Handoff Documentation for

Kero:A Ride Hailing Platform

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1. Product Overview

Kero is a ride hailing application that connects riders with safe, reliable, and affordable transport. It is designed to provide ease of mobility to riders and a decent means of earning to drivers. This is done by offering easy booking of trips, real time ride tracking, and verified drivers thereby ensuring that both riders and drivers have a great and secure experience.

2. Product Details
- Product: Kero (for riders) and Kero Driver
- Main Purpose: Connects riders with verified drivers for on-demand transportation.
- Current Development Stage: Both mobile applications are live on the google play store and apple store for android and iOS mobile devices.
- The admin dashboard is live on web

3. System Architecture

Frontend and Backend Tech stack and Deployment Information

- The Passenger & Driver Apps (iOS and Android) were built with react native and tailwind CSS for cross platform compatibility. We used material design principles for a consistent user interface.
- The Admin Dashboard (Web) was developed with react.js and tailwind CSS to provide the operators with detailed and easy to navigate analytics and management tools.
- [Node.js](#) was used for handling all requests, routes, and API endpoints.
- Mongodb was used to store structured data (users, rides, payments).
- The front end was deployed via render while the backend was deployed via render.
- We used react native expo to manage deployment for both android and iOS

4. Third Party Integrations
- Paystack gateway was integrated to ensure secure card payments and wallet top ups.
- Google Maps API powers geolocation, real time navigation, and estimation of transport fares.

5. Code Repository

The codebase for this project is stored in 3 private GitHub repositories.

- Repository Link for the frontend: https://github.com/kerotechnologies1/keroweb
- Repository Link for the backend: https://github.com/kerotechnologies1/backend
- Repository Link for the mobile: https://github.com/kerotechnologies1/mobile

6. Features

a. Rider App
- Onboarding and authentication: To get started, a rider create a profile using their email address and password
- Booking: The rider inputs their pick up location and destination, gets fare estimates and can track the driver in real-time.
- Payments: Payments are made via the wallet on the app, so every rider needs to have the wallet funded before a trip is completed
- History: This enables riders to view their past trips and receipts showing their payments over time.
- Support: This is an in-app chat, FAQs and any other support a rider needs to have a smooth experience..

b. Drivers dashboard
- Onboarding: The drivers creates an account using their email address, phone number and a secure code. After which they upload their documents for verification.
- Trip Management: The drivers can accept or reject ride requests, view live navigation, and get trip status updates.
- Earnings: They can track their earnings and manage their wallet balance.

c. Admin Dashboard
- Management: Approve/reject drivers, manage user accounts, and handle disputes.
- Monitoring: Track live rides and view ride history.
- Reporting: View platform earnings and generate financial reports.

d. *Lagos Admin Dashboard*

- **User & Driver Management**: View and manage all registered users and drivers, including the ability to approve or reject driver applications.

- **Ride Monitoring**: Track ongoing rides in real-time across Lagos and access complete ride history for users and drivers.
- **Earnings & Commission Tracking**: Monitor platform earnings, view commission breakdowns, and generate financial reports.
- **Dispute Handling**: Manage and resolve user or driver complaints directly from the dashboard.

7. Design & UI/UX

- *Design Files: All design screens and prototypes for all three platforms are available in Figma at the following link: https://www.figma.com/design/kPAMK9eCMjnIBXJ535IZSR/Kero-app?node-id=0-1&t=5CAlPxAwHbSKKtWa-1*
- *Design System: The product uses a consistent design system with a defined color palette and typography rules.*
- *Brand Assets: All variations of the brand logos, color palettes and fonts are documented.*

8. Product Testing

We carried out internal testing within the team and during this process we discovered some bugs and issues with the design flow. Using the feedback and insights gathered, we resolved the bugs and worked out a better flow for a better user experience. The test case coverages are key workflows like user registration, ride booking, payments, and driver onboarding have defined test cases.

9. Account details and Passwords

All accounts were registered using the email kerotechnologies1@gmail.com and the passwords are accessible only by the CEO. The details for the admin dashboard are;

- *Website: https://www.kerotechnologies.com/dashboard*
- *Email address: admin@example.com*

10. APP STORE POLICIES

Both the Google Play Store and Apple App Store require applications to be kept up to date to ensure compliance with their policies. Apps that are not regularly maintained may be removed or become less visible in the store. Some of the implications of defaulting in this is that;

- *Google Play requires apps to target recent Android API levels to remain available on their store.*
- *Apple's App Store may remove apps that are outdated or not compatible with the latest iOS updates.*

In order to stay compliant and avoid any form of disruptions, we recommend scheduling monthly updates and checks. While we haven't yet set up a formal maintenance agreement or payment plan, we would be happy to discuss options for ongoing support and maintenance tailored to your needs.

11. Maintenance Plans

As a team, we would love to propose maintenance plans that can enable us to scale the operations and the reach of the Kero Application. Below are some of the services we are proposing to take a lead on;

a) *Technical Maintenance*

For this, we would resolve bug issues and updates to ensure that the app is secure and stabilized. We would also be responsible for handling and monitoring the backend servers, API's and respective databases and also implement new features to give the users a better experience.

b. *Product Marketing and Growth*

We will have a team responsible for setting up google campaigns and running adverts that can lead to conversions for Kero. We will also set up analytics to track the behaviors of users and this will enable us to make informed decisions regarding the implementation of future updates.

We are more than happy to have conversations regarding these and draw up a new contract. At the end of the day, our goal is to ensure that Kero rider scales and becomes a go-to platform for ride hailing in Nigeria.