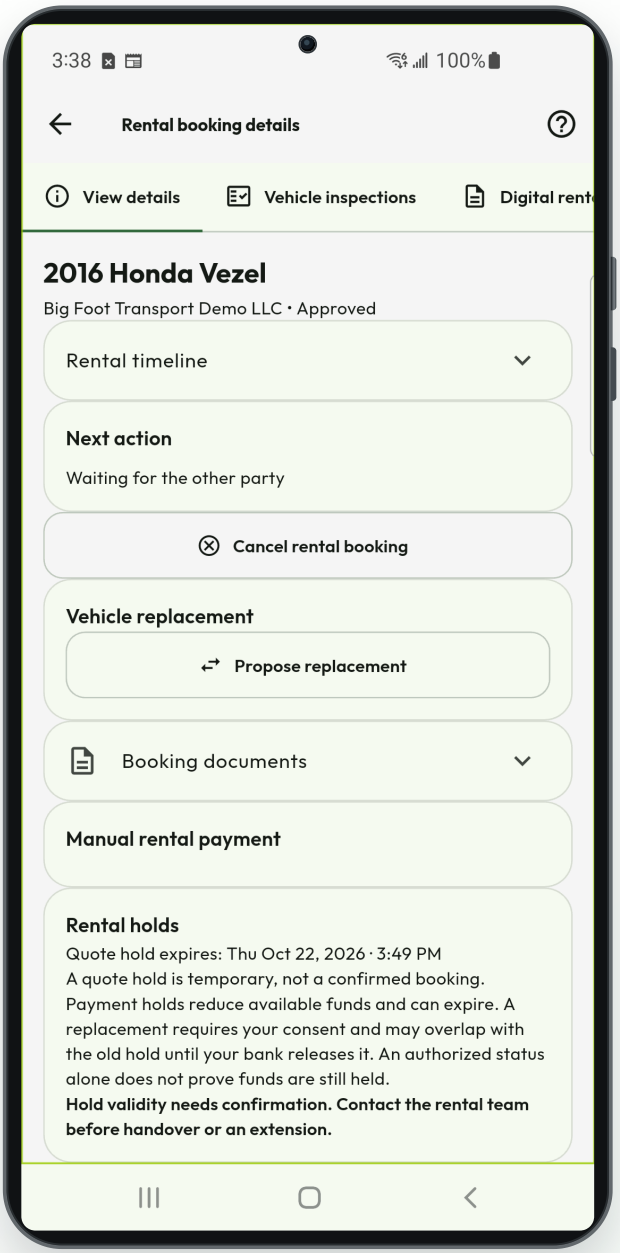
The agency Bookings tab lists the customer, dates, amount and current status. Open the request to review it against your fleet availability and policy. Captured on Samsung SM-G970U, consumer build 247, 22 October 2026. Synthetic demonstration account.

Approve the booking request



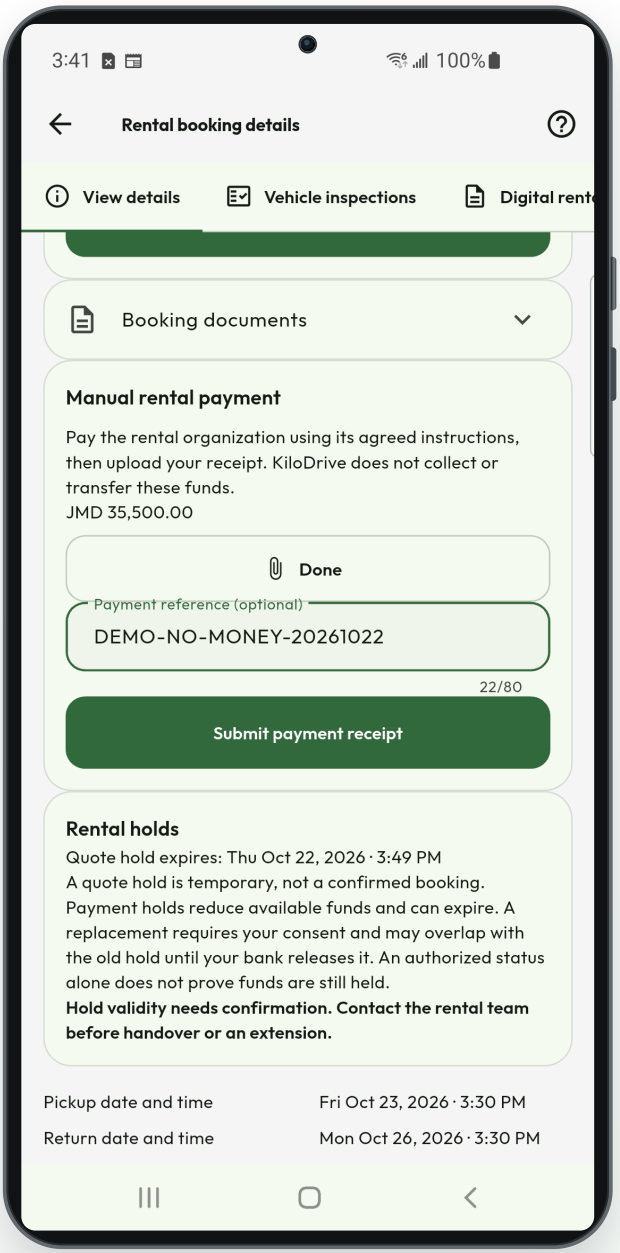
Review the request before accepting. Agency approval alone does not confirm receipt of money or vehicle handover. Captured on Samsung SM-G970U, consumer build 247, 22 October 2026. Synthetic demonstration account.

Distinguish approval from payment



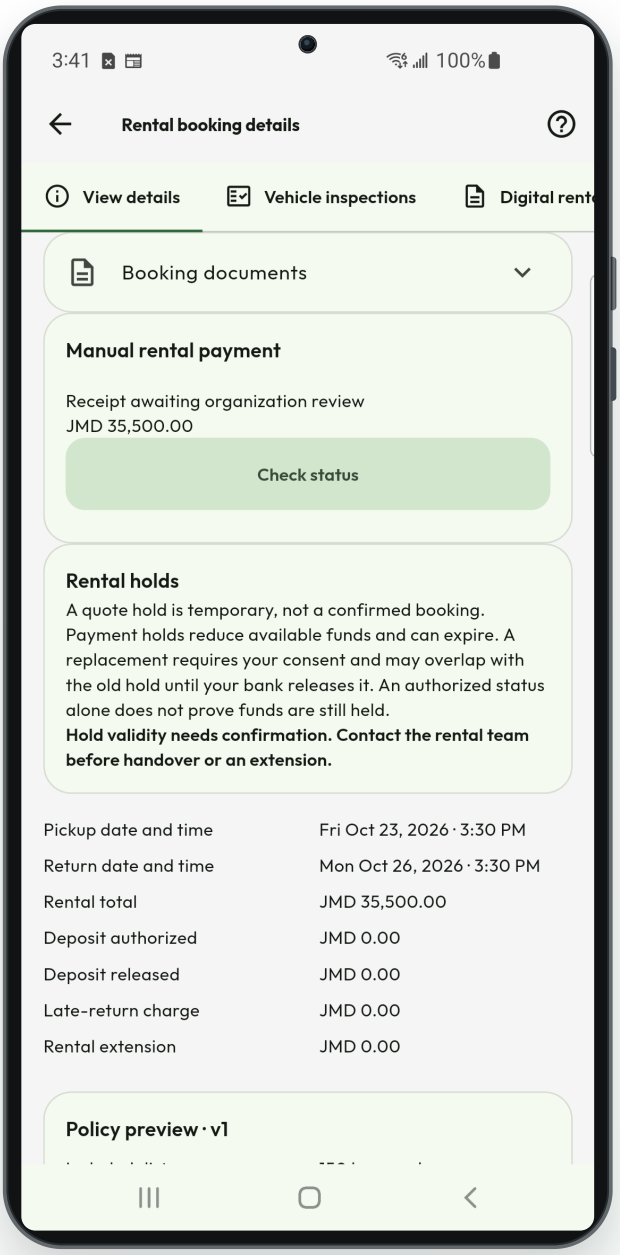
Approved means the agency accepted the request. Continue with the permitted payment workflow before the inventory deadline. Do not hand over the vehicle solely on this status. Captured on Samsung SM-G970U, consumer build 247, 22 October 2026. Synthetic demonstration account.

Submit manual payment evidence



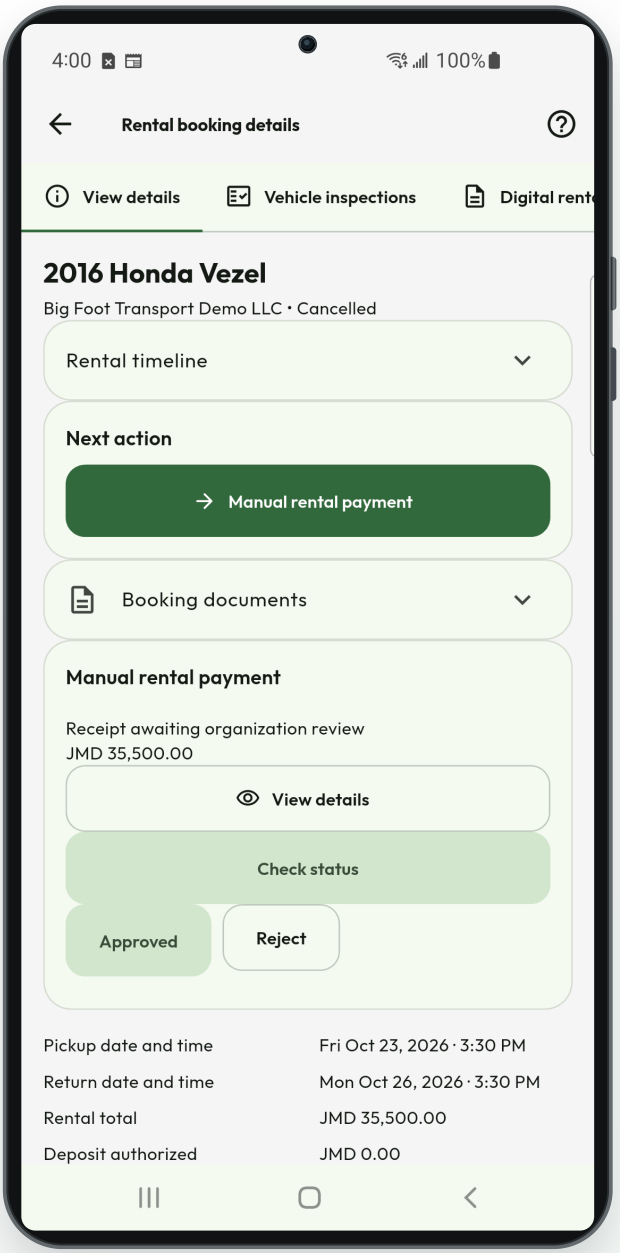
Upload genuine evidence for an actual external payment and enter its reference. This certification image uses an explicitly simulated document marked NO MONEY TRANSFERRED; it must never be reused as payment evidence. Captured on Samsung SM-G970U, consumer build 247, 22 October 2026. Synthetic demonstration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

Wait for payment review



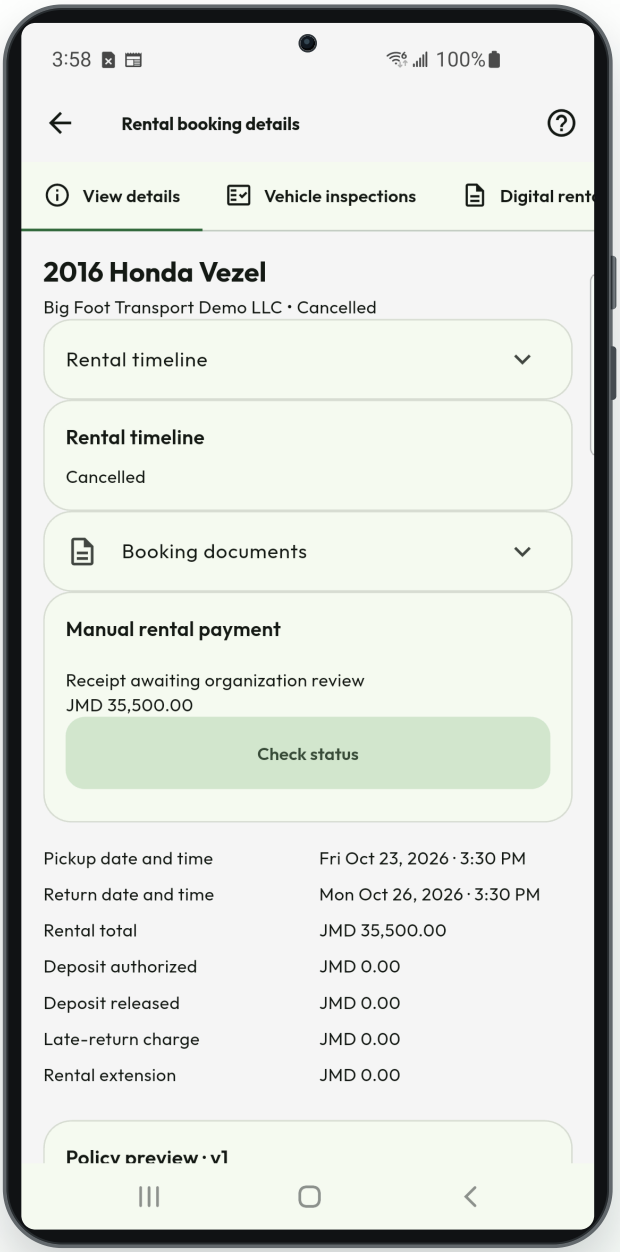
Receipt awaiting organization review means the agency has not confirmed receipt. Check status before retrying. Uploading a document does not prove payment or extend the inventory hold. Captured on Samsung SM-G970U, consumer build 247, 22 October 2026. Synthetic demonstration account.

Review payment evidence independently



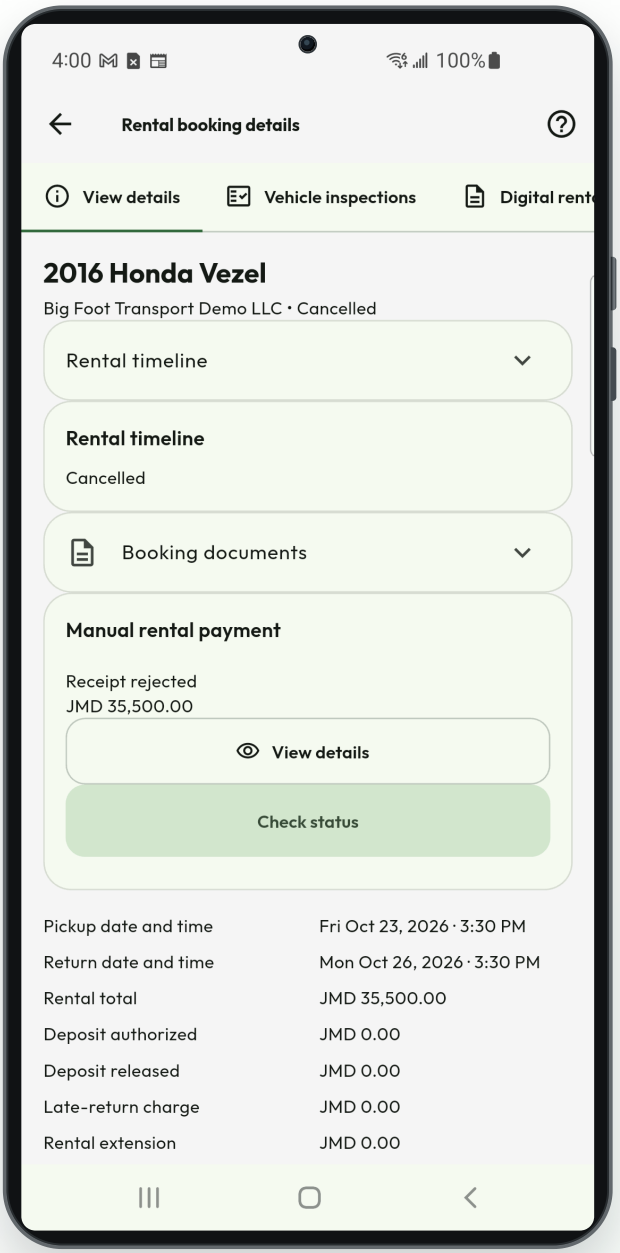
Open the evidence and reconcile it against actual received funds. Approve only verified receipt; reject unsupported evidence. An expired booking may require finance reconciliation instead of fulfillment. Captured on Samsung SM-G970U, consumer build 247, 22 October 2026. Synthetic demonstration account.

Recover after the inventory deadline



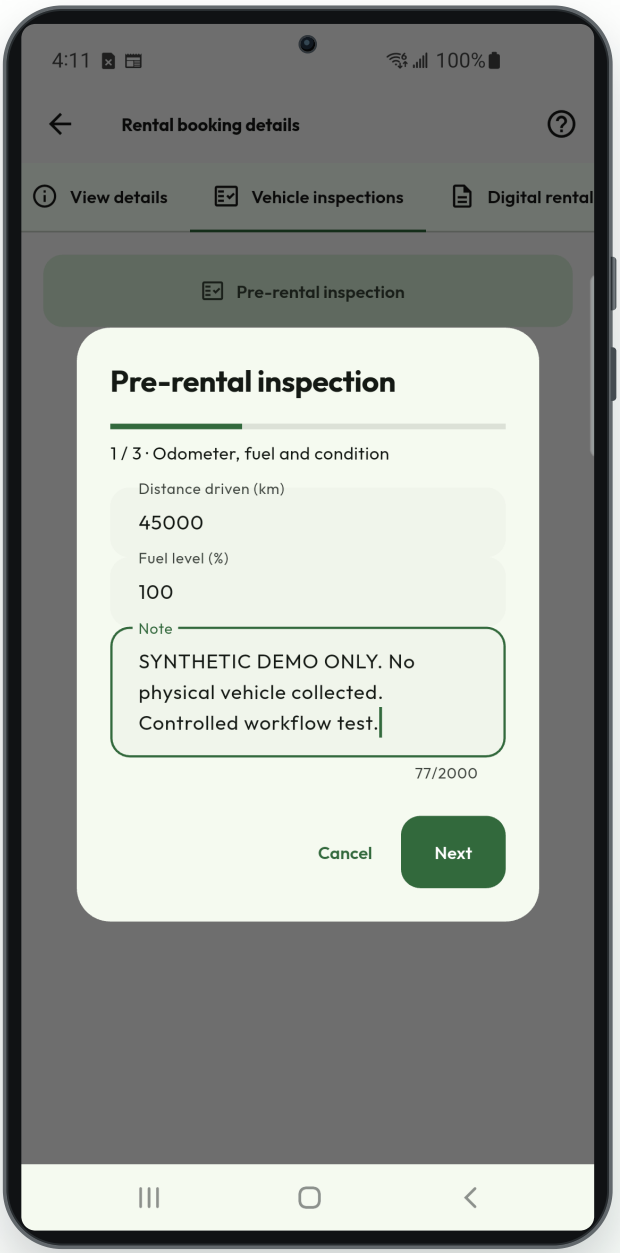
This genuine screen shows Cancelled with a receipt still awaiting review. The inventory deadline and payment review are independent. Resolve the original payment report with the agency before making another payment. Captured on Samsung SM-G970U, consumer build 247, 22 October 2026. Synthetic demonstration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

Understand a rejected receipt



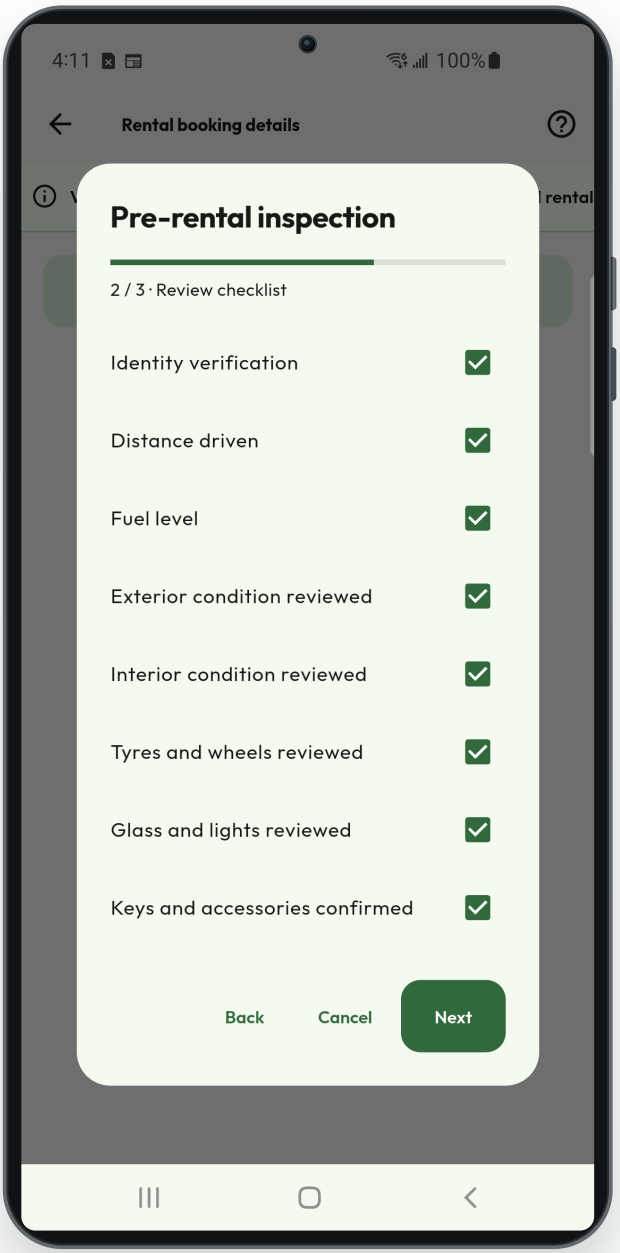
The synthetic no-money report was rejected. This is not a refund and does not mean real funds were returned. Keep the reference and contact the agency if an actual transfer needs reconciliation. Captured on Samsung SM-G970U, consumer build 247, 22 October 2026. Synthetic demonstration account.

Record collection readings



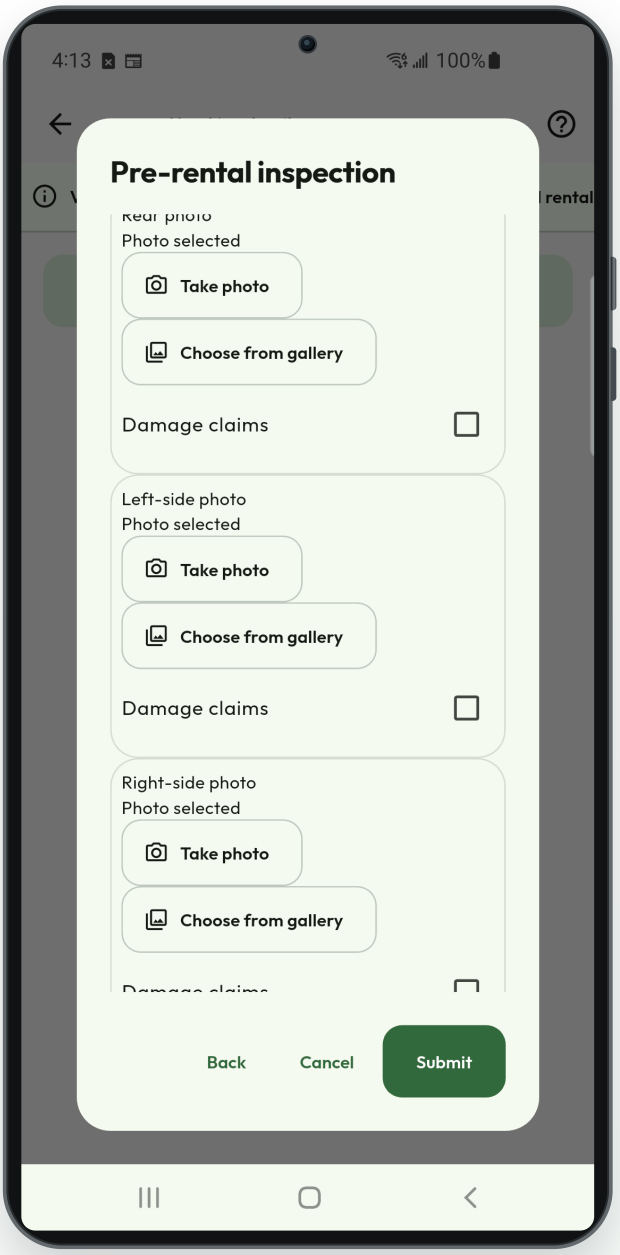
The agency records the odometer, fuel or charge, and condition notes. Enter actual readings and describe existing damage before handing over the vehicle. Captured on Samsung SM-G970U, consumer build 247, 22 October 2026. Synthetic demonstration; no physical vehicle or real funds transferred.

Complete the collection checklist



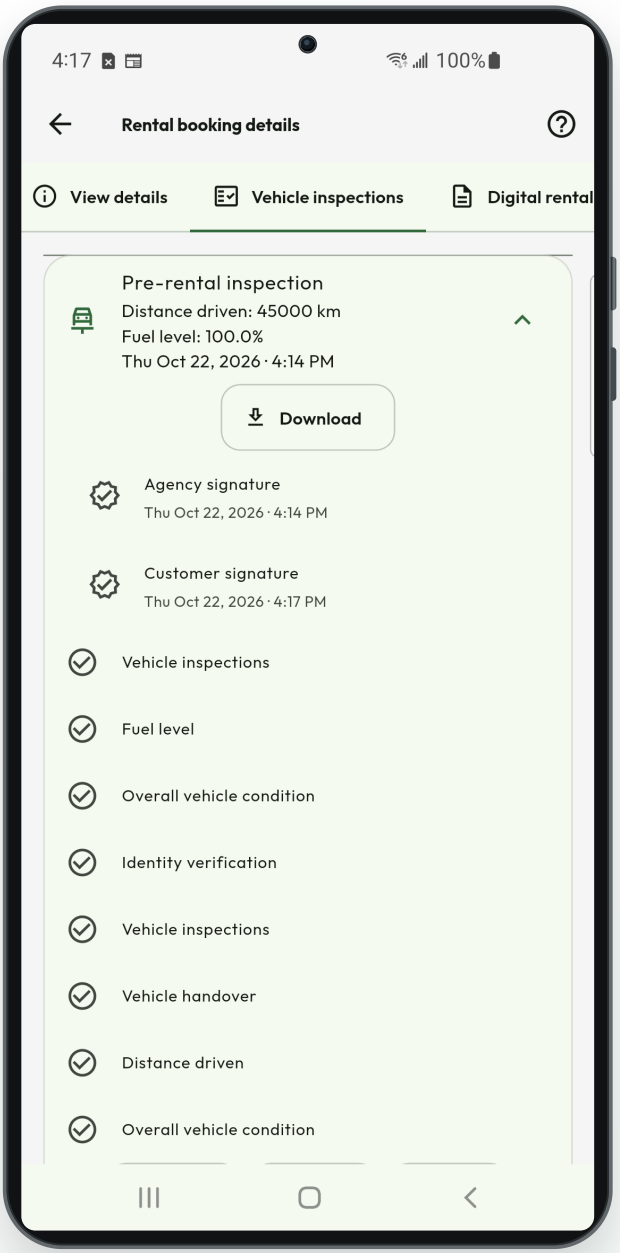
Check each item only after reviewing it. Identity, keys, condition and handover checks are separate from payment confirmation. Captured on Samsung SM-G970U, consumer build 247, 22 October 2026. Synthetic demonstration; no physical vehicle or real funds transferred.

Photograph the collection condition



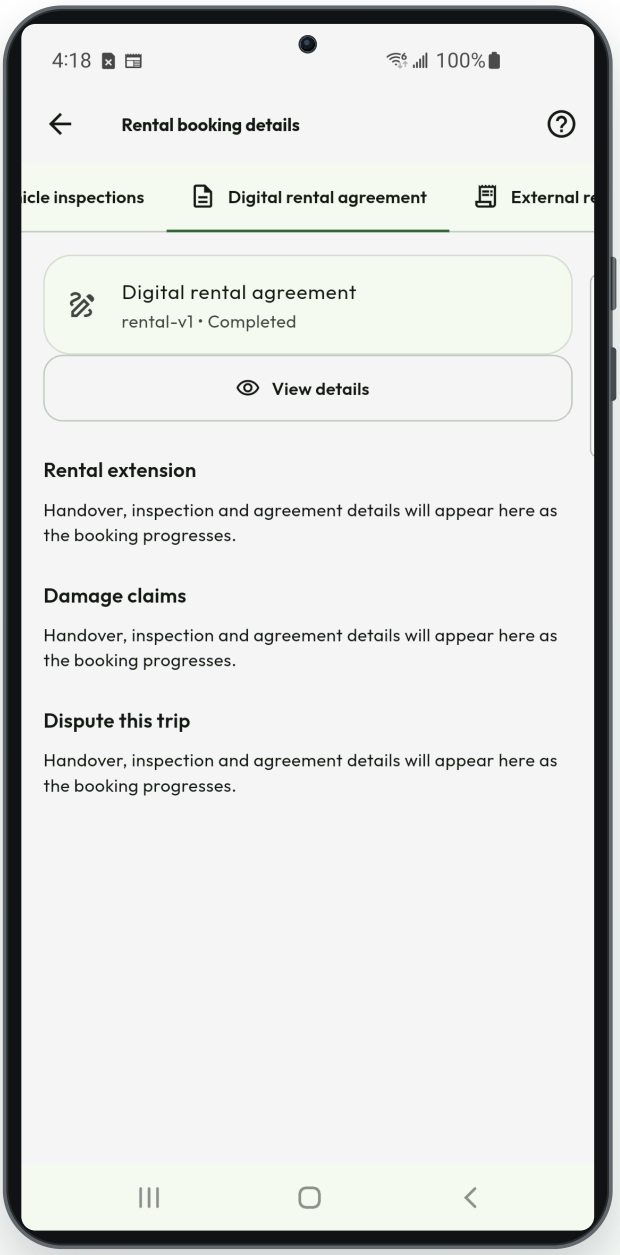
Capture clear photographs of each requested vehicle area. This controlled test used synthetic fixture images to exercise upload; real rentals require actual, distinct views of the vehicle. Captured on Samsung SM-G970U, consumer build 247, 22 October 2026. Synthetic demonstration; no physical vehicle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

Both parties sign the collection record



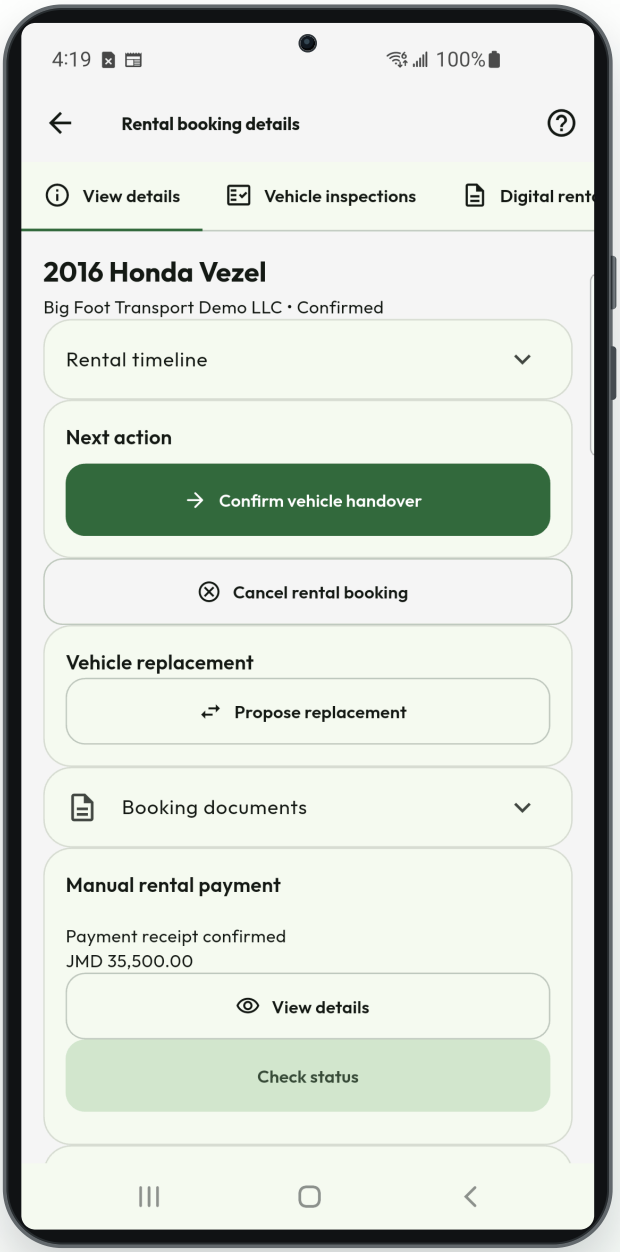
The customer and agency review and accept the same evidence-bound record independently. Download saves the completed PDF. A signature does not confirm payment or waive dispute rights. Captured on Samsung SM-G970U, consumer build 247, 22 October 2026. Synthetic demonstration; no physical vehicle or real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

Complete the rental agreement



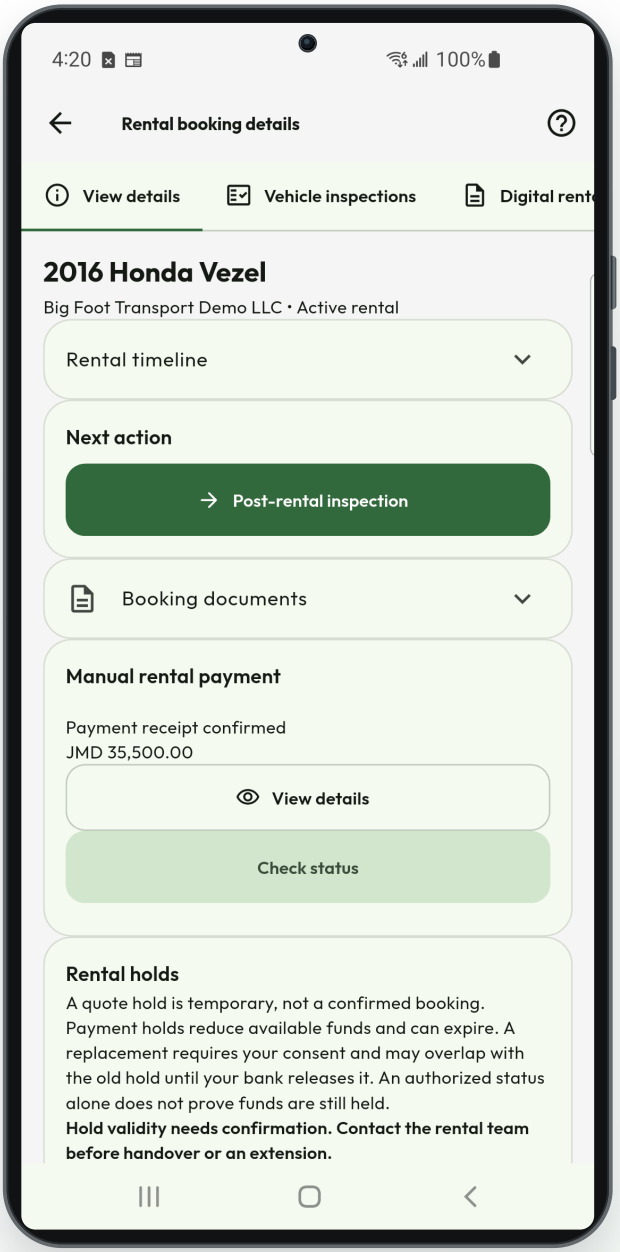
Review the prices, dates, policies and amendments before signing. Completed means both required agreement signatures are recorded; physical collection remains a separate action. Captured on Samsung SM-G970U, consumer build 247, 22 October 2026. Synthetic demonstration; no physical vehicle or real funds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

Confirm physical collection



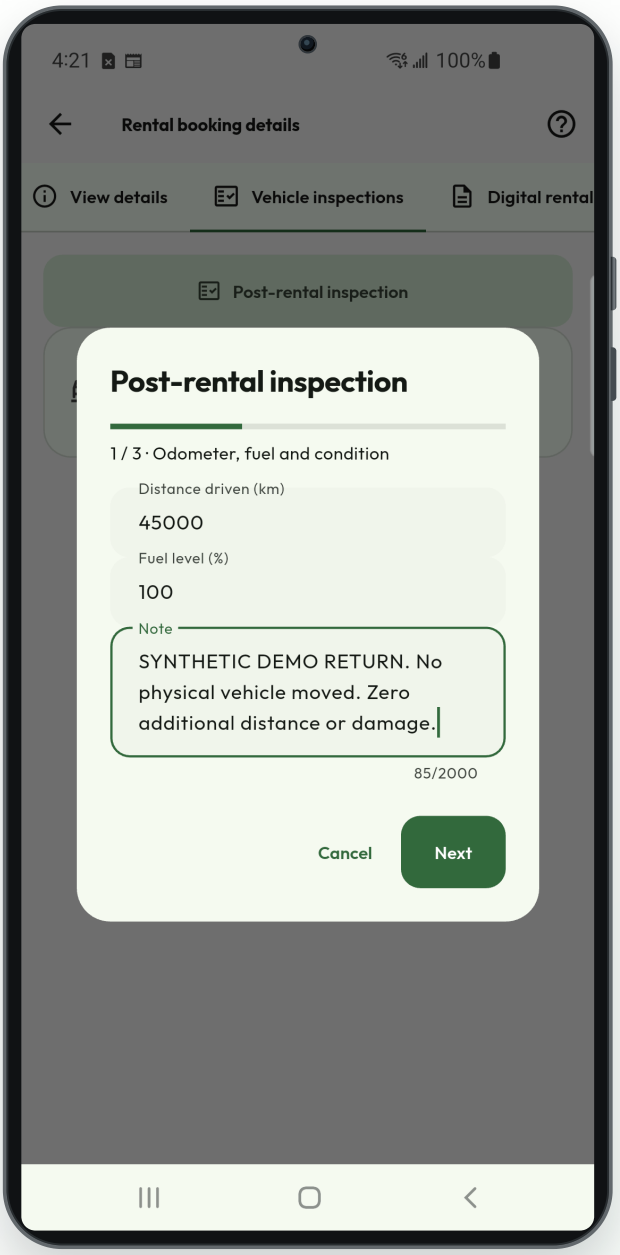
The agency confirms handover only after payment, eligibility, agreement and inspection requirements are satisfied. Do not treat approval or an uploaded payment document as vehicle collection. Captured on Samsung SM-G970U, consumer build 247, 22 October 2026. Synthetic demonstration; no physical vehicle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

Track an active rental



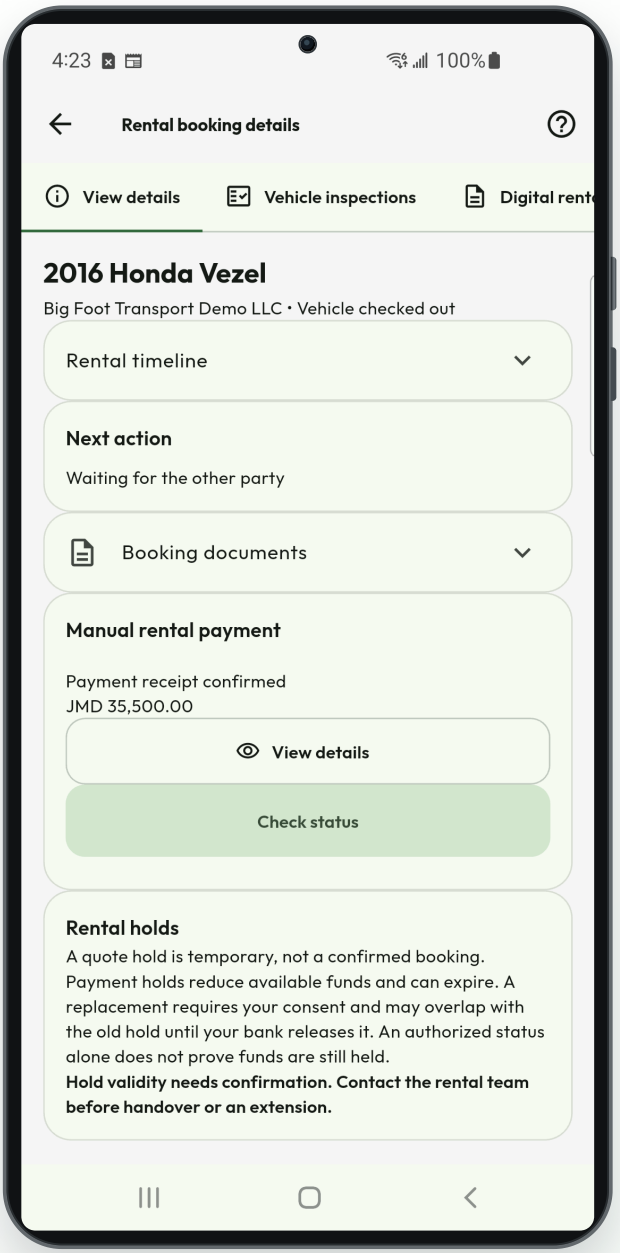
The active status follows the recorded handover. Keep the agreement and condition record, observe the return deadline, and contact the agency before changing the agreed use or return arrangements. Captured on Samsung SM-G970U, consumer build 247, 22 October 2026. Synthetic demonstration; no physical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

Record return readings



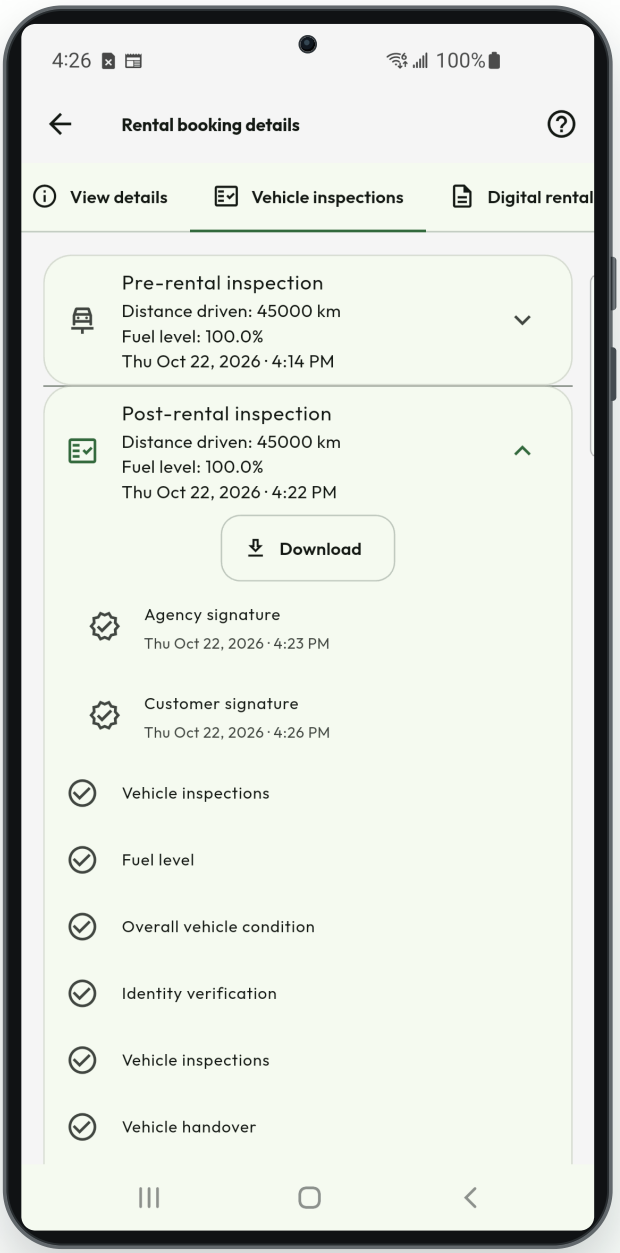
The agency records the actual return odometer, fuel or charge and condition. Compare with the collection record. This synthetic demonstration records no physical travel or new damage. Captured on Samsung SM-G970U, consumer build 247, 22 October 2026. Synthetic demonstration; no physical vehicle or real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

Record the vehicle return



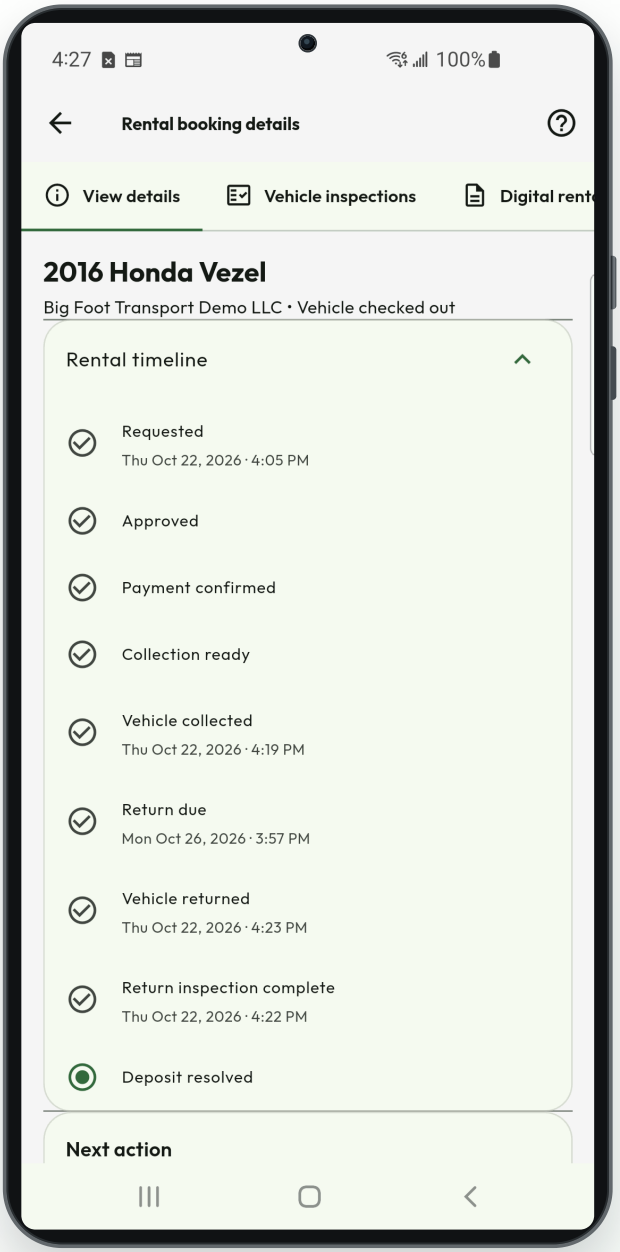
Return inspection and the recorded return are separate facts. Keep photographs and discuss any differences; returning the vehicle does not itself prove a refund or settle a deposit. Captured on Samsung SM-G970U, consumer build 247, 22 October 2026. Synthetic demonstration; no physical vehicle or real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

Download the signed return record



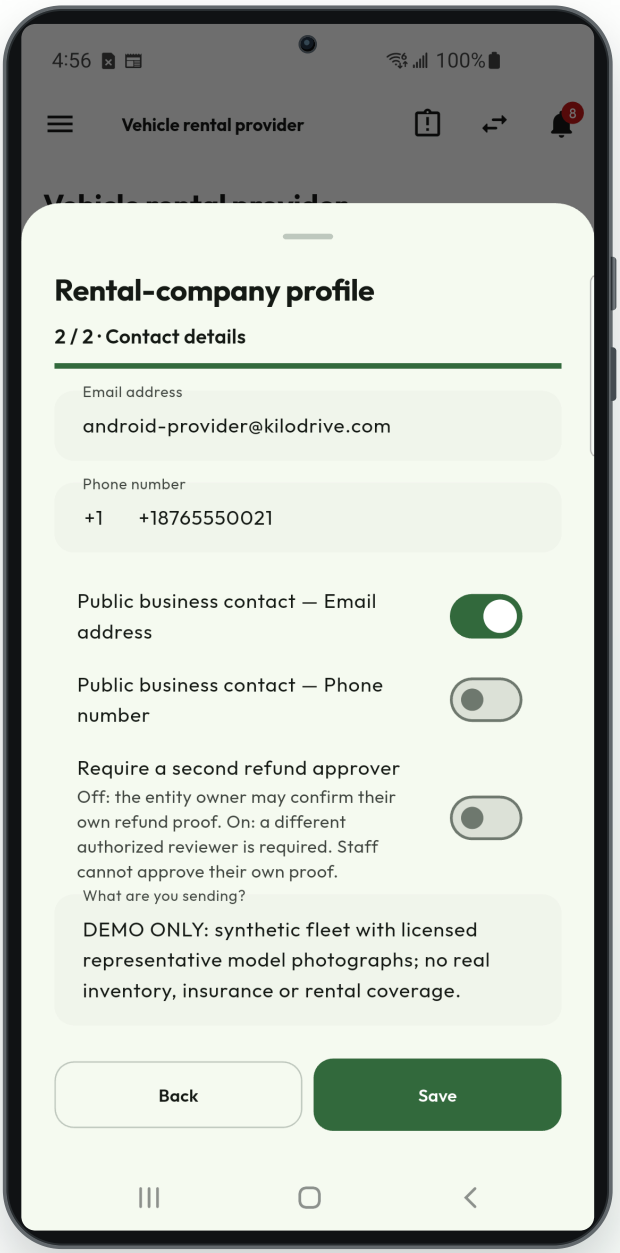
Both parties have signed this exact post-rental condition record. Use Download to retain the PDF. Check that the customer and agency signatures are both present before relying on it as the agreed condition record. Captured on Samsung SM-G970U, consumer build 247, 22 October 2026. Synthetic demonstration;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

Check return and financial completion separately



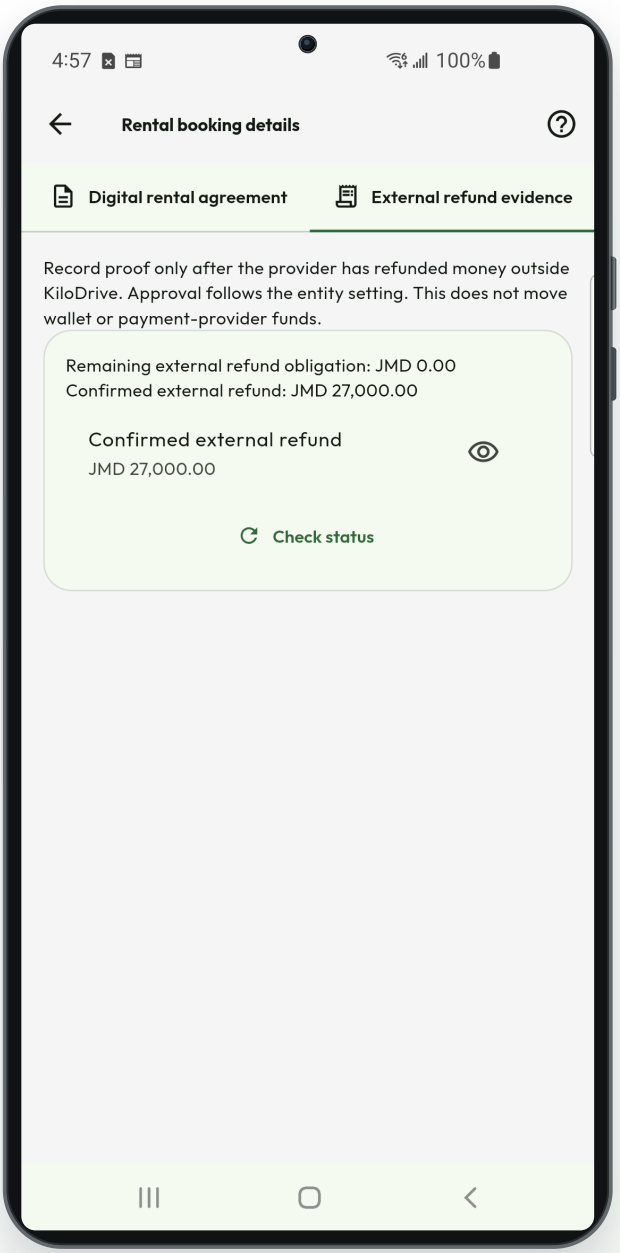
Check collection, return, inspection and financial completion separately. A stage label alone is not proof of completion. The following pages show the completed manual-payment settlement flow. Captured on Samsung SM-G970U, build 247, 22 October 2026; synthetic demonstration.

Choose who reviews external refund evidence



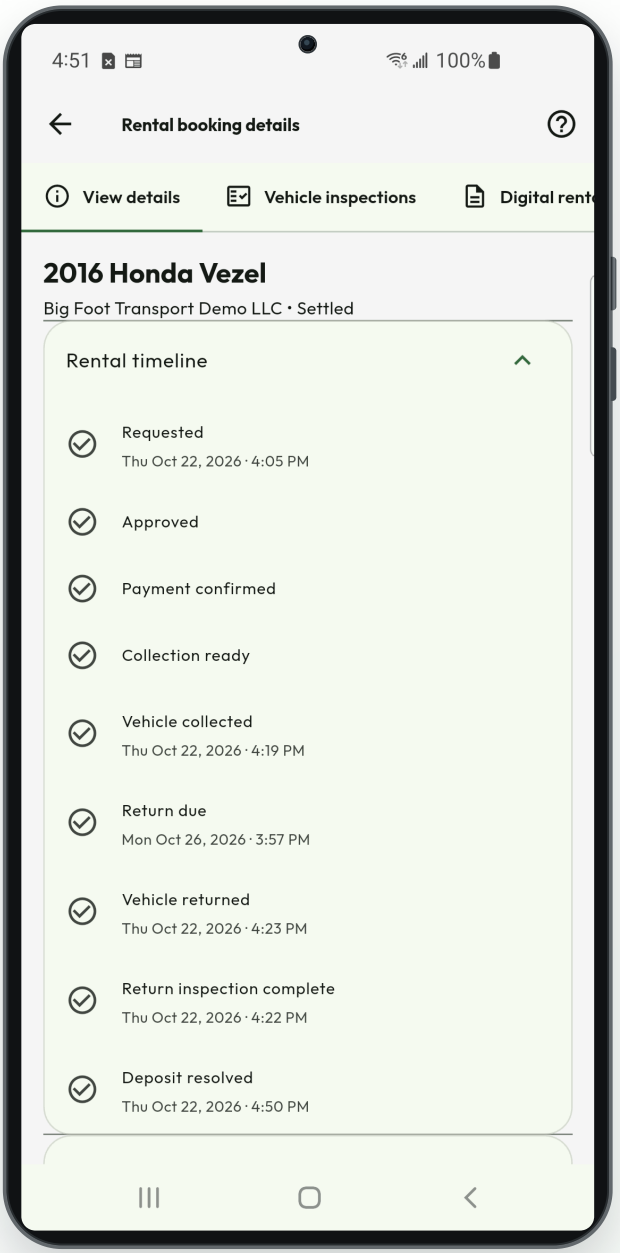
Open Rental operations, the agency menu, then Rental-company profile. The second refund approver setting is off by default: the entity owner may confirm their own proof. When on, a different authorized reviewer is required. Staff cannot approve their own proof. Save the entity settings. Captured on Samsung SM-G970U, consumer build 247, 22 October 2026. Synthetic demonstration; no real funds or physical vehicle transferred.

Record an external refund without moving wallet funds



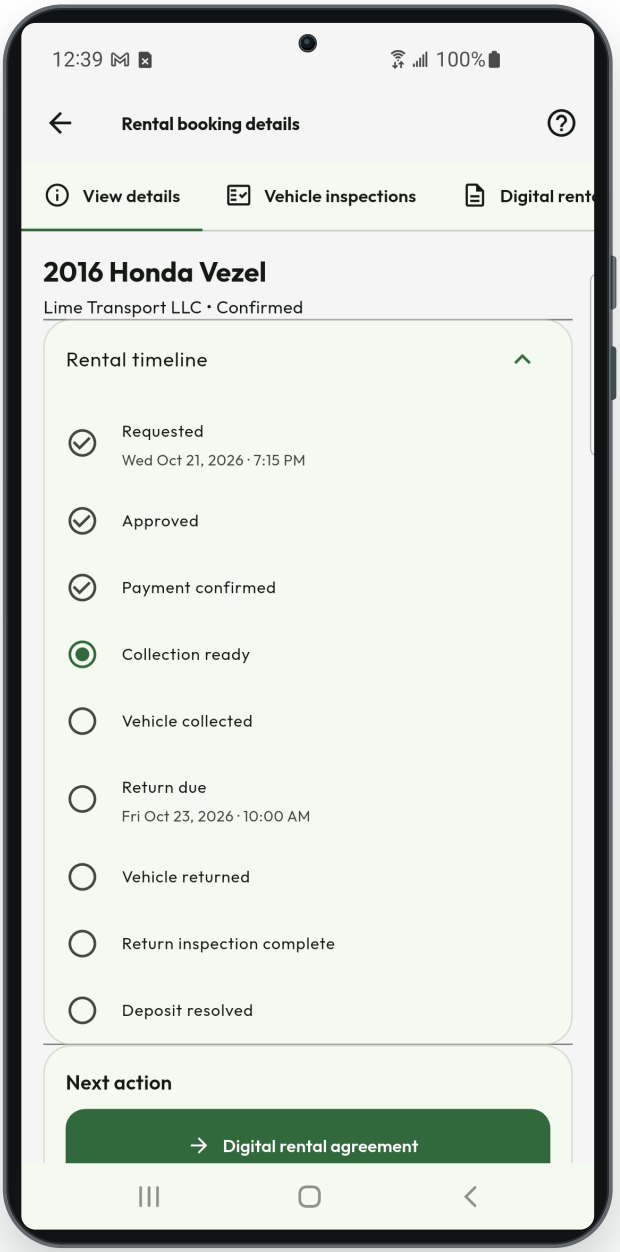
For a cash or other externally paid booking, issue the refund outside KiloDrive first. Open External refund evidence, upload proof for the correct amount, then confirm or request authorized review. KiloDrive records this external transaction; it does not send a bank refund or change a wallet balance. 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



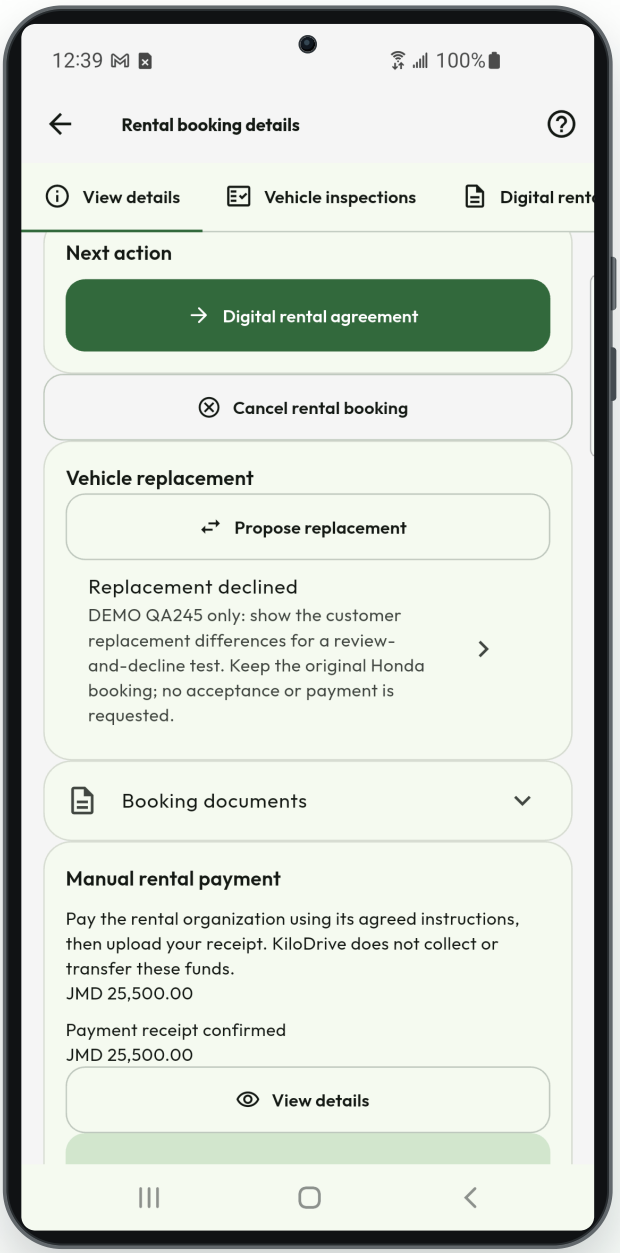
After collection and return records are signed, required refunds are confirmed, and no unresolved financial or damage obligation remains, the booking becomes Settled and the deposit stage is resolved. This controlled example recorded a JMD 27,000 external refund: JMD 17,000 unused rent and JMD 10,000 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.

Read the booking timeline



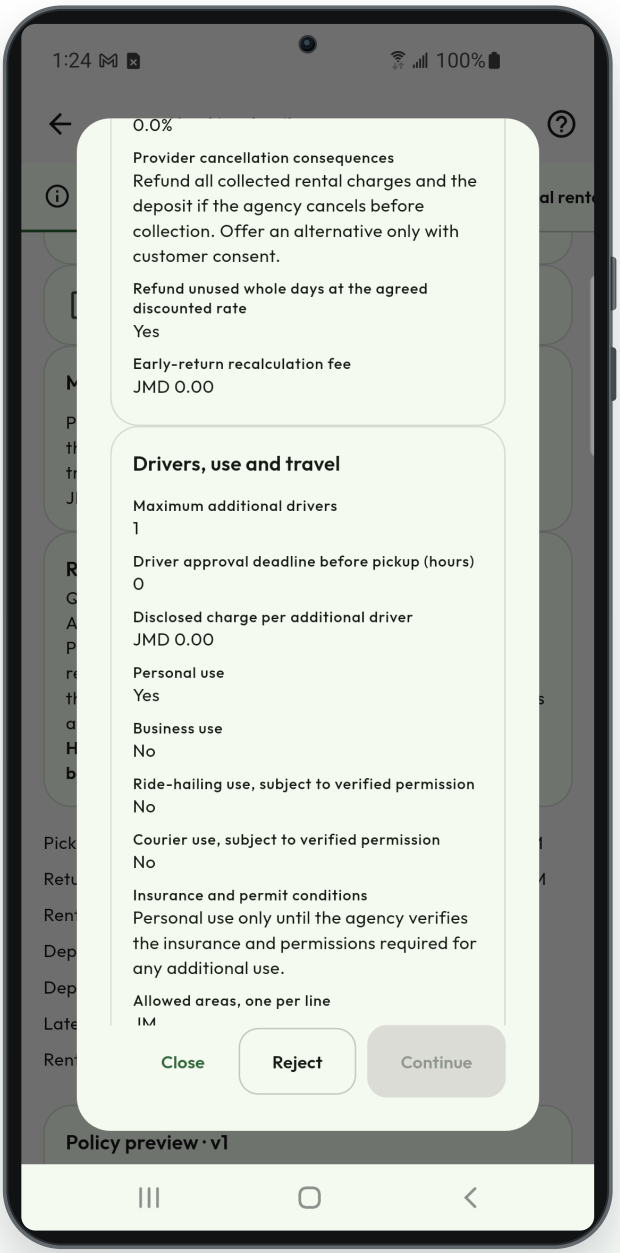
Payment confirmed and Collection ready appear before Vehicle collected. Do not treat payment as proof of handover. Follow the next action and complete the required agreement and inspection steps. Captured on Samsung, build 246; retained workflow illustration for edition 5.8. Current controls and values take precedence.

Review exceptions and payment evidence



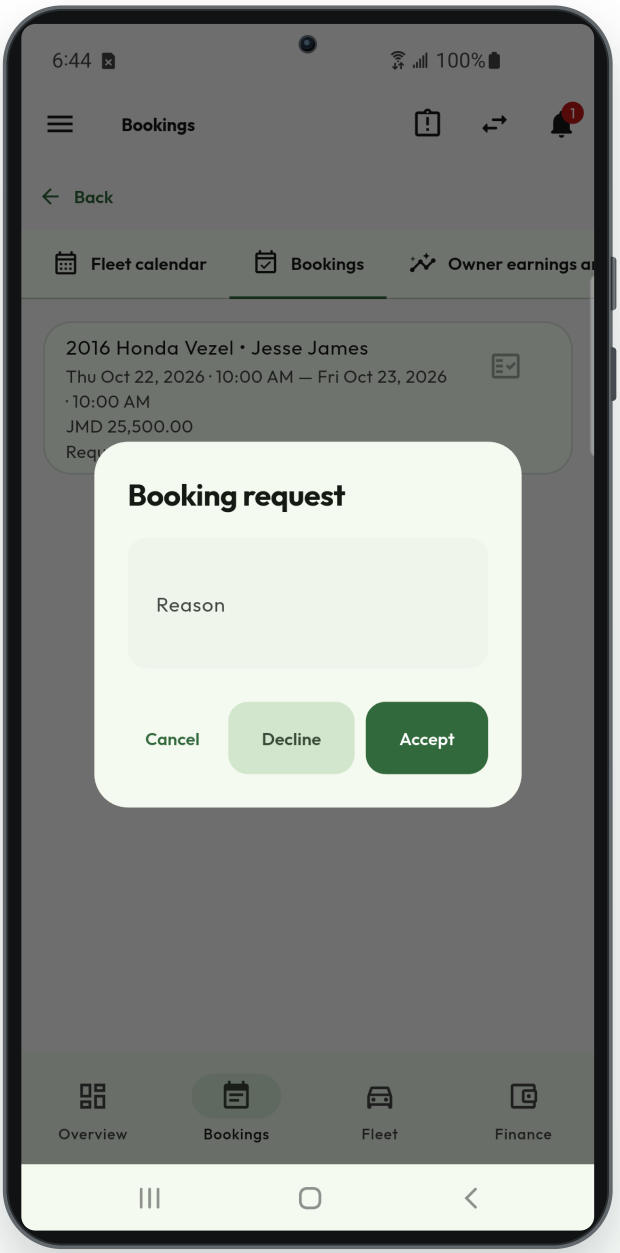
Booking detail separates cancellation, replacement, extension and payment evidence. This demonstration shows a declined replacement and confirmed manual-payment receipt; it does not authorize retrying a payment. Captured on Samsung, build 246; retained workflow illustration for edition 5.8. Current controls and values take precedence.

Let the customer review replacement terms



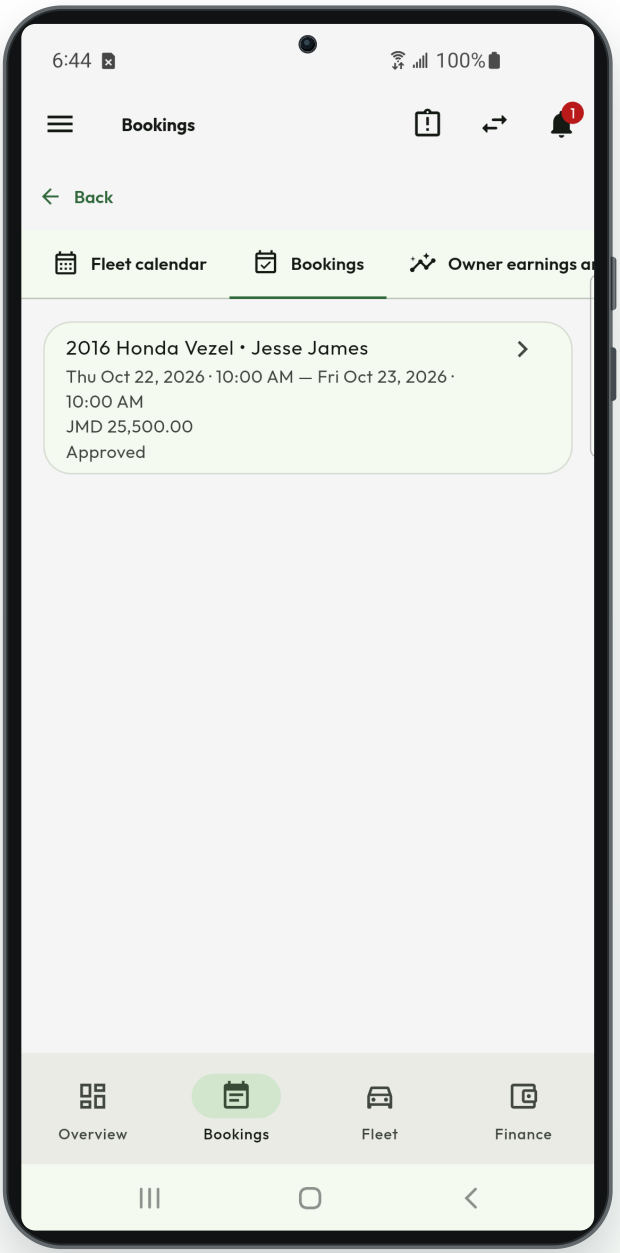
This customer-side policy preview illustrates the decision the recipient sees. A replacement must be reviewed and accepted; the agency must not treat its own proposal as customer consent. Captured on Samsung, build 246; retained workflow illustration for edition 5.8. Current controls and values take precedence.

Review a rental request



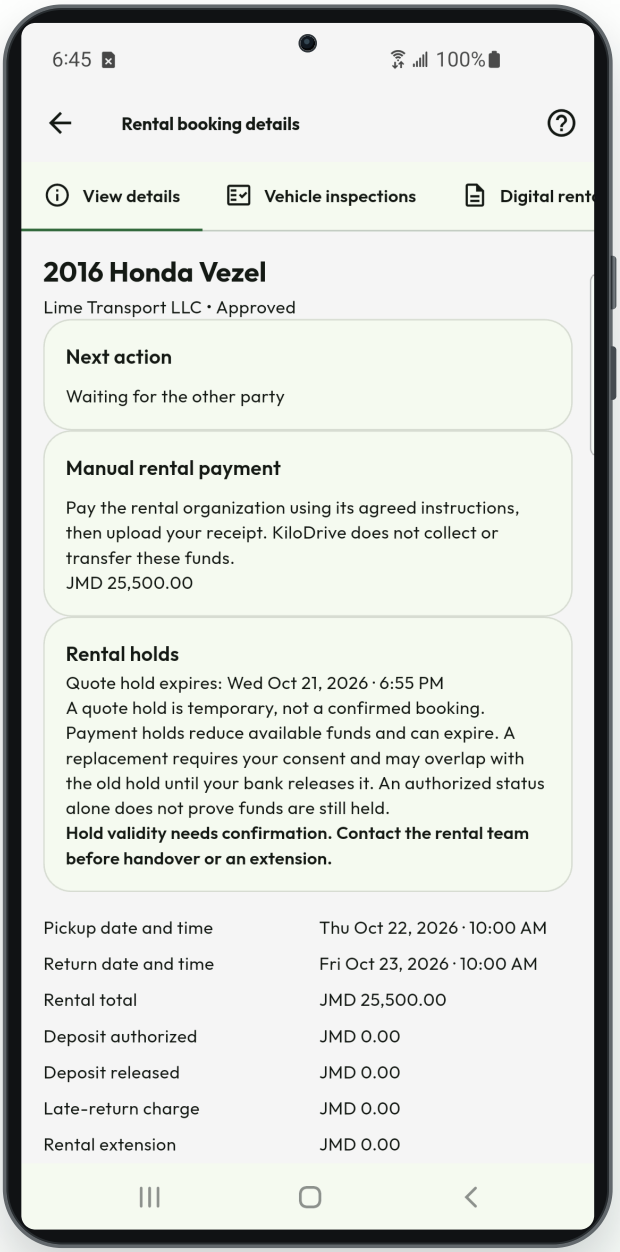
Inspect the requested vehicle and dates before Accept or Decline. Acceptance remains subject to current inventory and eligibility; do not repeat the action if its outcome is unknown. Captured on Samsung, build 244; retained workflow illustration for edition 5.8. Current controls and values take precedence.

Confirm approval independently



The booking list shows Approved after the decision. Approval is not payment confirmation, collection or return. Open the booking again to follow its next required action. Captured on Samsung, build 244; retained workflow illustration for edition 5.8. Current controls and values take precedence.

Distinguish a quote hold from payment



The approved booking explains its manual-payment and temporary-hold state. A hold has an expiry and is not a confirmed booking. Reconcile interrupted payment evidence before retrying. Captured on Samsung, build 244; retained workflow illustration for edition 5.8. Current controls and values take precedence.

Record collection, return and deposit resolution

`Rental booking → condition record / handover / return`

Before you begin

Both parties should inspect the same vehicle. Have clear photographs and accurate odometer and fuel/charge readings.

Do this

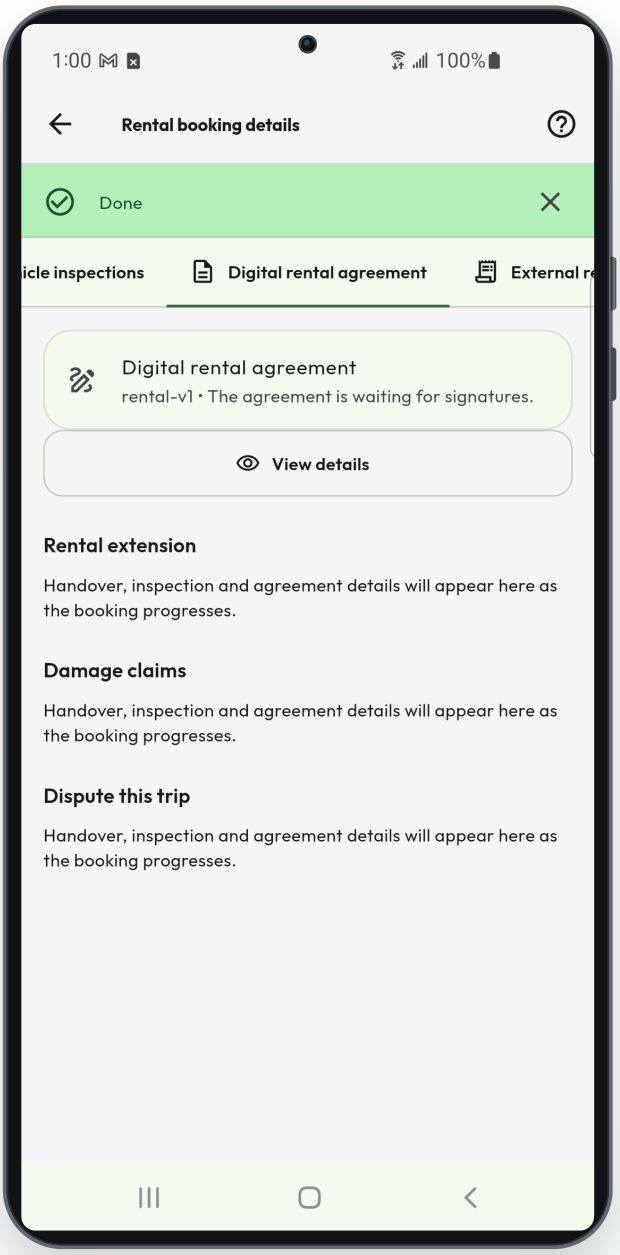
1. At collection, record existing damage and photographs, odometer, fuel/charge, keys and accessories. Review the acknowledgement/signature fields with the customer.
2. Confirm the handover only when physical collection occurs. Send or make available the completed record through the booking controls.
3. At return, repeat the inspection and compare against collection evidence. Document differences and estimates instead of assuming all damage is new.
4. Follow the policy for late return, missing extras or damage. Present the deduction and evidence and preserve the customer's dispute route.
5. Resolve the deposit using the authorized action and verify the financial result. Track release time and retain the final record and receipt.

Check the result

The timeline reflects actual custody and inspection. The customer can distinguish a returned vehicle from a fully resolved deposit.

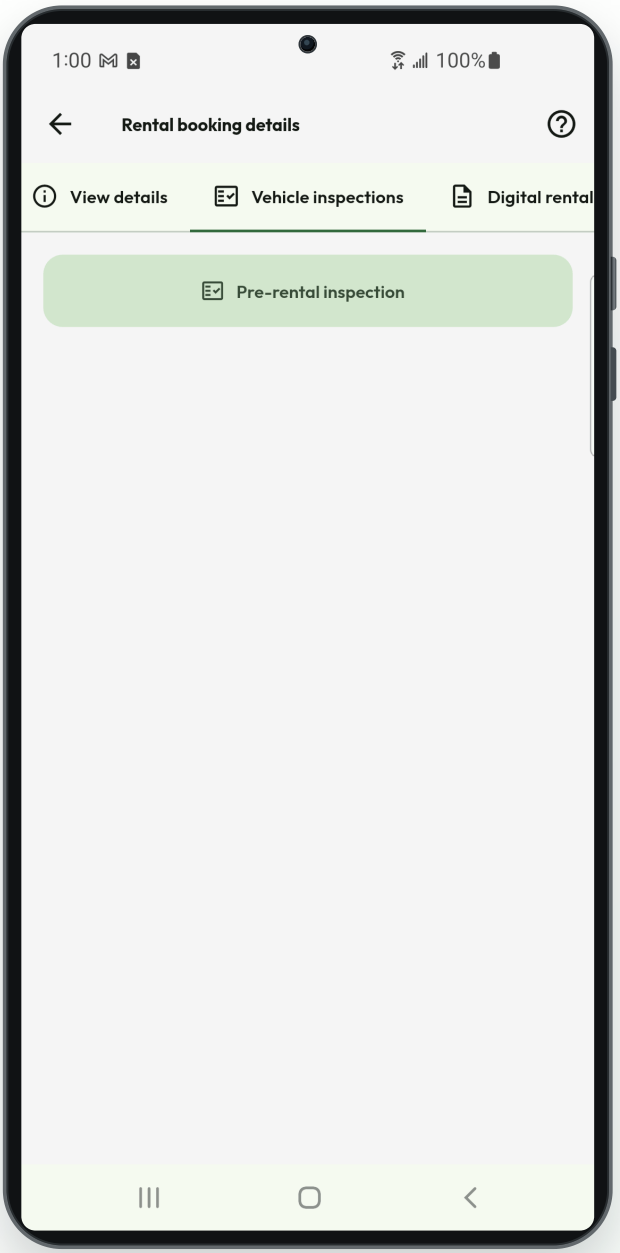
> **If you cannot continue.** If signatures or evidence are incomplete, follow the pending-action guidance. Do not replace a disputed condition record with an unsupported assertion or a second payment.

Complete both agreement signatures



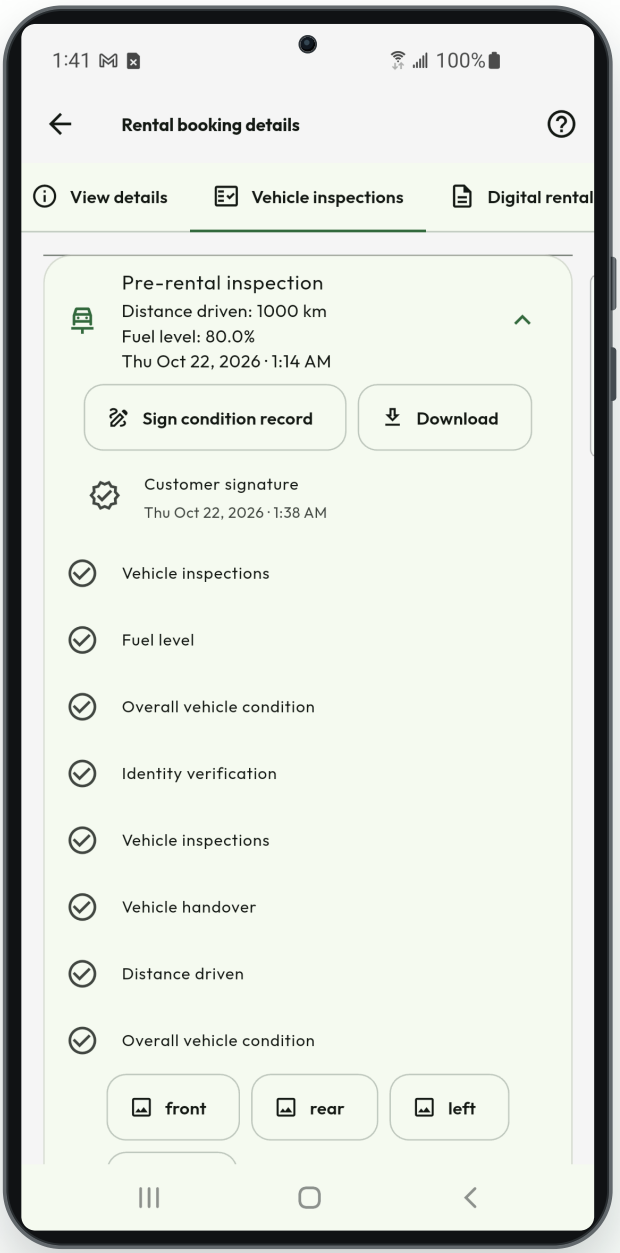
The agreement remains waiting for signatures until both parties complete their steps. Review its details; one party signing does not mean that the vehicle has been handed over. Captured on Samsung, build 246; retained workflow illustration for edition 5.8. Current controls and values take precedence.

Open the collection inspection



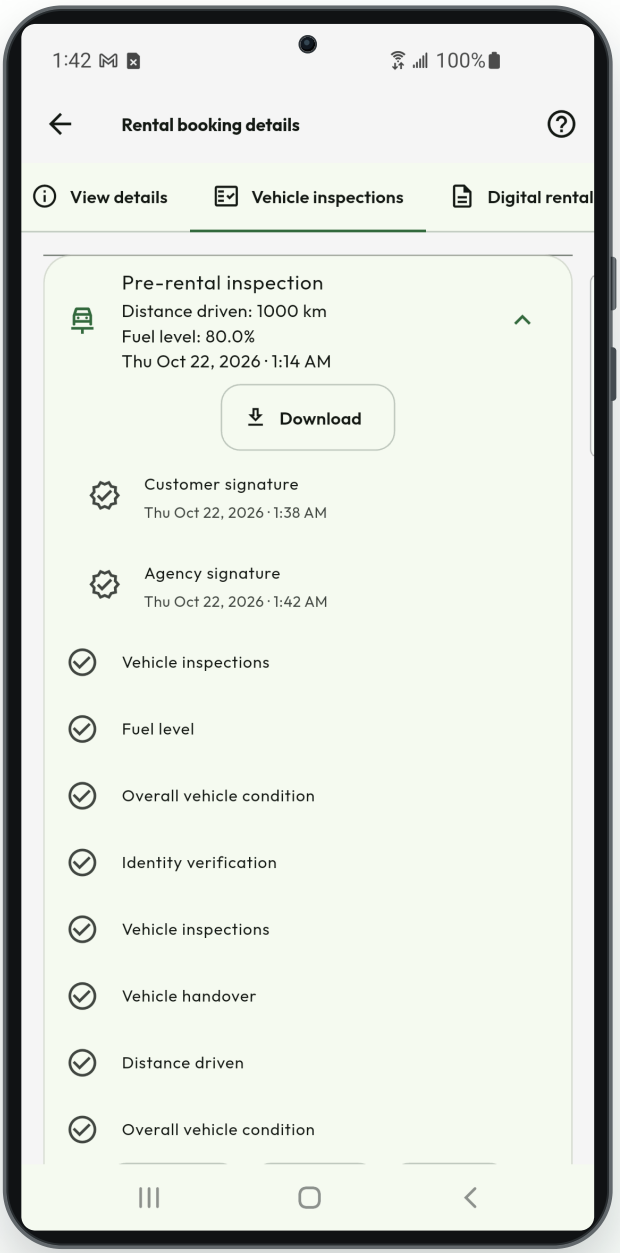
Start the pre-rental inspection from Vehicle inspections. Record the vehicle evidence required by the workflow before agreeing to its condition or marking collection complete. Captured on Samsung, build 246; retained workflow illustration for edition 5.8. Current controls and values take precedence.

Review condition evidence before signing



Expand the record to inspect fuel, distance, condition and evidence. Open the photographs and resolve discrepancies before signing. Customer and agency signatures are separate recorded actions. Captured on Samsung, build 246; retained workflow illustration for edition 5.8. Current controls and values take precedence.

Download the signed condition record



The condition record now displays both customer and agency signatures. Use Download to keep a copy. Signed condition evidence and the booking lifecycle remain distinct records. Captured on Samsung, build 246; retained workflow illustration for edition 5.8. Current controls and values take precedence.

Choose the correct membership beneficiary

`Billing & Financial → Membership → Plans`

Before you begin

Select personal use or the authorized provider organization. The membership belongs to that beneficiary, not every account on the device.

Do this

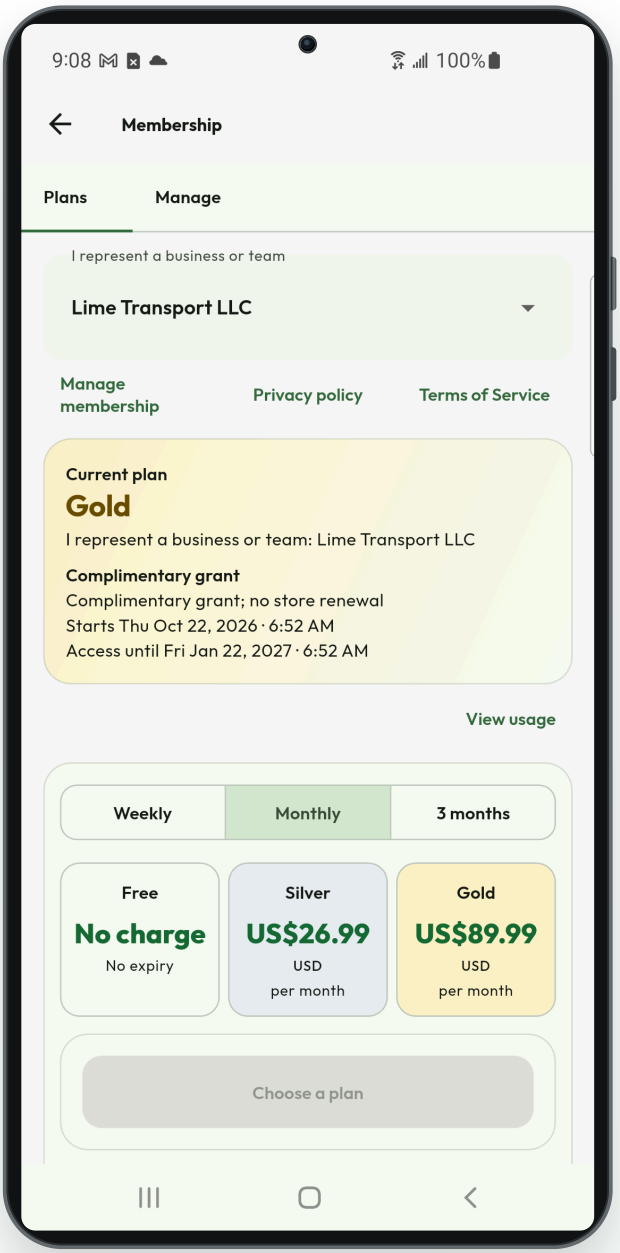
1. Read the Current plan card: tier, term/grant type, effective dates and renewal information. A complimentary grant has no store renewal.
2. Choose Weekly, Monthly or 3 months, then compare Free, Silver and Gold. Inspect service-specific benefit values and their reset/capacity units.
3. Review View usage for consumed and remaining allowance. A membership term and a benefit reset window are not necessarily the same period.
4. Select the permitted upgrade/downgrade action. Read the price and currency, readiness warning if shown, renewal disclosure and legal links.
5. Confirm in the native Apple/Google sheet only when the beneficiary, product, term and charge are correct. Return and wait for the server-confirmed entitlement.

Check the result

Current plan and effective dates reflect the verified result. A payment sheet, receipt or app animation alone does not establish the correct server entitlement.

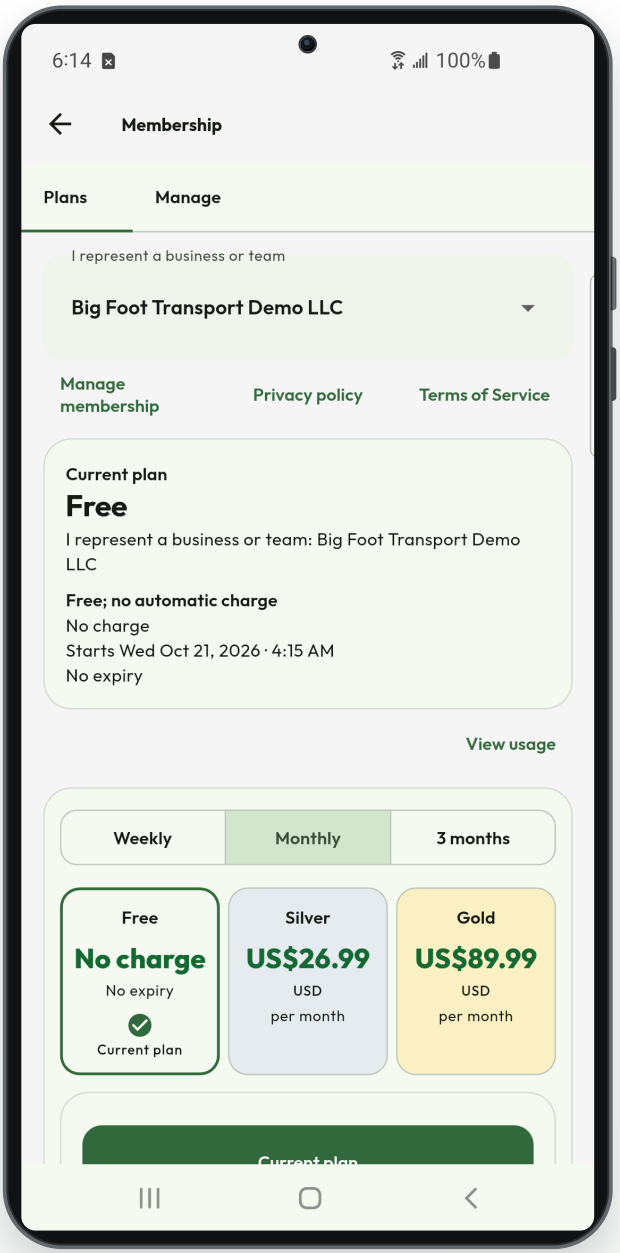
> **If you cannot continue.** If interrupted, open Manage and recover the original purchase. Do not purchase a second product to fix an unfinished one. A paid tier does not approve documents or remove safety requirements.

Distinguish a grant from a subscription



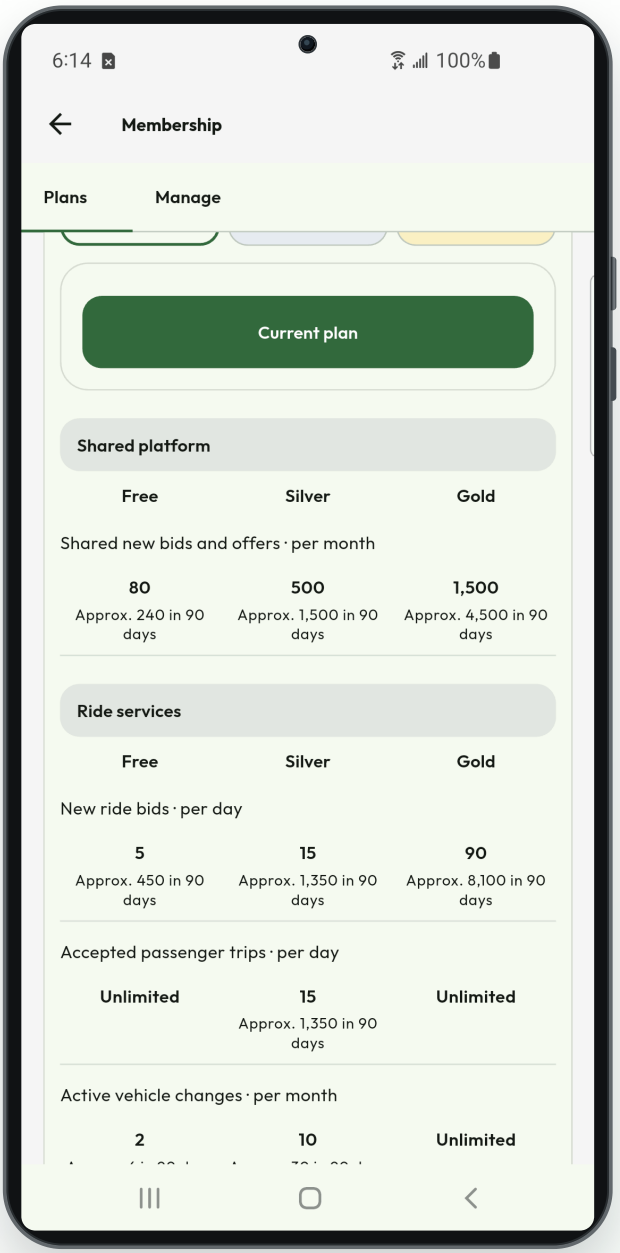
The Gold card in this synthetic account explicitly says Complimentary grant; no store renewal. The comparison below shows a selected term and storefront currency. These displayed prices are historical examples, not a current quote or proof of a successful store purchase. Captured on Samsung, 22 October 2026, build 247.

Choose the membership beneficiary



Select the represented provider or team before comparing plans. This example has Free access with no automatic charge. Store currency, available offers and published allowances may differ from these example values. Captured on Samsung, build 244; retained workflow illustration for edition 5.8. Current controls and values take precedence.

Read benefits with their reset windows



Compare the selected term and each benefit unit. A quarterly subscription does not turn a daily or monthly allowance into one unrestricted pool. Read the live published values before purchase. Captured on Samsung, build 244; retained workflow illustration for edition 5.8. Current controls and values take precedence.

Restore, change or stop renewal

`Membership → Manage`

Before you begin

Use the store account that owns the subscription and the KiloDrive beneficiary to which it was assigned. A different person's purchase cannot be silently transferred.

Do this

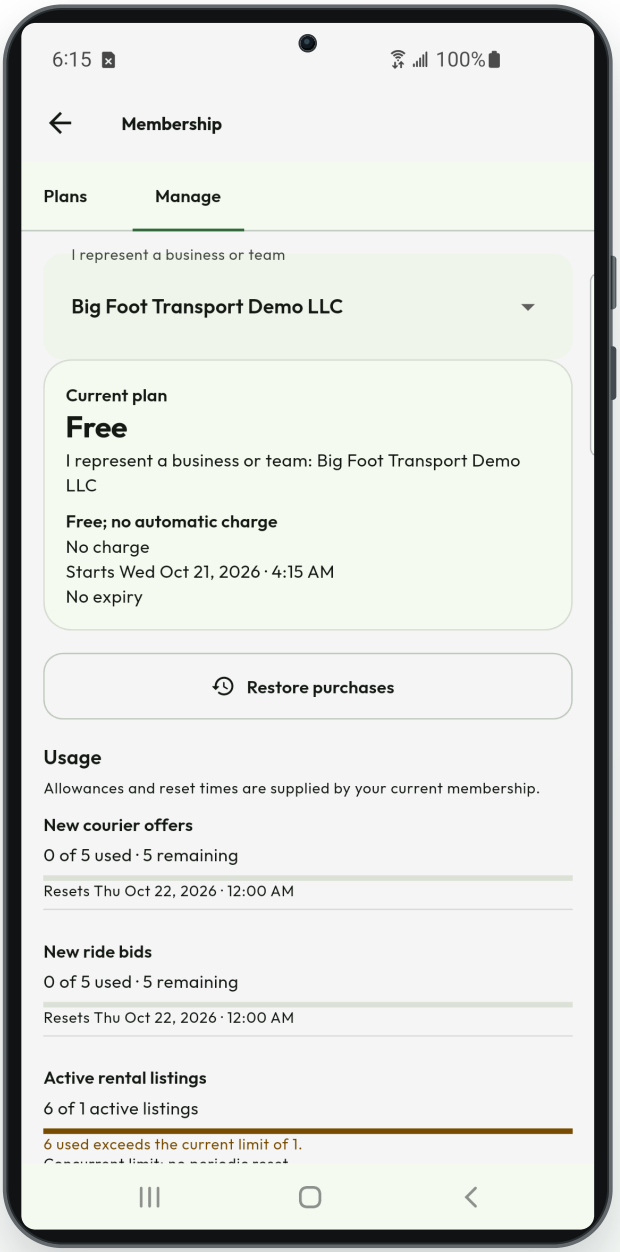
1. For an unconfirmed purchase, use Check status/recovery first. Preserve the existing operation while the app checks the store and server.
2. Use Restore purchases for eligible purchases associated with that store account. Inspect the recovered beneficiary and period before taking work.
3. For a plan change, read the native store's effective timing and charge. An upgrade or downgrade may apply now or at a future renewal; do not infer timing from the button label.
4. Use the management/cancellation path and provide a reason where requested. Follow the store subscription management step when required to stop auto-renewal.
5. Reopen Current plan to confirm the recorded renewal/access dates. Cancellation of renewal normally leaves verified access through its end; a refund/revocation may change that.

Check the result

You can tell whether a request was recorded, store renewal stopped, or access ended. These are separate events. Uninstalling the app does not cancel renewal.

> **If you cannot continue.** If restore reports another owner, contact Support with a safe transaction reference. Do not clear history or create another identity as a substitute for ownership reconciliation.

Find restore and usage together



The Manage tab contains restore and usage. A restored store transaction still requires server verification. This example shows a Free account and an exceeded listing allowance, not a successful paid purchase. Captured on Samsung, build 244; retained workflow illustration for edition 5.8. Current controls and values take precedence.

Cash out and reconcile business money

`Finance / Billing & Financial → cashout / transactions`

Before you begin

Check available funds, held amounts, current withdrawal limits and the correct beneficiary. Points conversion and cash withdrawal are separate operations.

Do this

1. Select or create the supported payout destination. Verify its masked bank/PayPal details before choosing it; do not send credentials through Support.
2. Review amount, fees, limits and any cooldown. Submit once and retain the cashout reference.
3. Inspect Pending, Approved, Paid or Rejected status as displayed. A pending request may reserve funds; approval is not necessarily proof that the destination received money.
4. Use transaction date range, type and sort to reconcile ledger entries. Match receipts and payment references rather than relying only on the headline balance.
5. Download available reports and receipts privately. Investigate reversals, refunds and disputed holds using their original records.

Check the result

The ledger, cashout status and destination result agree. A rejection/refund should be confirmed by the corresponding release/credit, not assumed.

> **If you cannot continue.** If a provider response is unknown, keep the original cashout and check status. Do not send another withdrawal to force a pending payout through.

Use the Rental Risk Exchange responsibly

`Rental provider workspace → Rental Risk Exchange, where authorized`

Before you begin

Confirm your organization, permission, lawful purpose and the applicable terms. This is a separate workflow funded through the entity wallet, not a new Apple/Google membership.

Do this

1. Review the requested screening, allowance/price and wallet impact before confirming. Do not conduct unrelated personal searches.
2. Submit only the required identifiers and evidence. Keep sensitive records inside the authorized case workflow.
3. Read the result with its status, source and limitations. An allegation or unresolved dispute is not a proven finding and must not replace current qualification checks.
4. Use the correction, response or dispute controls available for the record. Preserve evidence and explain decisions through the proper channel.
5. Review organization access and transaction history. Reconcile an interrupted wallet action before repeating the screening.

Check the result

The screening and its financial record can be traced to the authorized entity and purpose. Access does not grant permission to publish another person’s private data.

> **If you cannot continue.** If access, funds or required consent are missing, resolve that specific condition. Do not borrow another organization’s credentials or use a generic file link to bypass evidence permissions.

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

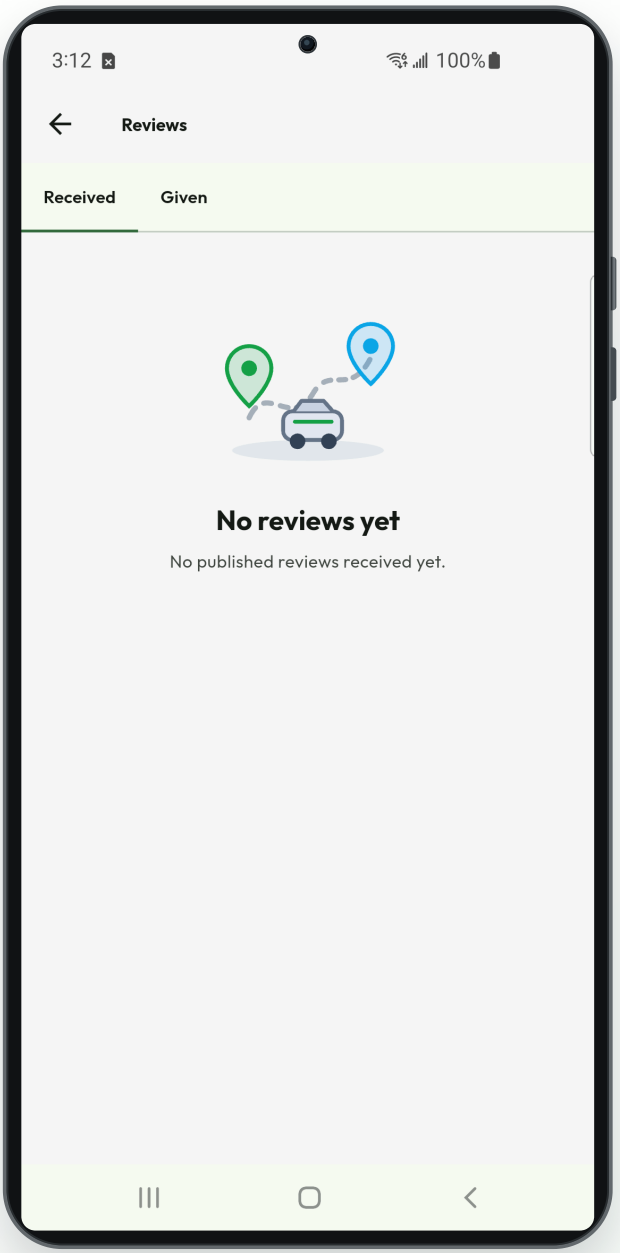
1. Open rewards and inspect the available points balance and points history. Check whether an entry is earned, pending, converted or reversed.
2. Generate or open your referral code and share it using the provided action. A code being used at signup is not yet proof of an earned reward.
3. The referred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

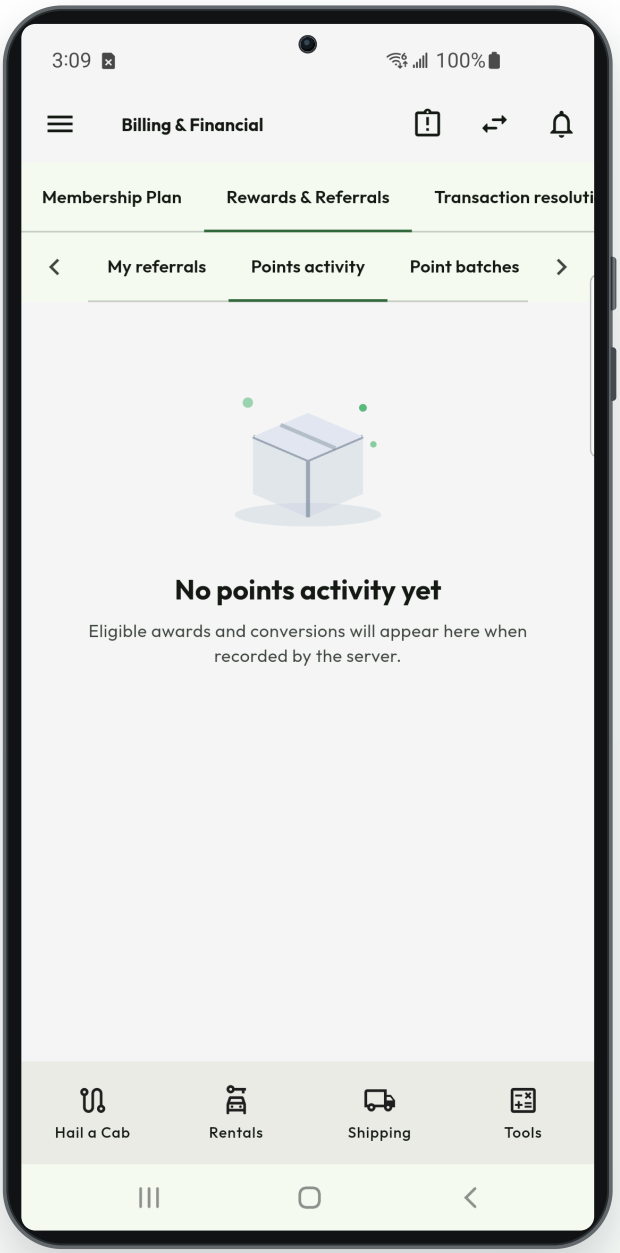
> **If you cannot continue.** If the threshold is not met, keep earning or read the current plan benefit. Do not confuse minimum points conversion with minimum wallet cashout.

Reviews received and given



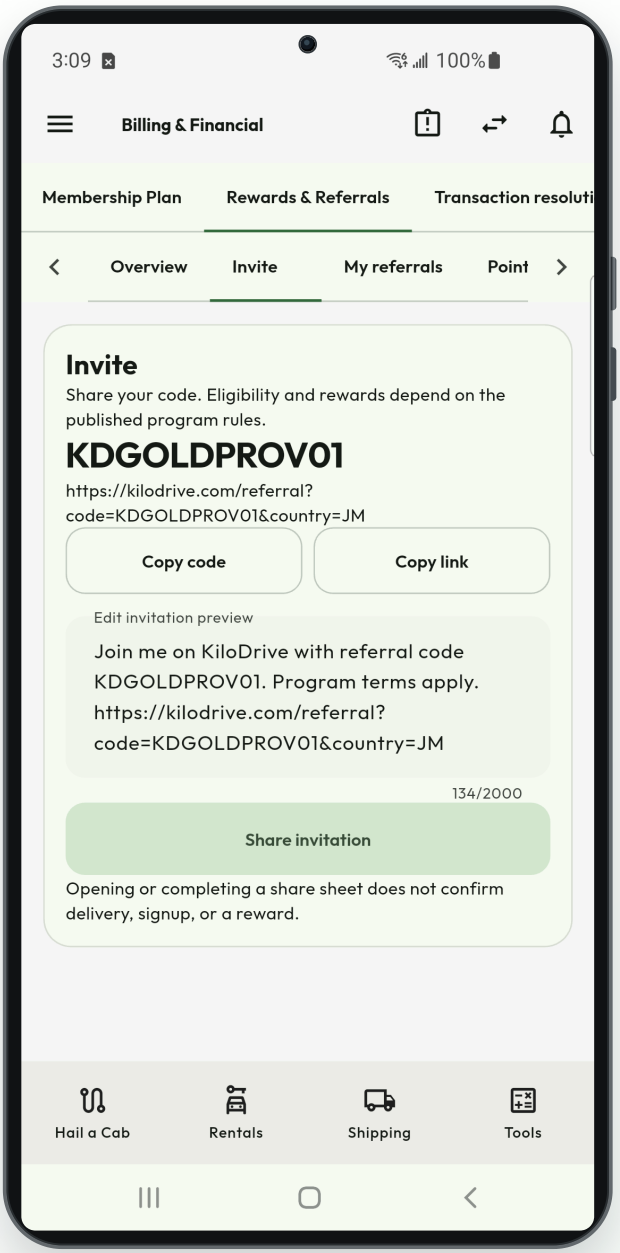
Use Received and Given to distinguish feedback about you from feedback you wrote. This demonstration account has no published reviews. Captured on Samsung SM-G970U, consumer build 247, 22 October 2026. Synthetic demonstration account.

Check points activity



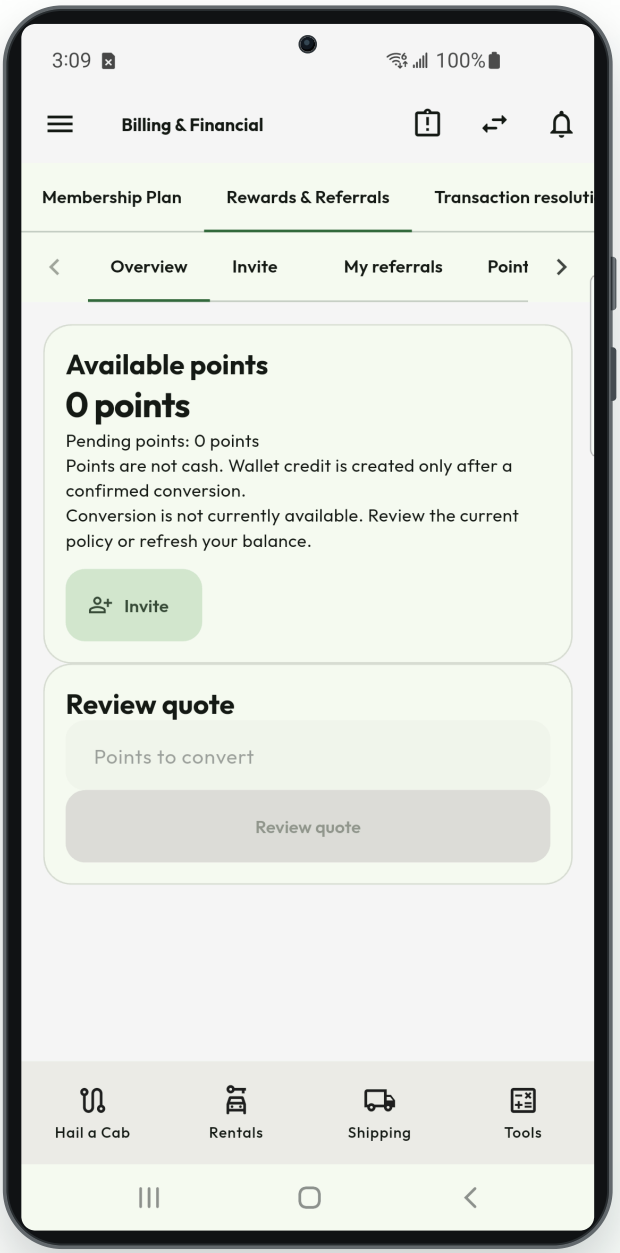
Points activity lists eligible awards and conversions recorded by the server. This freshly seeded demonstration account has no activity yet. Captured on Samsung SM-G970U, consumer build 247, 22 October 2026. Synthetic demonstration account.

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.

Rewards balance and conversion



Read available and pending points separately. Review the current conversion quote before confirming; a points balance is not cash. 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

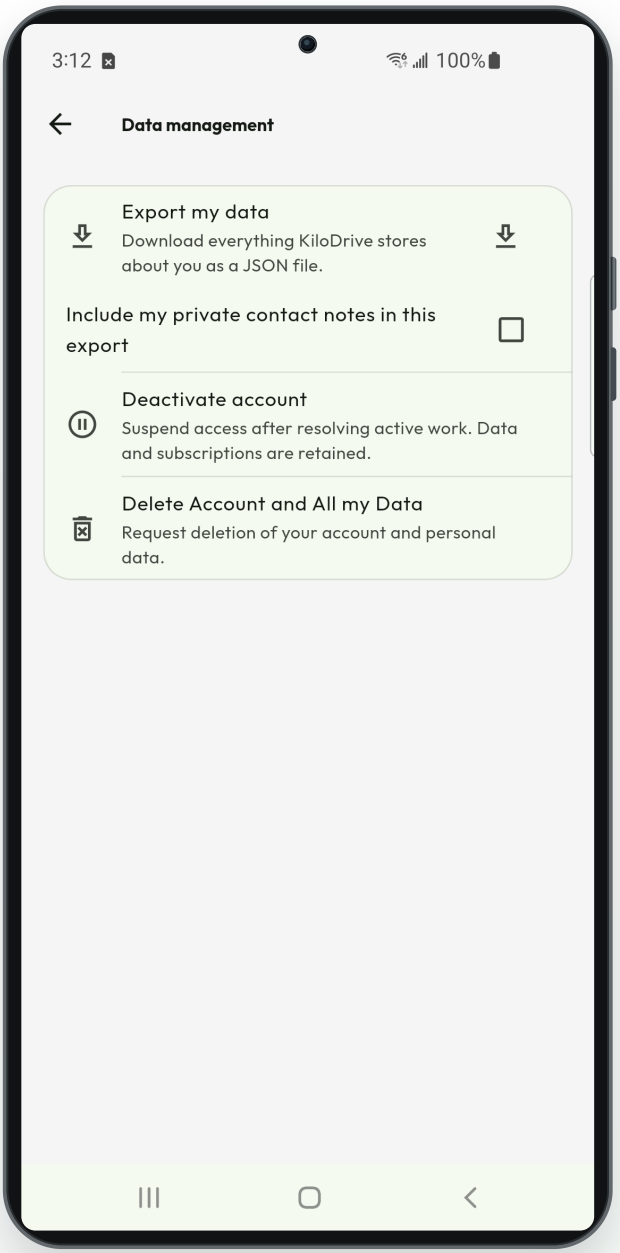
1. Export your data if you need a personal record. Store the download privately; it may contain account, activity and financial information.
2. For a temporary suspension, read the deactivation disclosure, including retained records and the reactivation route.
3. For permanent removal, choose Delete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

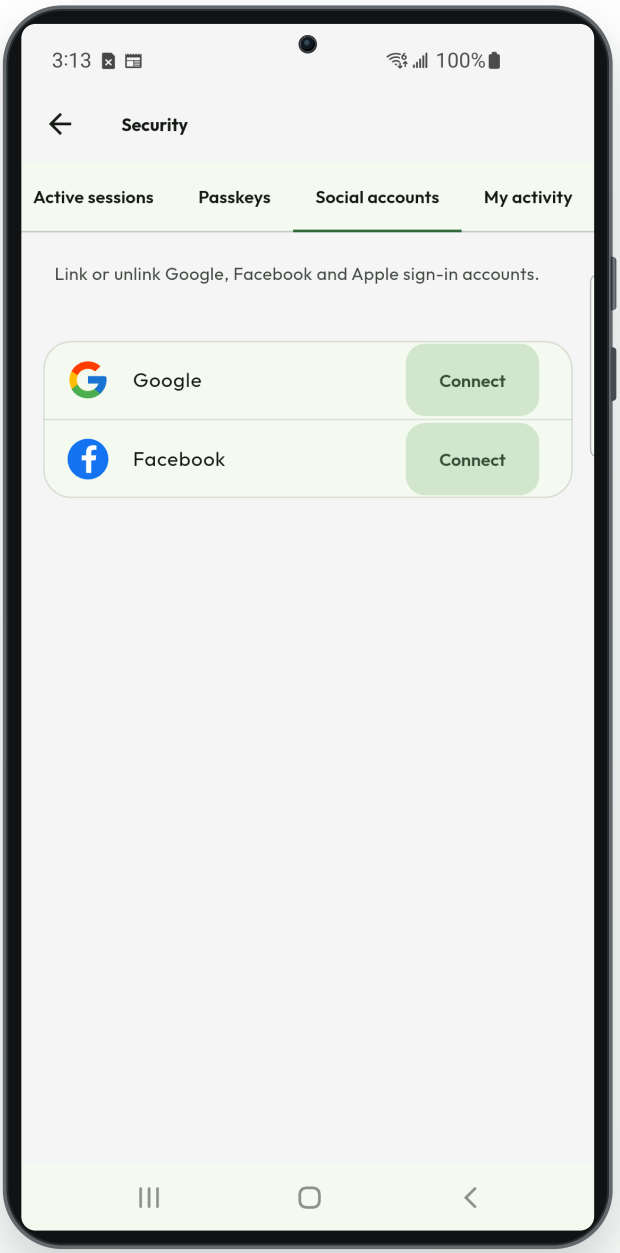
1. Open the linked-account controls and choose the provider you intend to attach. Complete the provider's own authentication and the current KiloDrive security challenge.
2. Read the result and refresh the linked-account list. If the identity belongs to another KiloDrive account, do not assume the accounts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

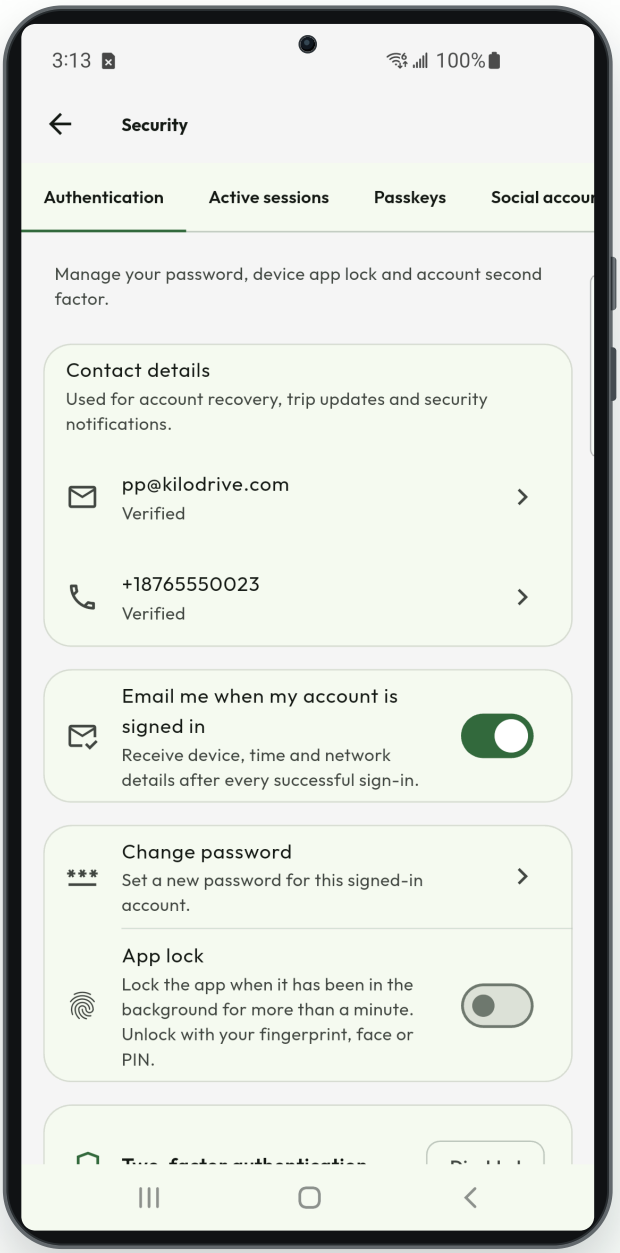
> **If you cannot continue.** For a link collision, use the original account's recovery or Support. Never share confirmation codes, and do not repeatedly create new identities to bypass the collision.

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.

Transfer custody without losing accountability

`Courier bidding hall → Courier custody Transfer / active job`

Before you begin

Keep the goods secure and confirm the correct job. A message asking another courier to help is not an authorized transfer of custody.

Do this

1. Open the actual active job and the offered custody-transfer action. Identify the receiving courier and review eligibility and required participant consent.
2. Record the true location, goods condition and handoff evidence requested by the workflow. Do not fabricate a signature, photograph or location.
3. Have the required participants confirm their own actions. A proposed transfer is not complete until the system records its acceptance and handoff.
4. Read back the new custodian and next stop before leaving the goods. Retain the job reference and the custody receipt.
5. If the original courier is unavailable or an emergency requires intervention, use Support's authorized recovery. Do not represent that person as having consented.

Check the result

The custody history identifies who handed over and received the goods, with the required evidence. Membership loss for new work must not be treated as permission to abandon existing custody.

> **If you cannot continue.** If confirmation is interrupted, check the same transfer. Do not start a second handoff or give the goods to an unverified person based only on a tracking number.

Maintain availability, condition and extras

`Rental workspace → Fleet → vehicle`

Before you begin

Use the vehicle's true branch, condition and operational capacity. A published photo and a calendar colour do not replace a fresh quote or safety check.

Do this

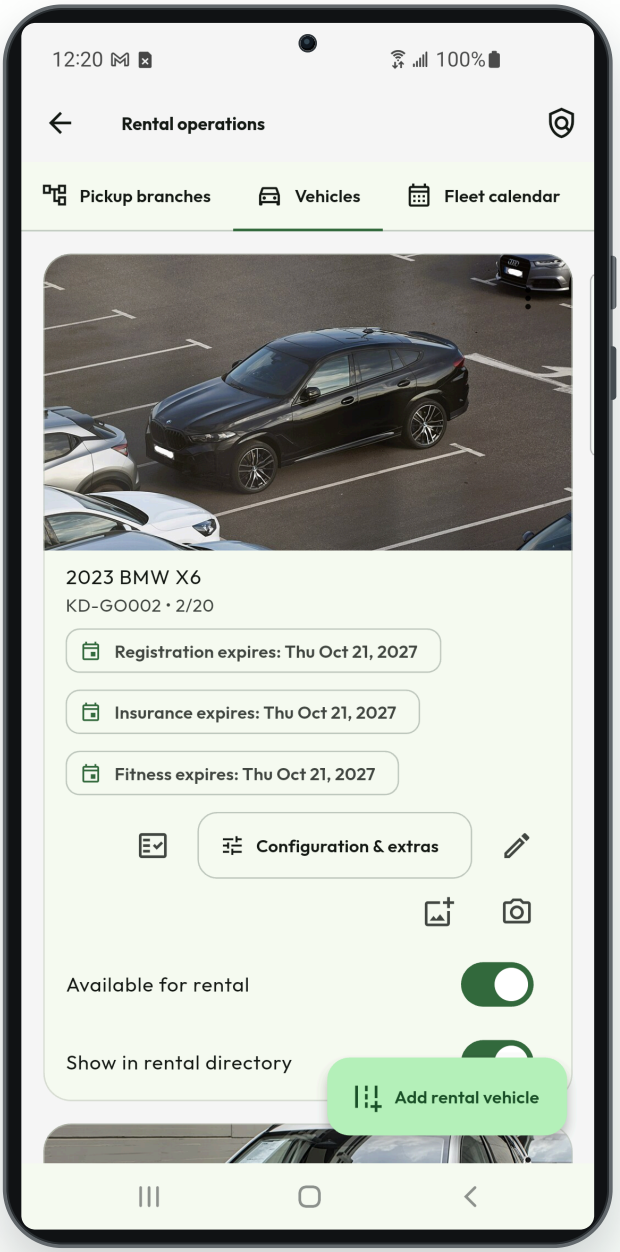
1. Maintain configuration, seating, steering/transmission, odometer, inspection and known damage. Add clear gallery images of the actual vehicle.
2. Assign the intended requirement and policy profiles. Review the customer-facing details after saving changes.
3. Set unavailable/maintenance intervals and inspect the calendar. Navigate months to check upcoming commitments; confirmed allocations must prevent conflicting rental periods.
4. Configure offered accessories, quantities and prices where supported. Do not promise a child seat or other extra whose availability is unconfirmed.
5. Before approving an extension or substitution, check the whole new interval, branch schedule, condition and policy. Record the accepted change in the booking.

Check the result

The listing, calendar and actual operational vehicle agree. Existing rental evidence remains tied to its booking rather than being silently rewritten by a later listing edit.

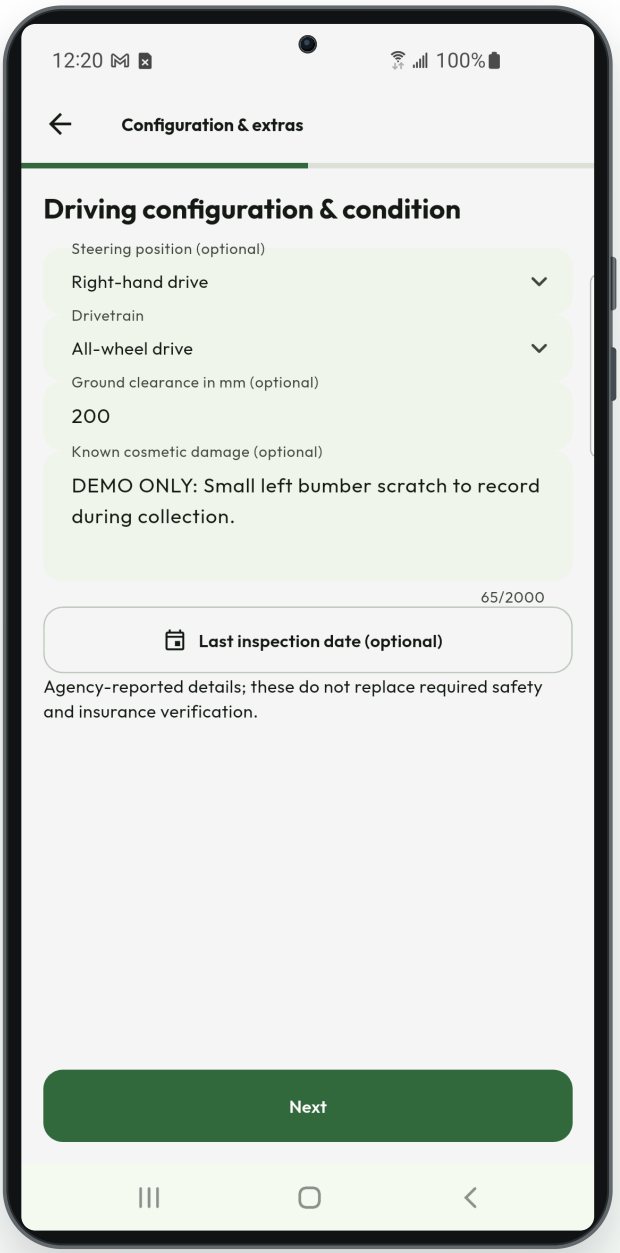
> **If you cannot continue.** If a maintenance change affects an existing commitment, use the booking communication and authorized change/cancellation path. Never hand over a vehicle with an unresolved critical defect.

Manage fleet availability



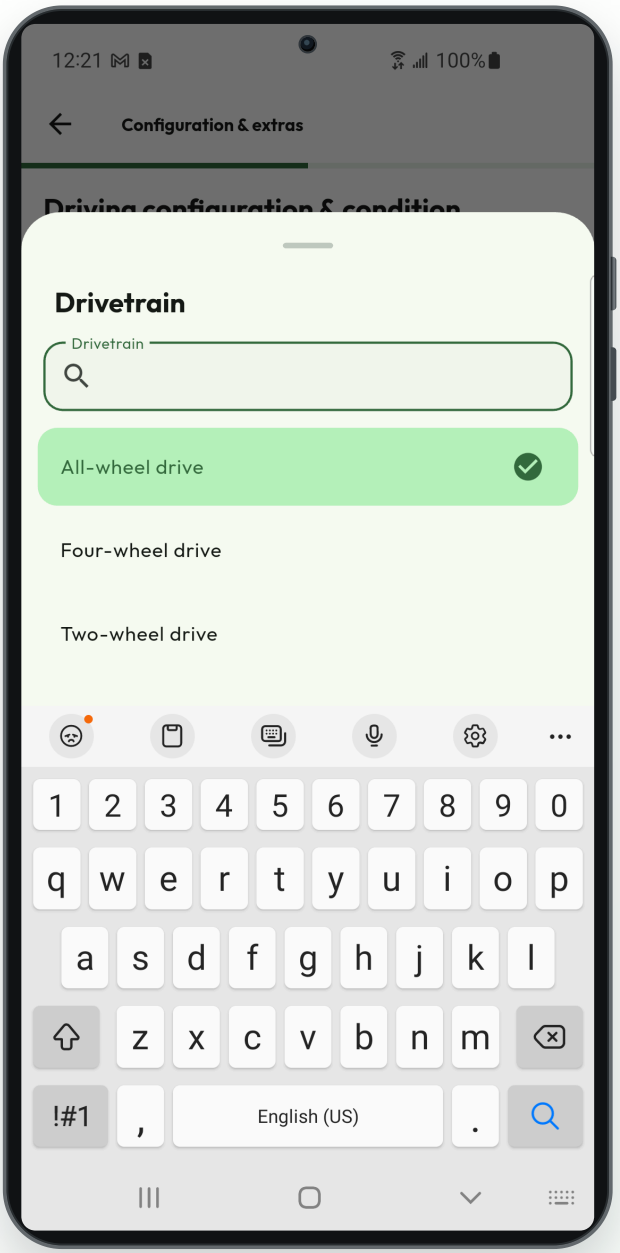
Open a vehicle to manage configuration, extras, documents and listing state. Available for rental and visible in the directory are distinct choices; changing a listing does not cancel an existing booking. Captured on Samsung, build 246; retained workflow illustration for edition 5.8. Current controls and values take precedence.

Record configuration and condition



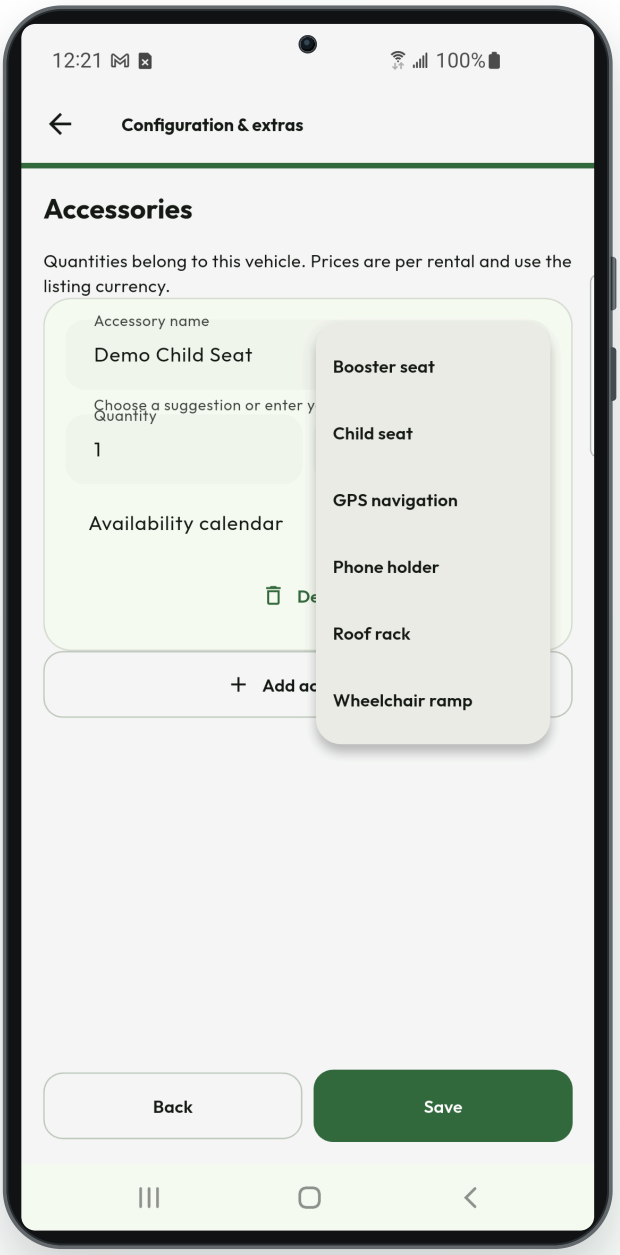
Specify steering position, drivetrain, clearance, known damage and inspection information. These provider statements do not replace vehicle safety checks or document verification. Captured on Samsung, build 246; retained workflow illustration for edition 5.8. Current controls and values take precedence.

Choose a standard vehicle value



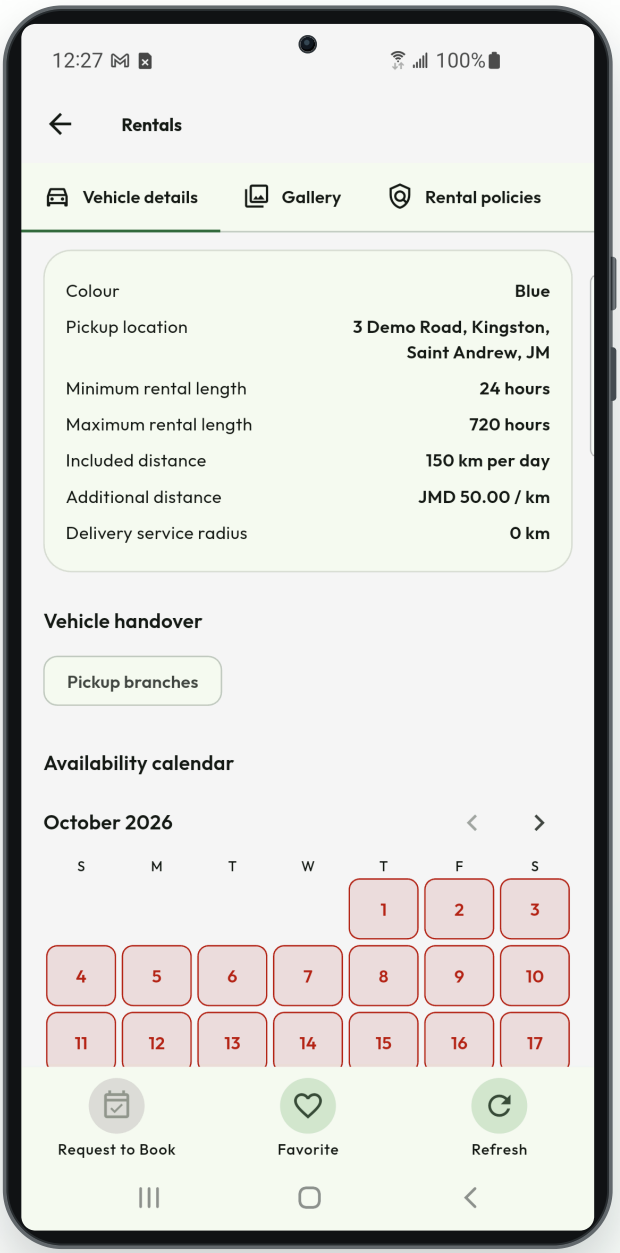
Use the searchable drivetrain selector to choose a consistent value. The keyboard is intentionally visible here to illustrate search; confirm the selected option before saving the form. Captured on Samsung, build 246; retained workflow illustration for edition 5.8. Current controls and values take precedence.

Configure bookable accessories



Choose an accessory suggestion, then set quantity, price and availability for that vehicle. Example accessories and amounts are illustrative; do not promise an item that is not available. Captured on Samsung, build 246; retained workflow illustration for edition 5.8. Current controls and values take precedence.

Inspect customer-facing availability



This customer view shows rental duration limits and the monthly availability calendar. Red dates are unavailable. Verify the applicable time window before confirming a booking or extension. Captured on Samsung, build 246; retained workflow illustration for edition 5.8. Current controls and values take precedence.

Run a daily provider operations review

Start of shift

- Confirm the active organization/workspace and staff permissions.
- Review missing, rejected or expiring documents and vehicle maintenance before taking new work.
- Check today’s rides, courier custody, rental collections and returns, including branch closures.
- Inspect membership usage and resets separately from legal readiness.

During operations

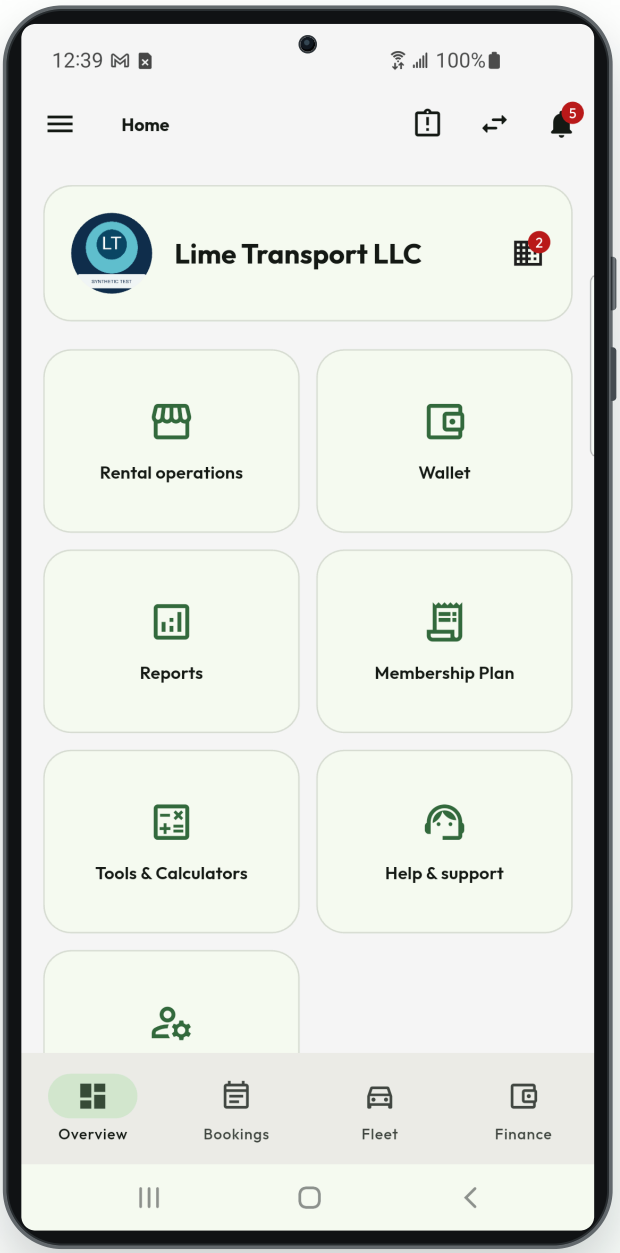
Keep assigned jobs and custody records current. Use actual arrival, handover and return events; payment confirmation is not a substitute for physical evidence. Check overdue actions and unresolved payment outcomes before allocating the same resource again.

End of shift

- Reconcile completed work, cash collections, holds, refunds and payout requests against the ledger.
- Review overdue returns, unresolved receipts, disputes and deposits awaiting release.
- Download the supported performance/report views for the correct period. Distinguish actual utilization from available inventory and completed work from cancelled requests.
- Review response delays, cancellations, downtime and deposit-release delays where the reporting screen supplies them. Do not infer unavailable metrics from a screenshot or an empty chart.

> Resolve an operational problem at its original record. Changing a plan, switching workspace or resetting a device does not settle custody, rental or financial obligations.

Start in rental operations



The rental workspace brings operations, wallet, reports and membership together. Use Bookings for requests and Fleet for listings; switch workspace to manage another provider service. Captured on Samsung, build 246; retained workflow illustration for edition 5.8. Current controls and values take precedence.

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.

One account, three transportation services

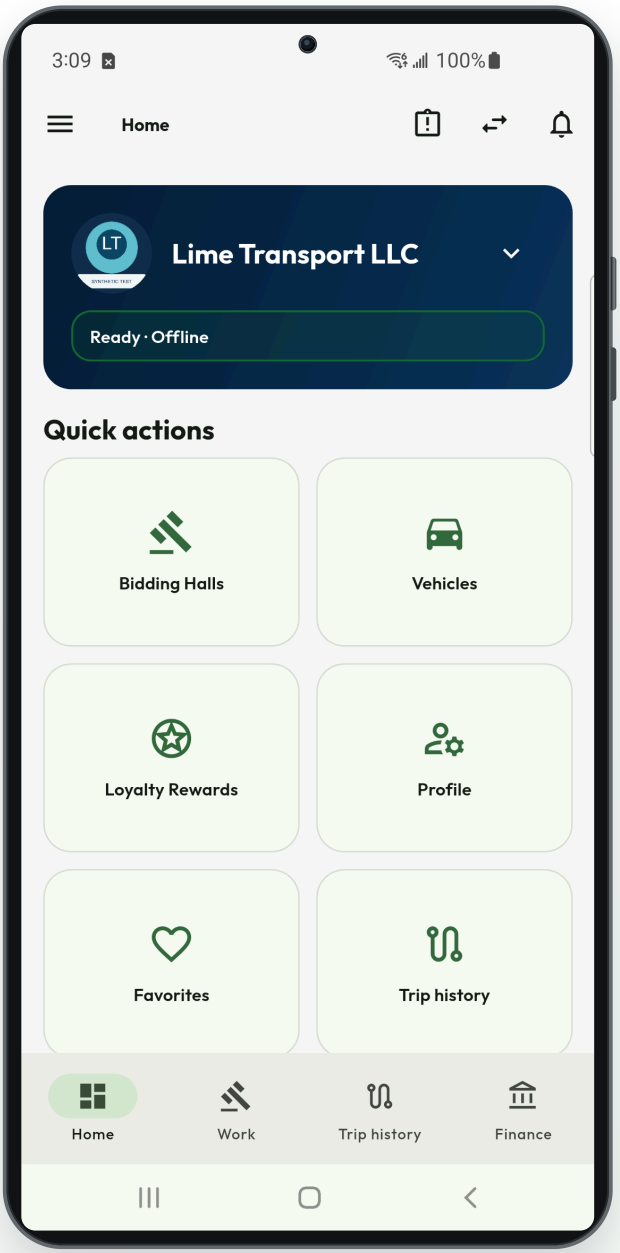
Choose **I'm a transportation service provider** when registering to offer passenger rides, courier and delivery work, or vehicle rentals. Select **Individual** or **Organization** and the service you want to set up first. One KiloDrive identity can later add other services without creating another login.

Workspace	What it does	What approval means
Passenger driving	Review rider requests, place bids, manage accepted trips and earnings.	Driver identity, vehicle, licence and country documents satisfy the ride-hailing policy.
Courier and deliveries	Carry goods, handle authorized shopping errands, preserve custody and delivery evidence.	Courier identity, capacity, vehicle and service terms satisfy the courier policy.
Vehicle rentals	Manage branches, fleet, listings, qualification, reservations and bookings.	Provider/business and each vehicle/listing satisfy rental policy.

After registration, **My Services** shows each independent setup and its next action. A returning provider can open the authorized default workspace directly. Use the workspace switch near the notification control to move to another permitted service or to customer functions. Choosing a workspace is navigation, not a grant of readiness or an extra membership.

> **Two separate gates.** Service readiness establishes whether you may perform that kind of work. Membership establishes its published usage allowance. Buying a plan does not approve an identity, vehicle, document, branch or business.

Start a driver task from Home



The driver dashboard places Bidding Halls, Vehicles and Loyalty Rewards among its quick actions. Ready and Offline are separate states; no live work was started for this capture. Captured on Samsung SM-G970U, consumer build 247, 22 October 2026. Synthetic demonstration account.

Finish the right readiness checklist

Open **My Services**, choose the intended service and follow its step wizard. A courier-only applicant must not be sent through taxi eligibility. Requirements come from the selected country and service; a document may be hidden, optional or mandatory. Optional means you may continue without it unless another explicit policy applies.

Status	Meaning	Next action
Missing	No acceptable evidence is recorded.	Enter the facts and upload the requested file.
Submitted	Evidence is awaiting a reviewer.	Wait; check the status rather than upload duplicates.
Rejected	The review includes a reason.	Read it, correct the evidence and resubmit.
Expired	The document or approval is no longer current.	Provide a renewed record.
Approved	The recorded item passed review.	Complete any remaining service steps.

Submitted is not Approved. A verified profile in one workspace does not waive another workspace's documents. A membership card is never a legal-readiness indicator. Where a reviewer approves or rejects a document, check the recorded status in the app; email, SMS, WhatsApp and push are sent only where a destination and provider are available.

Keep uploaded identity and vehicle evidence accurate and private. Review expiry dates before accepting work. If a network interruption leaves submission outcome unknown, use the original status/recovery control before trying another upload or action.

Operate as a courier or bearer

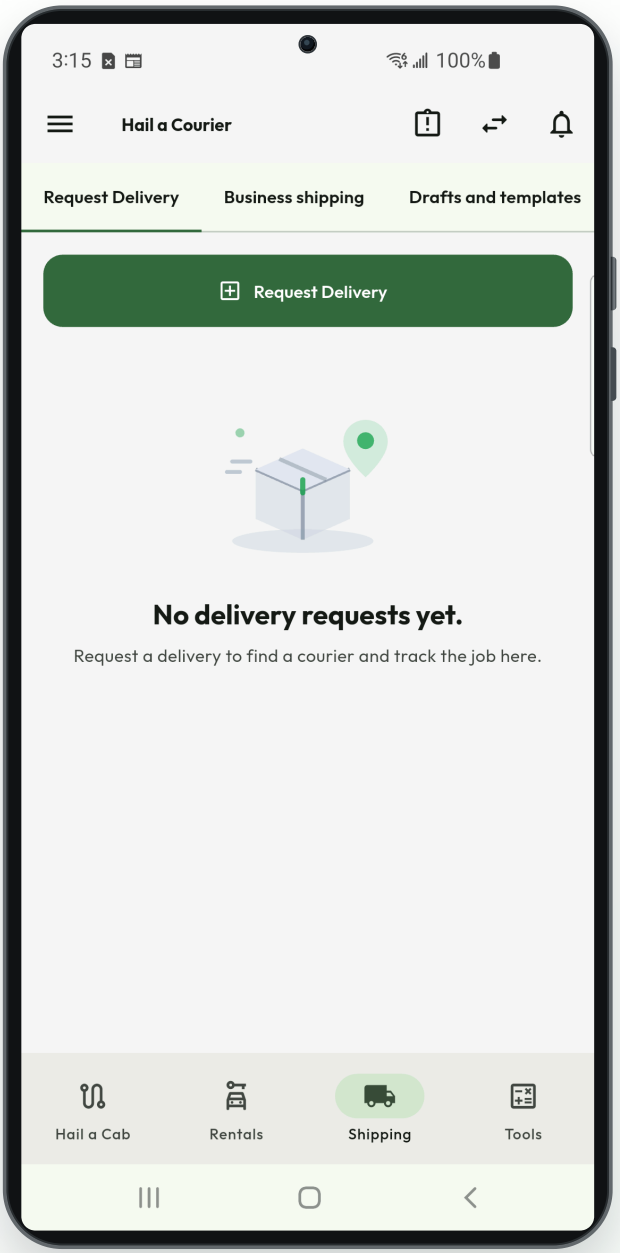
Open the Courier service card in **My Services**, review the current country courier agreement and complete the dedicated wizard. Enter your carrying capacity and register a suitable motorcycle or motor vehicle. A motorcycle's physical class is not a passenger-taxi approval. Submit the required identity, licence, vehicle and capacity evidence; review may be pending even after you accept the terms.

Courier Home separates readiness from the working dashboard. The bidding hall has places for available work, custody transfers and your offers. Review pickup and destination, declared goods, handling needs, budget, schedule, payment mode and route before offering. The requester does not ride along. An immediate request and a scheduled request have different start times; check the actual job record before travelling.

1. Accept only goods, quantities and routes your approved vehicle can carry. Refuse prohibited, unsafe or misdescribed goods.
2. At pickup, confirm the correct tracking record and collect required photo, code, signature or QR receipt before assuming custody.
3. Follow the recorded stop order and update custody/GPS status through the app. A tracking number identifies work; it alone never authorizes public location or private data access.
4. At delivery, obtain the required recipient proof. If delivery fails, record the attempt and follow the authorized redelivery or return path.

> **Custody survives eligibility changes.** Losing permission to accept new work does not remove access needed to complete, return or reconcile an already accepted job. Contact Support if that safe path is unavailable.

Open the delivery workspace



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.

Handle buy-and-deliver errands safely

A shopping job has a service fare and a separate goods budget. Read item quantity, maximum price, substitution rules, merchant, access instructions and payment authorization. Do not spend above the authorized budget or assume a customer will reimburse an unapproved substitution. If the item is unavailable, use the job's inability-to-buy path and ask for the permitted next decision.

Capture the merchant receipt and actual spend. A receipt mismatch or extra-spend request needs the requester's explicit approval through the recorded workflow. Preserve photos and notes without exposing payment credentials or unrelated people. Deliver the purchased goods with the same custody evidence required for a normal parcel; a cash errand does not authorize an unrecorded extra collection.

Completion of the route and completion of money review are separate. A requester can still review a pending goods receipt after a job is marked Completed, Cancelled or Returned to sender. Unused held goods money is released only after the authoritative financial reconciliation. Inspect service-fare settlement, goods reimbursement and any merchant refund as separate records.

If receipt approval, rejection or budget action is interrupted, keep the original decision and use **Check status**. A later location update or a closed journey is not proof that its payment decision completed. Do not resubmit a new budget request or accept a duplicate shopping job to cure an uncertain result.

> **Templates are not authorizations.** A reusable request template can prefill route and item defaults, but it clears old contacts, private attachments, appointments and payment consent. The requester must review a fresh quote for every new job.

Delegate work without sharing an account

An approved organization owner or authorized manager can invite a colleague to the provider team. Each person uses their own KiloDrive identity. Choose a role and the least permissions needed for the work; review invitations, acceptance, branch scope and current status. Sending an invitation is not employee approval, service readiness or a right to use the organization's wallet.

Inspect a staff member's effective access before assigning them a vehicle, rental handover, courier custody or billing task. A driver's or courier's personal legal readiness remains independent of the organization. When someone leaves, revoke their access in the team screen and review current obligations rather than waiting for an old invitation to expire. Never send them an owner password or a shared authentication code.

Organization membership and benefit usage belong to the named organization. A personal plan cannot be silently lent to teammates. Staff may see information permitted by their role, but purchase, grant and administrative changes require their own specific authorization. If an organization membership update is unconfirmed, reconcile the original operation and read back the beneficiary before doing anything else.

The restricted System Admin app handles platform administration and document review. Consumer providers cannot approve their own readiness, edit system policy, grant themselves a plan or access another tenant merely because they own a business.

> **Access review.** Review staff permissions after role changes, lost devices and departure. Report a suspected compromised account through Security and Support; revocation of a colleague does not itself cancel an active trip, custody or rental obligation.

Private document handling

Submit identity, vehicle and service-compliance files through their own readiness fields. Read the file types and size limits shown for that field; limits and picker choices are not identical across every upload workflow.

Capture and submit

1. Use Take photo, gallery or the document picker where offered. Keep required text and edges readable; do not alter the evidence.
2. Check the preview, document type, holder, dates and associated vehicle/service.
3. Wait for file transfer and required scan checks. The server also checks whether the attachment belongs to the correct account and purpose.
4. Submit the application and confirm its new status. A successful upload is not an approved application.
5. Follow the specific rejected, missing or expired action. Avoid duplicate submissions while the case is pending.

Restricted review

Private document review checks authorized staff, organization/country scope and the document's purpose. Protected viewer access can expire. Quarantined files must not be opened until their scan evidence is accepted.

The S3 implementation requests private access and encryption at rest. These are storage controls, not a promise that all documents are end-to-end encrypted or cannot be photographed by an authorized viewer. Do not email raw evidence or copy it into public profiles and chat groups.

> **Keep readiness current.** Renew licences, insurance and vehicle documents before expiry. Readiness can change after approval. See identity and licence review, private uploads and provider evidence responsibilities.

Go online and respond to rider requests

Open the driver workspace and Work / Bidding Hall. Check the active vehicle, service readiness, membership permission, account access and notification/location settings before going online.

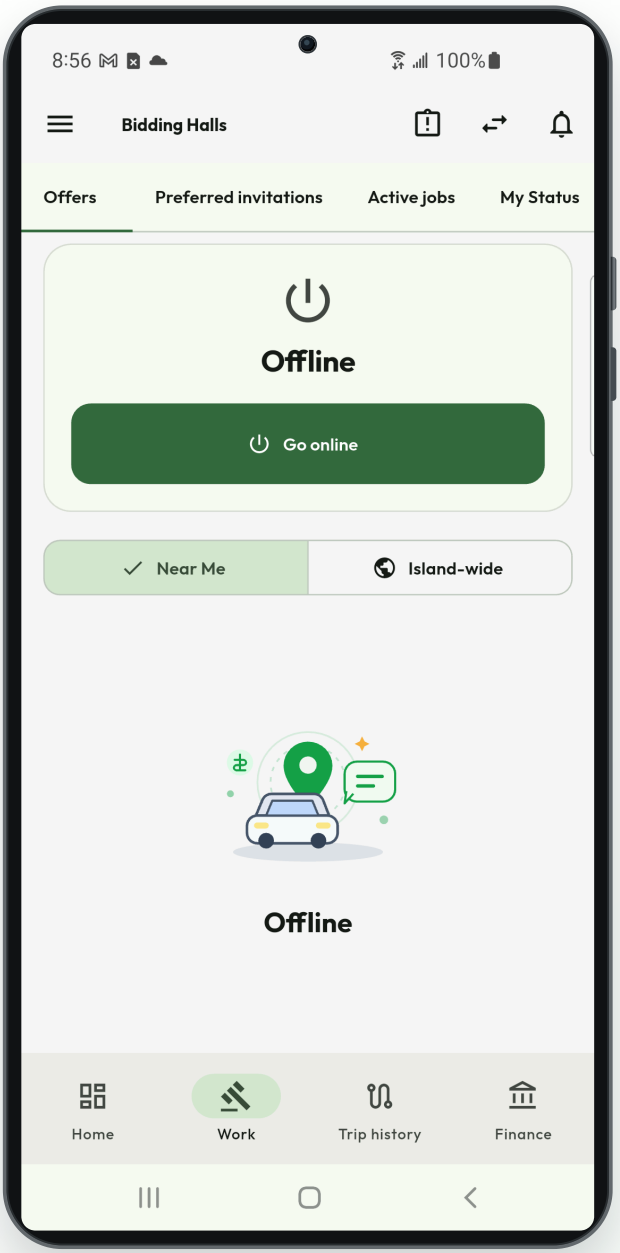
1. Choose Go online when ready to accept work. Review Near Me or the wider search scope offered for your country.
2. Open an offer and inspect pickup, destination, route preview, passenger count, requested time, payment method and fare.
3. Choose an amount within the displayed limits and submit once. A submitted bid is not an assigned trip.
4. Monitor the original request for acceptance, expiry or rejection. Open Active jobs for assigned work and Preferred invitations for direct invitations.
5. When assigned, travel safely to pickup and follow the trip's arrival and start actions. Do not accept incompatible overlapping commitments.

Missing work or interrupted bids

Offline state, exhausted allowance, service readiness, request expiry and connection errors are different conditions. Read the actual reason and its next action. If submission is unresolved, use the existing offer/recovery control; do not repeatedly submit a new bid.

> Courier jobs belong in the courier workspace. Switch services explicitly rather than treating driver approval as permission to collect goods.

Find work in the driver workspace



Offers, Preferred invitations, Active jobs and My Status have separate purposes. This capture shows an Offline demonstration account. Going online still requires current readiness, membership permission and account access; an empty offer area while offline is not a failed payment. Captured on Samsung, 22 October 2026, build 247.

Review the mapped route before responding

> **Availability and evidence.** These instructions describe the supported source workflow. Availability in your installed release depends on the current request, country policy, eligibility and route provider. Widget tests use a mock map; they do not prove native GPS, live directions or road conditions in every market.

1. While safely parked, open an eligible offer in the Bidding Hall and choose **Route preview**. Opening it does not send a bid, accept a request, reserve an assignment or create a payment.
2. Eligible drivers can also open the map from a pre-bid inquiry or ride counter-offer sheet. Your entered counter-offer is retained. If the request revision changed, return and refresh the offers; an older decision cannot silently use a newer route. Rider bid acceptance does not use this driver-only preview.
3. Review **Approach to pickup** separately from **Passenger journey**. The approach is the dashed route; the passenger journey uses a separate solid line. Read the distance and duration estimates alongside each heading.
4. Read the location and retrieved-time notices. Before assignment, pickup and destination can be approximate areas; hidden stops and exact addresses are not disclosed. Do not treat a privacy-safe marker as the passenger's exact position.
5. Choose **Expand map** for the full-screen view, then **Fit entire route** to recenter all available segments and stops. Back returns to the preview without accepting the request. This is a pre-acceptance preview, not live journey navigation.
6. Return to the offer and use its normal bid/respond controls only after reviewing it. The server rechecks request availability, eligibility and the current revision when you submit.

If location or directions are unavailable

A missing or stale driver position can remove the approach estimate while leaving the passenger journey available. A missing road route is reported explicitly; KiloDrive does not draw a straight line and label it as a road route. Use the request details and retry when safe.

Refresh the preview or queue if the request may have expired. A cached route, retrieved timestamp or duration is not a guarantee of live traffic, a valid assignment, precise pickup access or final fare. On a route error, use the tonal retry; no acceptance or payment has occurred merely because the preview could not load.

> **Illustration limit.** Earlier offer screenshots illustrate the Bidding Hall, not this new preview. No screenshot is presented as evidence of controls or live routes that it does not actually show.

Execute a passenger trip

The enforced sequence is **Requested → Bid accepted → Driver arrived → Trip started → Trip completed**, or an authorized cancellation.

Ride types and stops

A request can be immediate or scheduled and can contain explicit intermediate stops, a return/turnaround, waiting time, or an hourly service window. Review every stop, wait allowance, booked minutes, and quoted charge before bidding. Do not treat a stop as free-form destination text; each stop has its own order and lifecycle.

1. After acceptance, navigate to pickup and communicate only as needed through the assigned trip chat/call.
2. At the pickup geofence, mark **Driver arrived**. Do not skip this state unless an audited admin override applies.
3. Confirm rider and destination; use the rider PIN/geofence confirmation where enabled.
4. Start the trip only when the rider is safely aboard.
5. Follow navigation, obey road laws and respond to material ETA drift or route-anomaly check-ins.
6. At destination, stop safely and complete the trip. GPS may propose/trigger completion only after the driver remains within the configured destination radius for the required dwell period.
7. Review payment and earning status. Chat locks and the active call terminates when completed/cancelled.

Communication, timeline, and telemetry

Chat and calls

Only the assigned driver and passenger can read/send active trip chat. Emoji is supported; sent time includes seconds. SignalR delivers live events, while push wakes supported incoming-call UI. Calls include timeout/cancel cleanup to prevent orphaned rooms.

Timeline and telemetry

Milestones are stored with UTC timestamps. Authorized trip replay uses ordered GPS samples for safety investigation, with access controls, audit and retention requirements.

Active-trip background location

From approach/arrival through an active trip, Android and iOS can keep collecting location after the app is backgrounded or the screen is locked. The operating system displays a visible trip/location status. Samples use unique IDs, are queued within a bounded account-bound store when offline, and are uploaded after reconnection. The rider sees Live, last-updated, or temporarily-unavailable freshness rather than a silently frozen marker. Collection stops when the assignment ends.

> Route-deviation or telemetry-gap alerts are safety prompts, not proof of wrongdoing. Respond in the app, follow emergency instructions when needed, and never rely on GPS alone to complete or settle a trip.

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.

Preferred invitations and reputation

A customer may select a saved driver or courier through a supported preferred-service flow. Open Preferred invitations in the relevant workspace and read the requested route, time, fare and expiry before responding.

1. Check that your service and vehicle are eligible for this request now.
2. Accept or decline through the invitation. A notification or saved favorite does not create an assignment.
3. If the invitation expires, read the current request status. Depending on the chosen mode, the requester may open it to the wider marketplace.
4. After completed work, provide accurate, relevant feedback. Use Support for a safety or financial dispute rather than pressuring a customer to change a review.

Verification and trust

Follow any separately offered preferred-provider application and its current published criteria. A favorite relationship, paid membership, document submission and platform-awarded status are different things. Do not advertise a badge, guaranteed priority or benefit that your account has not been granted.

Keep passenger details and shared location private. Review counts and ratings help customers make choices but cannot guarantee an incident-free trip. Report impersonation, harassment or manipulated feedback through the appropriate controls.

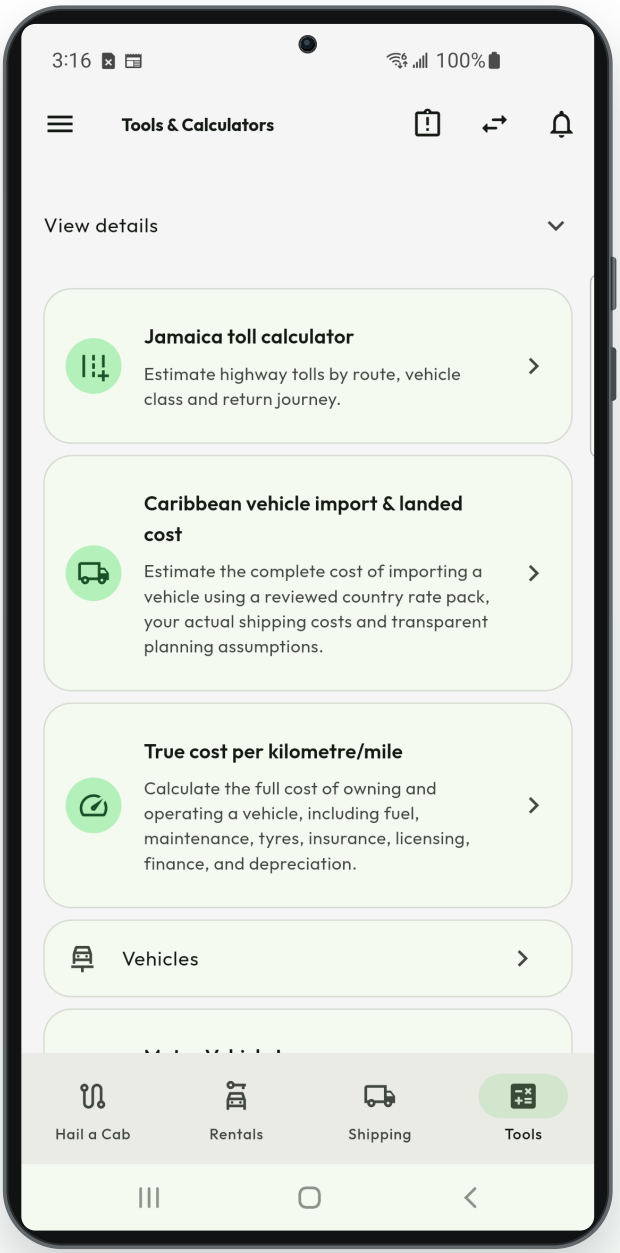
Calculator tools

Calculator	Driver use
Fare	Compare distance/time/toll-based suggestion with a proposed bid.
Fuel	Estimate journey fuel volume and cost.
Mileage	Estimate operating distance in km and miles.
Jamaica toll	Vehicle class, entry/exit, return trip, plazas and historic/current rates.
Vehicle loan	Deposit, principal, interest, term, payment and amortization.

1. Open Calculator Tools in mobile or portal.
2. Enter valid non-negative inputs and review units/currency.
3. Save the result where available; saved calculations are audit logged.
4. Export a Letter-size professional PDF with logo, calculator title and generation date.

Outputs are estimates; verify lender, toll operator, tax and vehicle costs independently.

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 Driver portal

1. Open **https://my.kilodrive.com** and verify HTTPS.
2. Sign in and complete 2FA. The menu is role-aware.
3. Use Driver dashboard, trips, earnings, vehicle, reports, Billing, settings and support.
4. Open a trip for timeline/route details. Authorized replay access depends on role and investigation policy.
5. Use Billing to review membership selection, plan expiry, payment methods and history.
6. Use Notifications for durable trip, bid, chat, wallet, membership, support and security history. Push permission or sound affects the delivery channel, not the in-app record.
7. Download earnings, trip or wallet reports as PDF/Excel.
8. Sign out on shared devices.

> Portal and app use the same API identity and country cell. A permission shown in one channel does not bypass server authorization in another.

Support and incident response

1. For immediate danger, stop safely, use active-job safety tools, and call the local emergency service.
2. For an app problem, record time, trip/delivery ID, screen and exact error without collecting private passenger data.
3. Check connection/API status, permissions, active country and verification status.
4. Select the affected trip, payment, document, delivery, rental, or account item.
5. Choose the structured issue type, explain it briefly, and attach only relevant evidence.
6. For payment uncertainty, quote the payment/correlation ID and wait for reconciliation—do not repeat the payout or settlement.
7. For vehicle/document corrections, use the dedicated verification workflow rather than a general profile edit.

Received	Reviewing	Waiting	Resolved
Case number issued and evidence preserved	Assigned team examines records and provider state	You or another party must supply specific information	Outcome and closure reason recorded

Reply inside the case so the secure message and attachment history remains together. Closing a case does not erase evidence that KiloDrive must retain for safety, finance, fraud, dispute, or legal purposes.

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.

Stay informed without interrupting work

Configure this installation

1. Open Settings → Notifications. Review category permissions, sounds, Vibration and Quiet hours on the phone you are using.
2. Quiet hours silence optional alerts. Incoming calls can remain visible without ringing; security and emergency handling follows its own policy. Turning vibration off requests no vibration where the operating system permits it.
3. Check Android notification-channel settings or iPhone notification settings as well. iOS haptics are system-managed. Silent mode and Do Not Disturb can override app sound requests.
4. After changing permission or opting back in, open KiloDrive while connected so this installation can refresh its binding. Do not assume that another phone's settings apply here.

Location: acquisition is not delivery

A weak or missing GPS fix means the phone has not obtained a usable location. A location-upload failure means the server may not have received an obtained fix. Review freshness, accuracy and the specific displayed recovery action. A working data plan does not guarantee GPS availability, and a stale marker is not physical arrival.

Allow the required location permission, move to a safe open area if necessary, and use refresh/recenter deliberately. Keep the trip's current arrival/start/completion state separate from map movement. Never drive while troubleshooting a screen.

Wallet and interrupted commands

Payment Recovery appears in Wallet only when unresolved payments exist. Open the original entry to check status; an alert must not be treated as another checkout. If Stop checking is offered, it stops foreground monitoring, not the provider charge or the retained financial record. A pending cashout holds funds; it is not a settled payout.

Preserve the original cancellation explanation and operation reference after an interrupted trip command. On return, review the server outcome before submitting a changed command. Use Resolution Center / My Cases for an investigated correction.

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.

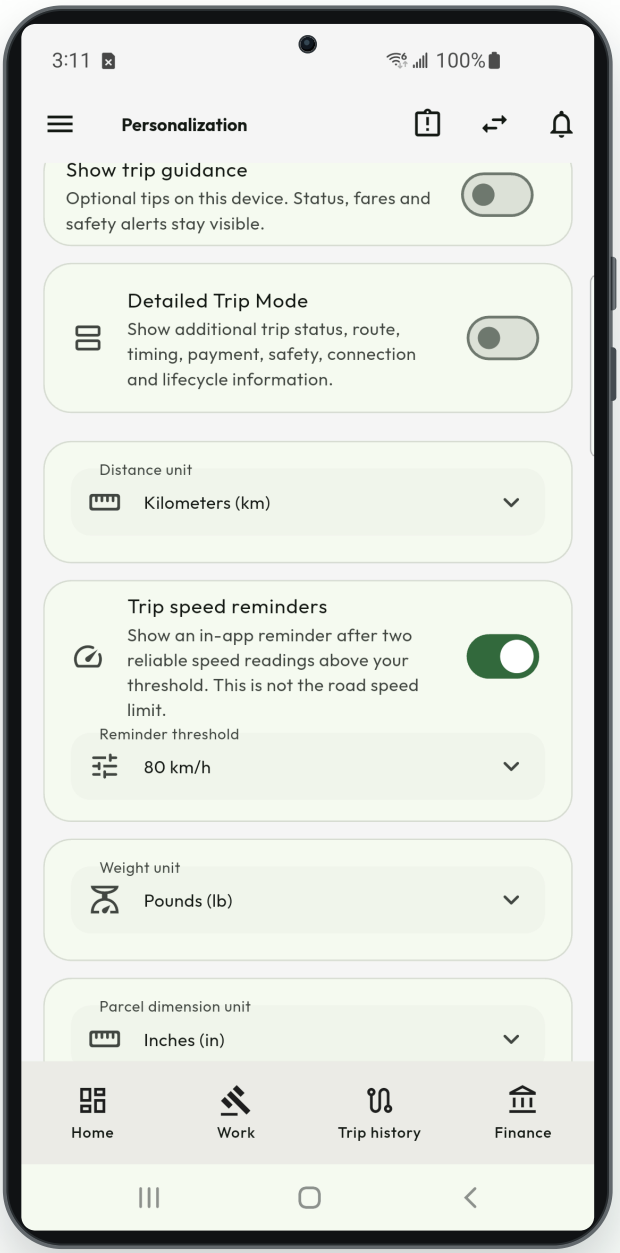
A shortcut can point to a particular control

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.

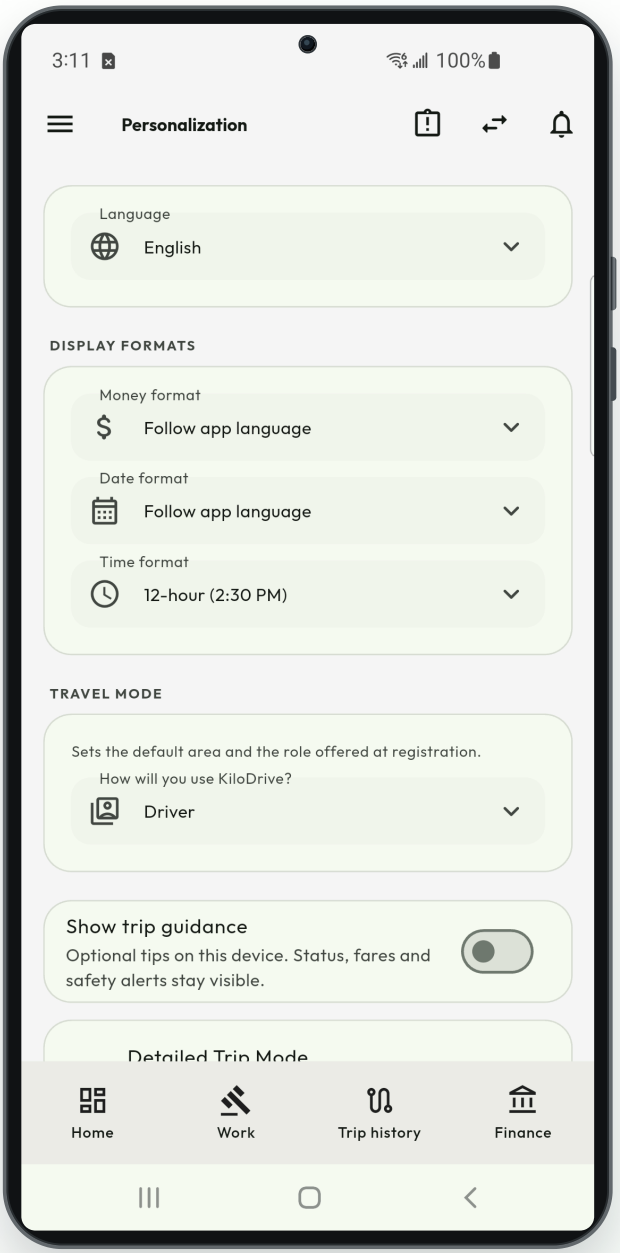
> **Different apps, different responsibilities.** Consumer KiloDrive serves riders, drivers and eligible rental workflows. System administration belongs to the separate restricted System Admin app. The same email address does not turn a consumer session into an administrator session.

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.

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.

Country-aware onboarding and document remediation

Follow your actual country checklist

Register with the intended country and driver role. KiloDrive supports Jamaica, Cayman Islands, Barbados, Trinidad and Tobago, Bermuda, the United States and Canada. Country rules determine the checklist and enabled services. Account country determines operational trips, wallet currency and readiness; it does not choose Apple or Google billing storefront.

Open **Verification / My Status**. Requirements may be **Hidden**, **Mandatory** or **Optional**. PPV badge and PPV road-licence requirements default to **Optional** across countries; authorized administrators can change the country rule. Optional evidence can be skipped without blocking readiness.

Register the vehicle using its country plate format and supply genuine registration, insurance, fitness and other evidence where required. Saving a vehicle differs from having an eligible verified vehicle for work. Review expiry dates and the exact next action rather than treating a saved image as approval.

Upload, review and replace

1. Select the requested type and upload a legible JPEG, PNG or PDF within the displayed limit. Check the preview, owner and expiry.
2. A completed submission is pending review. Authorized reviewers inspect the private document in System Admin.
3. Approval contributes to server-calculated readiness without bypassing other mandatory gates.
4. A rejection includes a reason. Correct the problem and upload replacement evidence for that requirement. Earlier reviews remain historical records.

Review decisions can send email, SMS, WhatsApp and app notifications when the destination, permissions and provider are available. A missing message does not override the recorded outcome; reopen My Status.

> **Membership is not approval.** A paid term can start after purchase confirmation while review remains pending. It never makes an unapproved driver eligible. Complete every mandatory gate before going online or bidding.

Stationary pickup and starting the Journey

A rider can walk up to a parked driver

Open the assigned trip from **Active Jobs**. Participants may already be together at pickup. Movement is not an arrival prerequisite; the permitted action, confirmed pickup evidence and current revision determine control availability.

1. Confirm the assigned rider, vehicle and pickup. Keep location permission enabled and review sample age and accuracy.
2. Use the allowed **I am here** arrival control and wait for confirmation. A nearby marker does not prove the command completed.
3. When permitted, press **Begin Ride / Start trip now** once and wait for **Journey**.
4. If the latest update cannot be confirmed, refresh the same trip and original outcome. Do not repeatedly start it or create another trip.

A stale sample needs a fresh fix or the offered recovery action. Being stationary should not itself prevent samples. Keep the app open briefly, inspect permission and GPS availability, and follow the specific message. Do not troubleshoot while driving.

Stay on the same task

Map updates should preserve the trip action, scroll position and typed emergency explanation. Active Jobs and trip detail retain the same trip context. Vehicle markers adjust to zoom; zooming does not create a trip action or restart the journey.

Use trip chat and the available call action for the assigned participant. Review unread messages rather than relying only on sound or vibration. An in-app alert should direct you to the relevant conversation.

Complete the trip when the rider is safely at the agreed destination. Preserve the original outcome check after an interrupted start, stop or completion. A map change or notification alone is not proof of the server lifecycle result.

Privacy and data-protection operations

Rental providers act only within their authorized booking and legal purpose. Use least-privilege team roles, unique accounts and 2FA; remove departed members immediately. Identity, licence, selfie, background-check, telemetry and payment evidence must remain in KiloDrive private storage and must not be copied to personal devices, email or messaging apps.

Controls and rights

- Encrypted transport, private object storage, tenant/country isolation and audited administrative access protect records.
- Operational diagnostics are intended to exclude payment credentials, one-time codes and other secrets. Do not add sensitive content to support screenshots or public logs; report suspected exposure privately.
- Access/export/correction/deletion requests use My Account and Data Management; legal, fraud, finance and safety retention can override immediate erasure.
- Automated KYC/risk signals assist qualified staff and must not become unlawful discriminatory decisions.
- Suspected compromise, unauthorized disclosure or identity misuse must be escalated immediately with a preserved audit trail.

Background checks

Use only current, lawfully obtained verification results. Restrict raw documents to authorized reviewers, record the decision basis, permit correction/review, and never expose police or identity details to unrelated team members or customers.

Calculator tools

Tool	Rental-provider use
Vehicle loan/amortization	Model acquisition cost, deposit, rate, term, monthly payment and total interest.
Fuel	Estimate delivery/collection or expected operating fuel.
Mileage	Convert and estimate distance allowances/overages.
Jamaica toll	Estimate vehicle-class toll exposure by entry/exit and return journey.
Fare/route	Estimate service transport distance, time and route cost.

1. Open Tools in mobile, portal or public corporate website.
2. Enter non-negative, correctly unitized assumptions.
3. Save signed-in calculations for audit history.
4. Export Letter-size PDF with logo, title, date and schedule where applicable.

Support and operational incidents

Booking conflict

Stop further confirmation, preserve the booking IDs, block the inventory interval and contact affected renters transparently.

PSP/payout outage

Do not retry unknown transfers. Mark pending, reconcile with provider reference, and follow the documented outage runbook.

Stolen or overdue vehicle

Follow contract, insurer and law-enforcement procedures; preserve location/booking evidence; use remote controls only when lawful and safe.

Compromised team account

Disable member access, revoke sessions/invitations, preserve audit events, reset credentials and report the incident.

Create a support ticket

Include entity, booking/vehicle reference, time, impact and safe evidence. Never attach raw payment credentials, unrelated identity data or private chat exports.

Received	Reviewing	Waiting	Resolved
Case number and linked subject recorded	Booking, payment, evidence, and audit trail examined	Specific party or provider information requested	Decision, settlement, and closure reason recorded

Use the attachment types and size limits shown on the support form. Preview the file, remove unrelated personal information and wait for upload and scan confirmation. Keep the ticket reference. Protected attachments belong in the authorized case workflow, not public email links or social-media messages.

Invite staff without replacing their rider account

A sole trader or organization has an Owner membership for the signing person. The entity is not a shared login: each staff member uses their own account. Individual providers cannot invite a team.

1. Open your provider's Team page. Choose a supported staff role and only the permissions that person needs. You cannot grant permissions beyond your own active grant.
2. Invite their email address. They do not need to have a KiloDrive account yet. The invitation expires after seven days and does not create an account or confer access by itself.
3. The recipient registers or signs in with that exact address in the provider's country and verifies email ownership. They then review and accept the current invitation.
4. After the server confirms acceptance, use Switch mode to open the authorized Rental workspace. Staff access remains specific to the organization and its current permissions.

Staff can still be riders. Accepting a rental invitation does not replace the person's rider identity, wallet or trip history. They can switch to Rider to hail a cab. Accepting an invitation does not interrupt an already-open journey.

Owners and authorized managers can update permitted grants or deactivate a staff membership. Removing rental access does not delete the person's account or prevent ordinary rider activity. You cannot use a staff invitation to transfer ownership.

Resending rotates the invitation proof. Expired, revoked or superseded invitations cannot grant access. If sending, accepting or changing permissions is interrupted, recover the original operation before starting another one.

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.

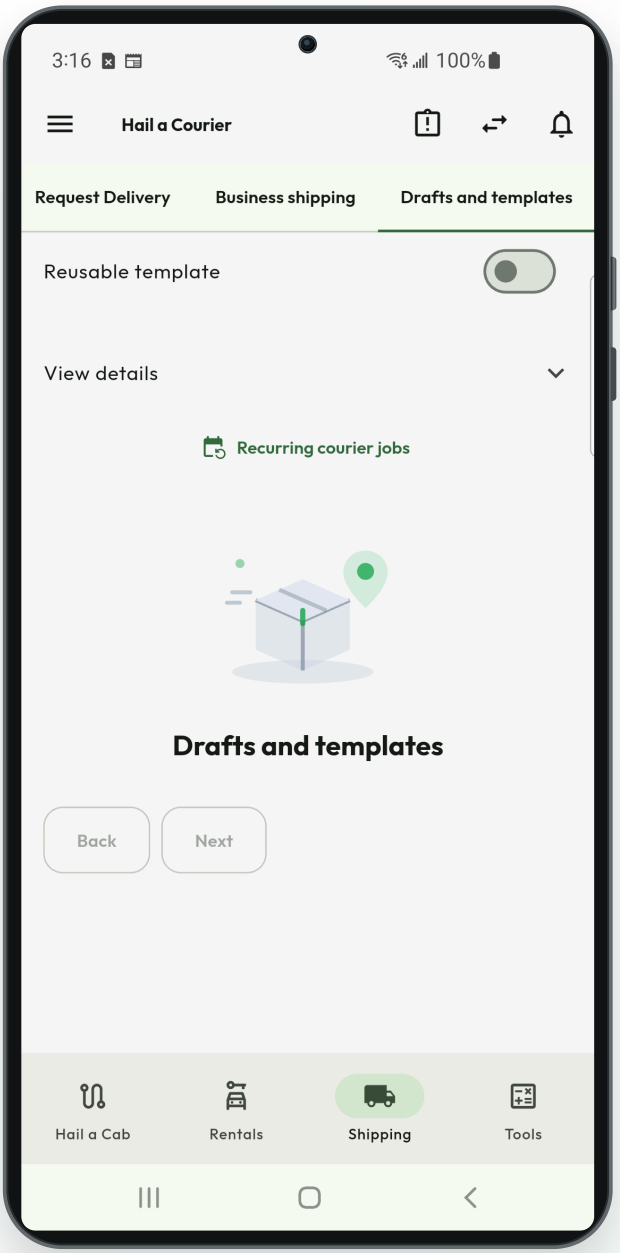
Courier schedules, changes and refund decisions

`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



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.

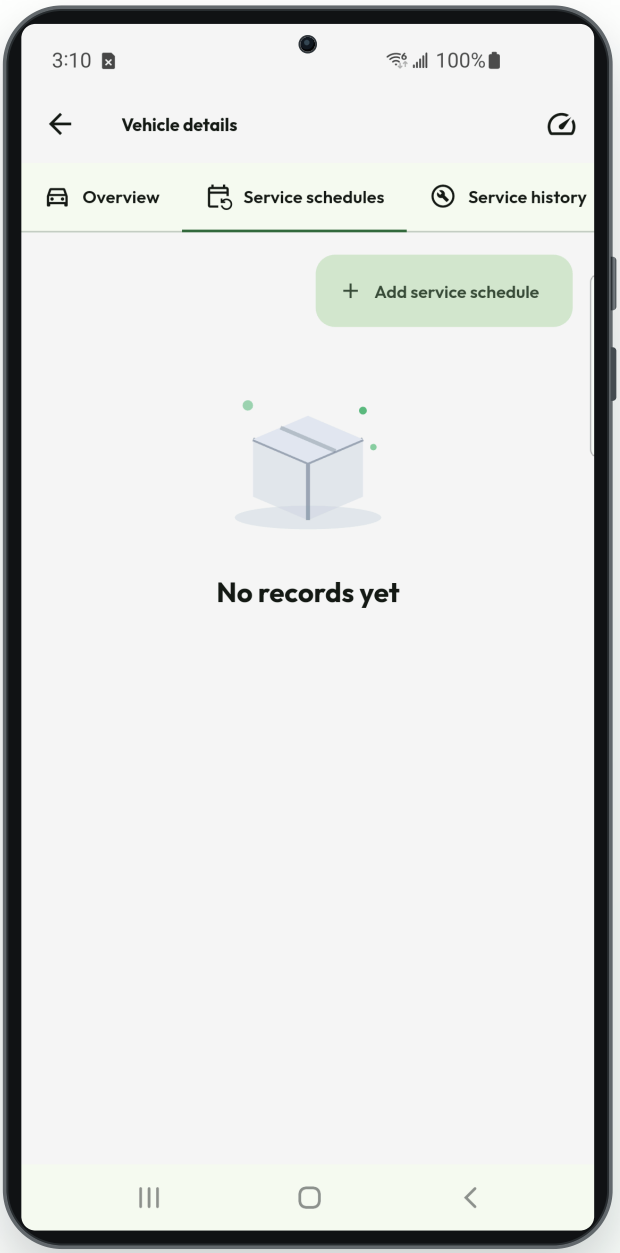
Vehicle care, calculators and discovery controls

`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.

Plan driver work and understand profitability

`Driver workspace → Business toolkit / financial tools`

1. Open the toolkit overview and select the reporting period. Compare completed/cancelled trips, distance, average trip, membership utilization and available/held money. A payout projection is not a confirmed cashout.
2. Record fuel and operating expenses under the appropriate category, date and amount. Add business, commute or personal mileage accurately. Review estimated profit alongside expenses rather than treating gross fares as profit.
3. Set earnings goals, scheduled availability and preferred service areas. Use destination mode only for the duration displayed. These preferences guide planning; they do not reserve work or change dispatch priority.
4. Review demand forecasts and the private demand heatmap when enabled. The map uses delayed, grouped activity and minimum privacy thresholds. An empty or unavailable map does not mean the whole country has no customers.
5. Where an authorized queue is available, read its entry requirements, join and check the active position/lease. Maintain required location permission and leave when you cannot accept work. Finish an active assignment before joining if required.
6. Review duty/rest guidance and current vehicle readiness before taking another assignment. An unavailable planning advisory does not waive assignment eligibility. Manage tools while parked, never while driving.

> Demand, profit and work-window guidance are estimates. They do not promise trips or earnings, infer fatigue or override legal readiness and membership limits.

Complete service-specific tasks without mixing workspaces

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Workspace switch → Driver / Courier / Vehicle Rental
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1. Switch to the service that owns the task. Driver offers, courier custody and rental bookings have separate permissions and lifecycle states. Use My Services to resolve service setup; do not buy a plan to repair an unapproved document.
2. For courier work, inspect the job's shipping documents and private gallery, authorized recipient access, waypoint and cash-on-delivery controls where applicable. A tracking number is an identifier, not permission to disclose location or personal information.
3. If delivery cannot finish, use the job's return-plan or service-resolution action. Record the reason, agreed destination and evidence. Keep custody assigned until a recorded delivery, return or authorized transfer completes.
4. For rental work, use branch and fleet screens to maintain opening hours, exception dates, structured addresses, policy assignment and unavailable intervals. Confirm booking, payment, signatures, collection, return, inspection and deposit resolution independently.
5. Use organization Team Access to invite staff with the smallest required role and branch scope. Review invitations and activity, revoke access when duties end, and never share the owner's password.
6. For Rental Risk Exchange, review wallet-funded access, declared purpose and allowance before screening. Use the governed evidence, correction/dispute and rights workflows; a screening result is not unrestricted permission to share records.

> Check the original booking or job after every uncertain mutation. Do not use a new payment, booking or custody action to work around an unknown outcome. Keep the reference and ask Support when reconciliation is required.

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.

Read three separate readiness states

Workspace switch → My Services → service card

1. Read Service readiness for legal, document, vehicle and service-specific requirements. Open View details to find the next missing or rejected item.
2. Read Membership permission for published benefits, remaining usage and reset window. A paid plan cannot correct a missing driving licence.

Register or update a vehicle

Provider workspace → Vehicles → add / edit

1. Step 1: enter vehicle details such as make/model/year and relevant configuration. Select catalog values rather than substituting a similar model.
2. Step 2: enter identification such as plate and VIN and the applicable insurance, PPV and expiry facts. Follow the country’s required/optional labels.

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.

Configure a branch that customers can use

Rental workspace → Fleet / Pickup branches → branch editor

1. Enter street 1, optional street 2, town, country-specific parish/state/city, postal code where applicable and country. Check the map location and contact details.
2. For each weekday, choose open/closed and opening/closing times. Use the overnight option only when the interval genuinely crosses midnight.

Create and assign reusable rental policies

Rental workspace → Rental policy profiles → create / edit

1. Name the profile clearly, for example Standard Rental or Premium SUV. Set minimum/maximum duration, cancellation deadline, refund treatment and no-show grace.
2. Configure early return, late return and extensions, including deadlines and capped charges where offered. Check deposits, collection method and release expectations.

Reuse a customer requirement profile

Rental workspace → requirement profiles → vehicle assignment

1. Create a named requirement profile and select the supported requirements: verified driving-licence evidence, profile picture, minimum age and licence issuance/holding period.
2. Review any additional available restriction for the applicable country and lawful purpose. Do not infer licence entitlement from a photo alone.

Approve a booking without double allocation

Rental workspace → Bookings → selected request

1. Review customer qualification, current quote, policy and any additional drivers. Check overlapping bookings, reservations, maintenance and branch hours.
2. Approve or reject through the record with a useful reason where required. If a request expires, obtain a new valid decision rather than assuming the old hold continues.

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.

Record collection, return and deposit resolution

Rental booking → condition record / handover / return

1. At collection, record existing damage and photographs, odometer, fuel/charge, keys and accessories. Review the acknowledgement/signature fields with the customer.
2. Confirm the handover only when physical collection occurs. Send or make available the completed record through the booking controls.

Choose the correct membership beneficiary

Billing & Financial → Membership → Plans

1. Read the Current plan card: tier, term/grant type, effective dates and renewal information. A complimentary grant has no store renewal.
2. Choose Weekly, Monthly or 3 months, then compare Free, Silver and Gold. Inspect service-specific benefit values and their reset/capacity units.

Restore, change or stop renewal

Membership → Manage

1. For an unconfirmed purchase, use Check status/recovery first. Preserve the existing operation while the app checks the store and server.
2. Use Restore purchases for eligible purchases associated with that store account. Inspect the recovered beneficiary and period before taking work.

Cash out and reconcile business money

Finance / Billing & Financial → cashout / transactions

1. Select or create the supported payout destination. Verify its masked bank/PayPal details before choosing it; do not send credentials through Support.
2. Review amount, fees, limits and any cooldown. Submit once and retain the cashout reference.

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.

Use the Rental Risk Exchange responsibly

Rental provider workspace → Rental Risk Exchange, where authorized

1. Review the requested screening, allowance/price and wallet impact before confirming. Do not conduct unrelated personal searches.
2. Submit only the required identifiers and evidence. Keep sensitive records inside the authorized case workflow.

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.

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.

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.

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.

Transfer custody without losing accountability

Courier bidding hall → Courier custody Transfer / active job

1. Open the actual active job and the offered custody-transfer action. Identify the receiving courier and review eligibility and required participant consent.
2. Record the true location, goods condition and handoff evidence requested by the workflow. Do not fabricate a signature, photograph or location.

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.

Maintain availability, condition and extras

Rental workspace → Fleet → vehicle

1. Maintain configuration, seating, steering/transmission, odometer, inspection and known damage. Add clear gallery images of the actual vehicle.
2. Assign the intended requirement and policy profiles. Review the customer-facing details after saving changes.

Run a daily provider operations review

Keep assigned jobs and custody records current. Use actual arrival, handover and return events; payment confirmation is not a substitute for physical evidence. Check overdue actions and unresolved payment outcomes before allocating the same resource again.

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

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.

One account, three transportation services

Choose I'm a transportation service provider when registering to offer passenger rides, courier and delivery work, or vehicle rentals. Select Individual or Organization and the service you want to set up first. One KiloDrive identity can later add other services without creating another login.

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

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.

Finish the right readiness checklist

Open My Services , choose the intended service and follow its step wizard. A courier-only applicant must not be sent through taxi eligibility. Requirements come from the selected country and service; a document may be hidden, optional or mandatory. Optional means you may continue without it unless another explicit policy applies.

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

Operate as a courier or bearer

1. Accept only goods, quantities and routes your approved vehicle can carry. Refuse prohibited, unsafe or misdescribed goods.
2. At pickup, confirm the correct tracking record and collect required photo, code, signature or QR receipt before assuming custody.

Handle buy-and-deliver errands safely

A shopping job has a service fare and a separate goods budget. Read item quantity, maximum price, substitution rules, merchant, access instructions and payment authorization. Do not spend above the authorized budget or assume a customer will reimburse an unapproved substitution. If the item is unavailable, use the job's inability-to-buy path and ask for the permitted next decision.

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

Delegate work without sharing an account

An approved organization owner or authorized manager can invite a colleague to the provider team. Each person uses their own KiloDrive identity. Choose a role and the least permissions needed for the work; review invitations, acceptance, branch scope and current status. Sending an invitation is not employee approval, service readiness or a right to use the organization's wallet.

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

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.

Private document handling

Use the dedicated readiness upload field and its displayed file types and size limits. Submit clear, accurate evidence, wait for the file checks and application status, and keep private documents out of public channels.

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

Go online and respond to rider requests

1. Choose Go online when ready to accept work. Review Near Me or the wider search scope offered for your country.
2. Open an offer and inspect pickup, destination, route preview, passenger count, requested time, payment method and fare.

Review the mapped route before responding

1. While safely parked, open an eligible offer in the Bidding Hall and choose Route preview . Opening it does not send a bid, accept a request, reserve an assignment or create a payment.
2. Eligible drivers can also open the map from a pre-bid inquiry or ride counter-offer sheet. Your entered counter-offer is retained. If the request revision changed, return and refresh the offers; an older decision cannot silently use a newer route. Rider bid acceptance does not use this driver-only preview.

Execute a passenger trip

1. After acceptance, navigate to pickup and communicate only as needed through the assigned trip chat/call.
2. At the pickup geofence, mark Driver arrived . Do not skip this state unless an audited admin override applies.

Feature directory 9

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.

Communication, timeline, and telemetry

Only the assigned driver and passenger can read/send active trip chat. Emoji is supported; sent time includes seconds. SignalR delivers live events, while push wakes supported incoming-call UI. Calls include timeout/cancel cleanup to prevent orphaned rooms.

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

Safety, duty, security, and privacy

Eligible drivers can block riders they have legitimately interacted with, subject to plan and privacy rules. Blocking removes future matching/contact; it is not a substitute for reporting a safety incident.

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

Preferred invitations and reputation

1. Check that your service and vehicle are eligible for this request now.
2. Accept or decline through the invitation. A notification or saved favorite does not create an assignment.

Calculator tools

1. Open Calculator Tools in mobile or portal.
2. Enter valid non-negative inputs and review units/currency.

Feature directory 10

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.

Use the Driver portal

1. Open https://my.kilodrive.com and verify HTTPS.
2. Sign in and complete 2FA. The menu is role-aware.

Support and incident response

1. For immediate danger, stop safely, use active-job safety tools, and call the local emergency service.
2. For an app problem, record time, trip/delivery ID, screen and exact error without collecting private passenger data.

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.

Stay informed without interrupting work

1. Open Settings → Notifications. Review category permissions, sounds, Vibration and Quiet hours on the phone you are using.
2. Quiet hours silence optional alerts. Incoming calls can remain visible without ringing; security and emergency handling follows its own policy. Turning vibration off requests no vibration where the operating system permits it.

Feature directory 11

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.

Country-aware onboarding and document remediation

1. Select the requested type and upload a legible JPEG, PNG or PDF within the displayed limit. Check the preview, owner and expiry.
2. A completed submission is pending review. Authorized reviewers inspect the private document in System Admin.

Stationary pickup and starting the Journey

1. Confirm the assigned rider, vehicle and pickup. Keep location permission enabled and review sample age and accuracy.
2. Use the allowed I am here arrival control and wait for confirmation. A nearby marker does not prove the command completed.

Feature directory 12

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.

Privacy and data-protection operations

Rental providers act only within their authorized booking and legal purpose. Use least-privilege team roles, unique accounts and 2FA; remove departed members immediately. Identity, licence, selfie, background-check, telemetry and payment evidence must remain in KiloDrive private storage and must not be copied to personal devices, email or messaging apps.

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

Calculator tools

1. Open Tools in mobile, portal or public corporate website.
2. Enter non-negative, correctly unitized assumptions.

Support and operational incidents

Stop further confirmation, preserve the booking IDs, block the inventory interval and contact affected renters transparently.

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

Invite staff without replacing their rider account

1. Open your provider's Team page. Choose a supported staff role and only the permissions that person needs. You cannot grant permissions beyond your own active grant.
2. Invite their email address. They do not need to have a KiloDrive account yet. The invitation expires after seven days and does not create an account or confer access by itself.

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.

Provider readiness and membership - 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-40665

Meaning: The provider membership or its reviewed Free terms has not been provisioned. New provider work remains unavailable.

Next action: Refresh membership status. Ask an administrator to finish catalog or enrollment setup.

Prevention: Refresh membership status. Ask an administrator to finish catalog or enrollment setup.

KD-40691

Meaning: The provider membership or its reviewed Free terms has not been provisioned. New provider work remains unavailable.

Next action: Refresh membership status. Ask an administrator to finish catalog or enrollment setup.

Prevention: Refresh membership status. Ask an administrator to finish catalog or enrollment setup.

KD-90761

Meaning: Complete courier readiness before accepting new work.

Next action: Review courier readiness and eligible vehicles

Prevention: Use the current approved documents, actual eligible vehicle and declared capacity; refresh eligibility before offering new work.

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.

Provider readiness and membership - 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-40059

Meaning: The requested renewal/cancellation change is owned by the native store rather than the wallet-managed membership path.

Next action: Manage the subscription or scheduled change in its owning store, then reconcile its provider confirmation in the app.

Prevention: Use current, account-bound membership terms and reviewed entitlement evidence; do not treat a failed eligibility check as proof about an earlier payment.

KD-10028

Meaning: This App Store notification does not prove ownership by the recorded KiloDrive account.

Next action: Have the store-billing operator reconcile the original account and transaction; do not move the entitlement or request a replacement purchase.

Prevention: Keep the original signed transaction family and KiloDrive owner binding together during notification reconciliation.

KD-20091

Meaning: The server cannot currently complete the required authoritative store verification or durable recovery.

Next action: Keep the purchase pending and use its original recovery or support reference until verification is restored.

Prevention: Keep one purchase operation and reconcile its original signed transaction instead of buying again.

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.

Provider readiness and membership - 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-40107

Meaning: The Google purchase acknowledgement attempt did not return success or an accepted conflict response.

Next action: The purchase acknowledgement is not confirmed. Keep the existing purchase; its background recovery will review acknowledgement.

Prevention: Verify the exact app, account, product, country and reviewed terms before checkout; retain original purchase evidence when a store charge may already exist.

KD-40109

Meaning: Paid Apple recovery could not establish the complete independent transaction, family, history and refund proof.

Next action: The paid App Store transaction needs manual review. Keep the original operation reference and do not buy again.

Prevention: Verify the exact app, account, product, country and reviewed terms before checkout; retain original purchase evidence when a store charge may already exist.

KD-40110

Meaning: Independent Apple paid-purchase confirmation is temporarily unavailable.

Next action: Apple purchase confirmation is still unavailable. Keep this purchase for recovery and do not buy it again.

Prevention: Verify the exact app, account, product, country and reviewed terms before checkout; retain original purchase evidence when a store charge may already exist.

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.

Provider readiness and membership - 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-40111

Meaning: A store membership mapping does not satisfy the reviewed term, price, product or subscription-group contract.

Next action: Have the catalogue owner repair the reviewed mapping; reconcile an already purchased transaction instead of buying again.

Prevention: Verify the exact app, account, product, country and reviewed terms before checkout; retain original purchase evidence when a store charge may already exist.

KD-40112

Meaning: The existing store renewal has no matching recorded membership product mapping.

Next action: Recover the original reviewed product mapping and reconcile the renewal without starting another purchase.

Prevention: Verify the exact app, account, product, country and reviewed terms before checkout; retain original purchase evidence when a store charge may already exist.

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.

Rental fleet and authorization - 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-10066

Meaning: The rental's current payment hold cannot be authoritatively verified for the required rental period.

Next action: Contact the rental team to verify the existing hold or arrange an approved option with explicit consent; do not retry a new hold blindly.

Prevention: Keep one original authorized payment and verify provider hold coverage through the required return horizon.

KD-10250

Meaning: The existing rental hold does not cover the required period and an approved payment option must be arranged.

Next action: Contact the rental team to arrange an approved payment option; consent explicitly before any new hold.

Prevention: Check the original authorization deadline and capabilities before extending or handing over the rental.

KD-20079

Meaning: The rental vehicle cannot be archived or have protected identity/compliance changed while an open booking exists.

Next action: Complete or cancel open bookings through their authorized settlement/release workflow first.

Prevention: Review current booking, financial receipts, invitation permissions and vehicle policy before confirming the corresponding action.

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.

Rental fleet and authorization - 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-20080

Meaning: Rental availability approval requires at least one stored vehicle image.

Next action: Add an image and ask an authorized reviewer to assess the vehicle again.

Prevention: Add a suitable rental image before asking for availability approval.

KD-20235

Meaning: The selected vehicle lacks current approved compliance for the full rental period.

Next action: Ask the provider to verify this vehicle's registration, insurance and required fitness evidence, or choose another vehicle.

Prevention: Providers must verify the current vehicle policy version and compliance dates before making a rental available.

KD-20265

Meaning: The branch still has active vehicle listings. Move or archive them before deactivating the branch.

Next action: Review branch fleet

Prevention: The branch still has active vehicle listings. Move or archive them before deactivating the branch.

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.

Rental fleet and authorization - 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-20266

Meaning: This physical vehicle is already saved or listed. Select its existing record instead of creating a duplicate.

Next action: Select existing vehicle

Prevention: This physical vehicle is already saved or listed. Select its existing record instead of creating a duplicate.

KD-30148

Meaning: This action requires valid current rental agreement evidence and the signatures required by its current stage.

Next action: Open the current retained agreement and resolve its evidence or signature requirement.

Prevention: Review the retained current terms and exact document proof with both parties; do not reconstruct accepted terms or bypass missing signatures.

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.

Plan driver work and understand profitability

Driver workspace → Business toolkit / financial tools

Open the toolkit overview and select the reporting period. Compare completed/cancelled trips, distance, average trip, membership utilization and available/held money. A payout projection is not a confirmed cashout.

Complete service-specific tasks without mixing workspaces

Workspace switch → Driver / Courier / Vehicle Rental

Switch to the service that owns the task. Driver offers, courier custody and rental bookings have separate permissions and lifecycle states. Use My Services to resolve service setup; do not buy a plan to repair an unapproved document.

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.

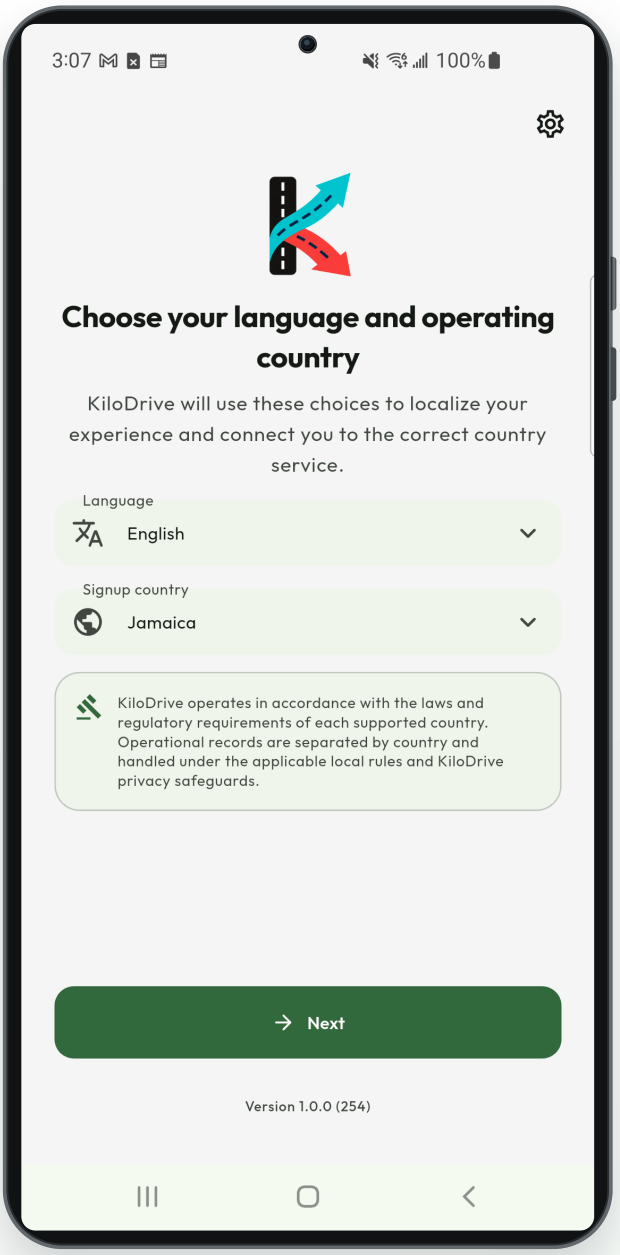
The server rechecks trip state and the normal safety and financial rules before settlement. Poor GPS, movement, a pause, unfinished stops, an unresolved obligation or a concurrent trip change can defer completion. Automatic completion cannot invent a location exception or confirm cash collection. Cash 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.

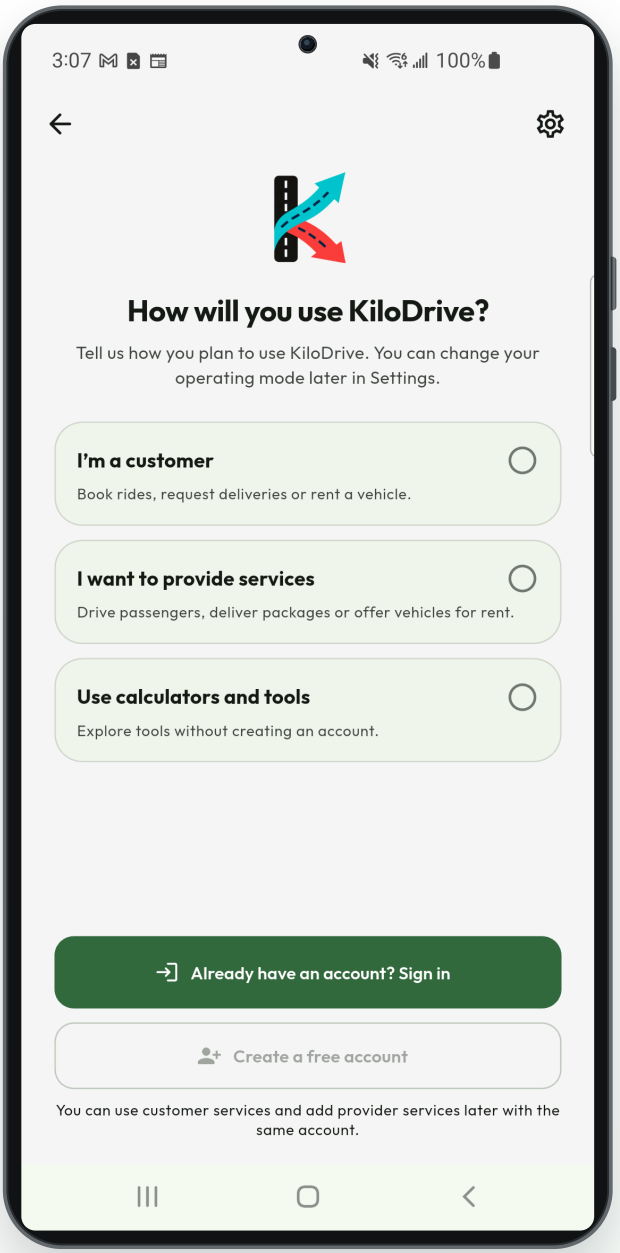
> These controls do not certify every country, insurer, payment provider or physical device. Country policy and current service readiness still apply.

Choose the provider’s operating country



Select the country that governs your provider account and service requirements before continuing. Genuine Samsung SM-G970U capture, consumer build 254, 27 October 2026; synthetic test session.

Choose transportation provider services



Choose I want to provide services to begin provider registration. This shared first-run screen does not itself approve driving, courier work or vehicle rentals. Genuine Samsung SM-G970U capture, consumer build 254, 27 October 2026; synthetic test session.

Getting-started videos and official channels

After your first provider-service onboarding submission, the app may offer an optional welcome video. The submission can still require review before you may accept work. 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 Transportation Providers. **Other audience:** KiloDrive for Customers. 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.

Provider verification, PPV status and daily duty

Operate from the workspace for the service you are actually providing. Driver, courier and rental-provider readiness are separate. Complete each checklist and check its current status before accepting work; a paid plan does not supply a missing licence or insurance.

Passenger transport

Keep the required driving licence, vehicle registration, insurance and applicable passenger/public-transport permission current. Where PPV evidence is required, use its correct status and expiry. Displaying a PPV status can help customers understand reviewed evidence, but it does not replace the permit itself or guarantee compliance with every road traffic requirement.

Courier and rental work

A courier-only application should follow its own service and vehicle requirements. Permission to transport goods does not automatically permit carrying passengers. Rental agencies must maintain the branch, vehicle, insurance, maintenance and customer eligibility rules applicable to their operations.

Before starting work

1. Check account access, readiness and membership allowance separately. Resolve the next action in the relevant area.
2. Confirm the active workspace, personal/organization context and vehicle. The customer should see the provider actually responsible for the service.
3. Check document expiry, condition, location/network permissions and the day's active obligations.
4. Respect duty/rest restrictions and fitness to drive. App limits are a safeguard, not permission to drive when tired or unwell.
5. Never lend a provider account, claim someone else's approval or substitute an unapproved vehicle to obtain work.

> **No guarantee of work or income:** membership changes benefits and limits. Offers still depend on demand, eligibility, availability and customer choice. Review current plan costs and service charges; “no commission” should not be read as “no possible fee or operating cost.”

Organization teams, roles and separation of duties

Use the organization's team-access tools to invite named staff to the roles and branches they need. Keep each person's sign-in separate. A root/owner role carries responsibility for configuration and review, not permission to expose every customer's private records.

Grant only the access needed

1. Choose the correct organization and branch scope before inviting a member.
2. Distinguish operational, finance, review and administrative responsibilities. Access to a booking does not automatically include authority to approve a refund or open restricted identity evidence.
3. Have the invitee accept through their own authorized account. Review the resulting role rather than sending the owner's credentials.
4. Inspect team activity for sensitive changes, money actions, evidence review and invitations.
5. Remove or amend access promptly when staff leave or their duties change. Review outstanding work they owned so customers are not stranded.

Refund approvals and external transactions

Use the entity setting for whether a separate refund reviewer is required. When enabled, follow the independent approval step. When disabled, an authorized owner may complete the permitted action directly, with the evidence and audit trail still required.

Record whether a payment/refund happened through the KiloDrive wallet or an external channel. Upload truthful supporting evidence and reconcile it to the booking. Never record a wallet transfer merely because cash changed hands, or approve your own evidence in violation of the configured policy.

> **Review regularly:** staff accounts, branch scopes, payout destinations, approval policy, pending disputes and unresolved customer obligations. A change of staff or organization ownership does not cancel another person's paid booking or remove retention responsibilities.

Provider evidence: accurate, limited and defensible

Evidence supports verification, delivery, rental condition, payment reconciliation and dispute handling. Collect it for the stated task, keep it accurate and protect it from unrelated disclosure.

Use the right record

- **Vehicle readiness:** submit current documents for the vehicle and service shown, not a similar vehicle or an old policy.
- **Collection and return:** record existing damage, odometer, fuel/charge, keys and agreed accessories. Give both parties the completed condition record.
- **Courier custody:** record the actual pickup, authorized transfer, delivery attempt and return. Never share a recipient's personal data merely because someone knows the tracking number.
- **Payment/refund:** record the channel, amount, currency, reference and actual status. A submitted receipt must be reviewed before it is treated as confirmed evidence.
- **Incident:** describe observed facts and separate them from assumptions. Do not pressure a customer to sign a false account.

Minimize copies and sensitive details

Use protected case screens instead of personal messaging groups. Avoid faces, home interiors and unrelated identity/payment information in vehicle or parcel photos. Follow the applicable policy before recording calls, audio or bystanders; a generic app permission is not consent from everyone involved.

Handle disputes without destroying the history

Attach a correction or the requested additional evidence through the supported process. Do not overwrite the original event to hide a mistake. An audit record establishes that an action occurred under an account; it does not by itself prove the underlying claim was true.

> **Never publish a blacklist.** Share concerns only with the authorized support, review or legal process. Customer identity files and disputed allegations do not belong in public reviews or social-media posts.

Rental Risk Exchange and fair customer decisions

The Rental Risk Exchange is a restricted workflow for eligible rental organizations. It is not a public search engine for private customer history and not permission to investigate someone without the required purpose and authority.

Before screening

1. Confirm the organization, staff permission, permitted rental purpose and applicable consent/notice requirements.
2. Use the authorized customer/booking context and identity resolution. Do not assume that a similar name belongs to the same person.
3. Read any wallet charge or allowance before authorizing the screening. It is separate from Service Provider membership benefits unless the current contract explicitly says otherwise.
4. Review the status, recency, source and scope of returned information. A disputed or incomplete item needs careful handling, not an automatic assumption of wrongdoing.

Use evidence proportionately

Keep the decision tied to legitimate, applicable rental requirements. Do not turn a risk signal into a claim of criminal guilt, an indiscriminate ban or unlawful discrimination. Use the available correction, dispute and review channels when identity or facts are contested.

Vehicle requirement profiles help explain licence, age and other configured conditions to the customer. A technically configurable condition is not legal approval to use it in every country. Agencies remain responsible for lawful, necessary and clearly disclosed policies.

Protect the result

Restrict access to authorized staff, keep a traceable reason for the action and do not copy reports into public reviews or informal chat groups. Respect expiry, revocation and retention rules. If the service is unavailable, do not fabricate a clean result or reuse another person's report.

> **Accountability:** an automated signal informs a decision; the agency must still understand its evidence, explain the applicable rental requirement and provide the appropriate route to challenge an error.

A provider safety and privacy operating routine

At the start of a shift

- Confirm workspace, responsible individual/organization, current vehicle and service readiness.
- Inspect document expiry, vehicle condition, upcoming maintenance and actual availability.
- Review pending assignments, recipient instructions, accessibility needs and safe meeting arrangements.
- Check essential notifications and location freshness while stationary. Do not promise continuous tracking if the phone is offline.

During a service

- Confirm the participant, vehicle or package against the actual assignment before starting or releasing custody.
- Keep route, price, shopping-budget, extension or substitution changes in the supported consent workflow.
- Use participant communication for the task, not marketing or unsolicited contact.
- Record safety concerns and material events factually. Stop safely before using the phone.

At close of business

- Reconcile completed work with receipts, wallet entries, external-payment evidence and any refund still pending.
- Review returned rentals awaiting inspection or deposit resolution and courier jobs awaiting recipient evidence or return.
- Check disputes, correction requests and time-sensitive support actions.
- Review unusual sessions, team changes and sensitive actions. Keep customer records out of personal downloads and social channels.

If the organization stops operating

Resolve customer bookings, custody, refunds, staff access and retained-record duties before closing the business/account. Use the supported closure workflow; deleting an account is not a shortcut around obligations owed to customers or another provider.

> **Measure outcomes honestly.** Track cancellations, overdue returns, disputed charges and resolution time alongside revenue. A fast approval or large number of completed jobs is not enough to demonstrate safety, privacy or good customer service.

Glossary

Rental booking lifecycle
: The controlled progression from quote and authorization through booking, handover, return, settlement and dispute.

Maintenance block
: A date range that prevents a rental vehicle being booked or handed over while unavailable or unsafe.

Rental condition evidence
: Timestamped pre- and post-rental photos, odometer, fuel or charge and damage records.

Compliance gate
: The server-side evidence, vehicle, membership, block-list, duty, and trip-state checks a driver must pass before receiving or submitting a bid.

Any driver
: An opt-in country-wide request surface governed by driver filters and notifications rather than only the Near Me expansion.

Active-trip telemetry
: Location samples collected for approach, trip progress, safety, and RideCheck while an eligible assignment is active, including permitted background operation.

Scheduled guarantee
: A state reached only after a reserved driver reconfirms and KiloDrive rechecks eligibility; a future request alone is not guaranteed.

Chain of custody
: The ordered parcel pickup, OTP/QR, evidence, stop, delivery, failed-attempt, and return events that identify who held the parcel.

Outbox
: The durable queue written with a business change so notifications and external effects can retry without repeating the financial or trip mutation.

Smart ranking
: The proximity, ETA, traffic, eligibility, and quality score used to stage notifications. Standard rides remain negotiated and rider-selected.

Membership entitlement
: The current Free, Silver, or Gold operational limits and service period verified by the API. KiloDrive does not deduct a trip commission from driver earnings.

Primary vehicle
: The active assigned vehicle used for bidding eligibility; required registration, fitness, and insurance evidence must remain valid.

Settlement ledger
: The immutable minor-unit records for fare, fees, taxes, tips, holds, releases, refunds, cash debt, and driver earnings.

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