

Product Design Portfolio of

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User-Centered Product Designer

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About Me

Profile

Hello

I'm a **Product Designer** with more than **7 years** of working experience in building bridge between business, technology and human.

I believe in design practice that is **data-informed** and driven by **empathy**. I'm passionate finding the balance between complex **business requirements** and user needs, through a **user-centric design** approach.





Truck Lagbe

**KYS (Know Your Suppliers)
ID Verification**

Introduction

Truck Lagbe is the largest and pioneer in truck & pickup rental service provider in Bangladesh. It ensures seamless supply as competition increases in this vertical, which is inevitable as the industry grows and digitization accelerates.

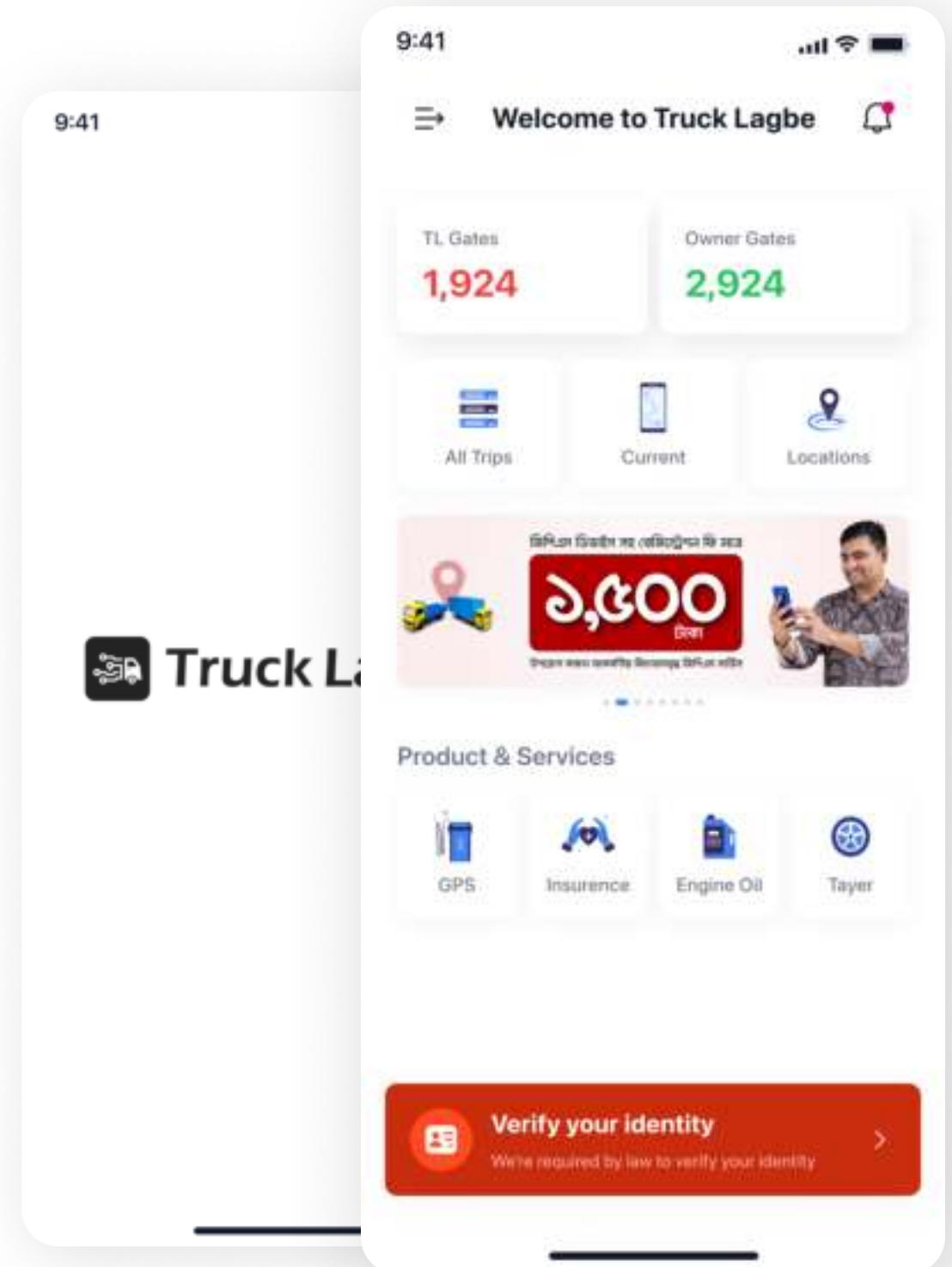
Truck Lagbe is a technology platform optimising how Bangladesh books truck. It connects businesses and customers to the right drivers and fleet owners for their hauling needs.



Problem

Truck Lagbe is always concerned about their customers. To gain their trust and be their moving partner, Truck Lagbe introduced KYS (know your suppliers) programme. In this programme Truck Lagbe will comply their supply partners (truck owners, truck drivers, collaborators, transport agencies).

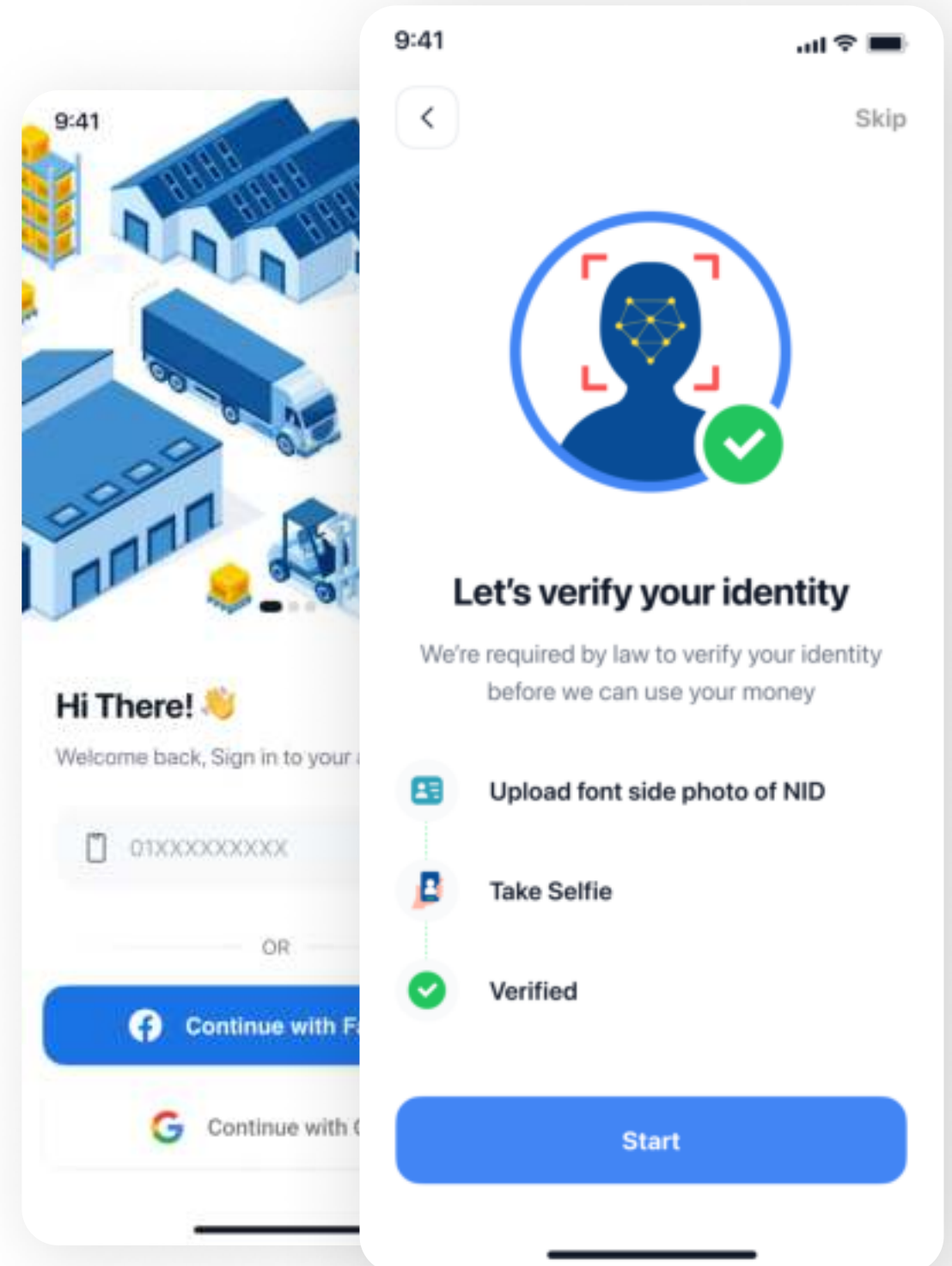
- It is very challenging to get them in optimum places. It's very common in the trucking industry that truck drivers spend most of their time in trips, moving and busy.
- Asking users to come at TL Services Points can't be a feasible solution and our wild guess we'll only get 5-8% users' information.
- It is also hard for TL employees to reach them personally. It is not efficient and also time consuming.
- Sometimes we get documents from users through courier delivery service. But in that case we're failing to verify the user in person.
- In some cases users don't have the required document with them.



Approach

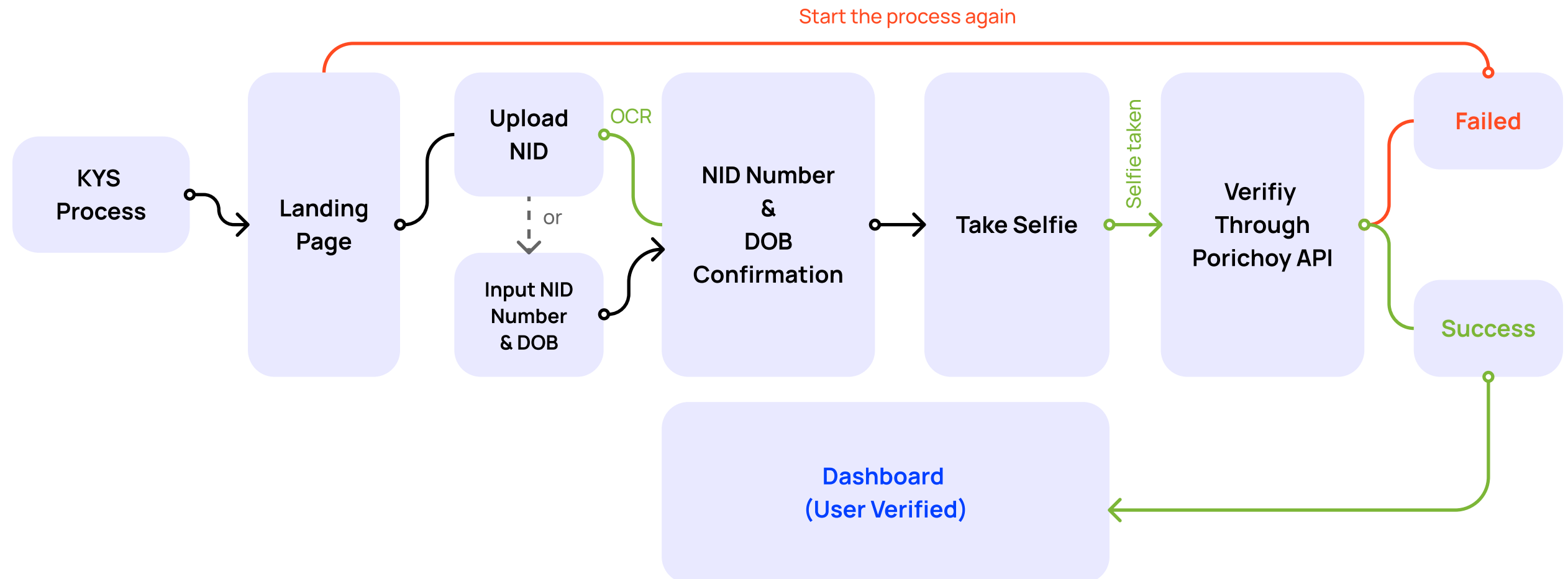
Thinking to the future, we wanted to create a system that simple, easy to use, functional and scalable solution to address the problems.

Our goal was to seamlessly display the experience if necessary, then guide the user back into the flow they originally were in.



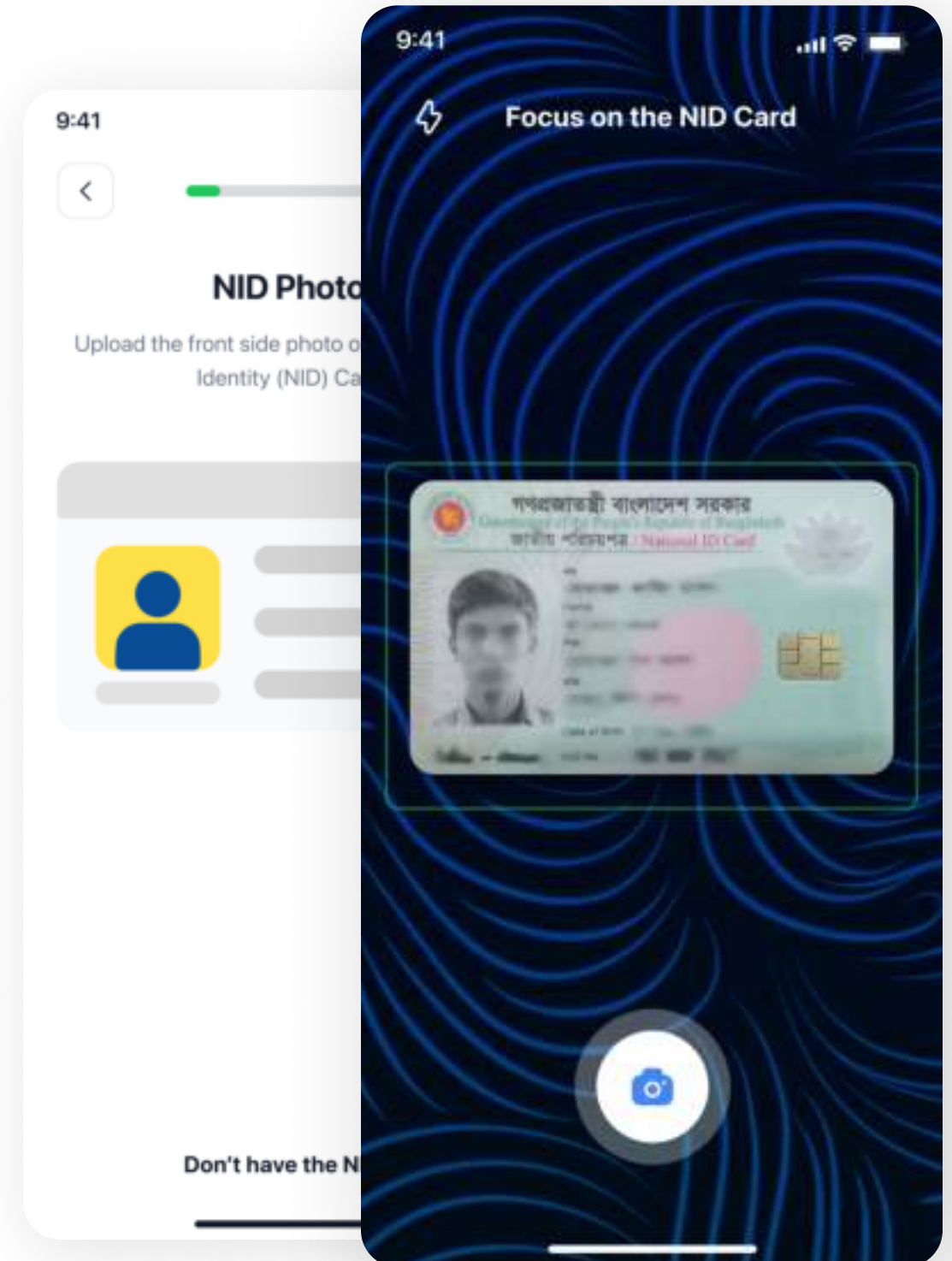
The KYS Process

We'll use a 3rd party Bangladesh Government authorised service through out the process.



Method 1: Document Scan

The process of collecting and validating a National ID, we asked our driver to upload a photo of NID Front side. We provided an interface for taking a photo, then taking selfie and validate if the document is indeed valid. If the document is valid user gets verified instantly.



Method 2: Document Information Entry

The process of collecting and validating a National ID, we asked our driver to upload a photo of NID Front side. We provided an interface for taking a photo, then taking selfie and validate if the document is indeed valid. If the document is valid user gets verified instantly.

The image displays two overlapping mobile application screens. The background screen shows a progress bar and a 'Next' button. The foreground screen, titled 'Confirm NID', contains instructions to recheck NID information and fields for 'NID Number' (1234567089) and 'Date of Birth' (12/11/1992). It also features a 'Take Selfie' button.

9:41

<

Confirm NID

Please recheck your NID information for successful verification. If NID information is correct please proceed for taking selfie.

NID Number
1234567089

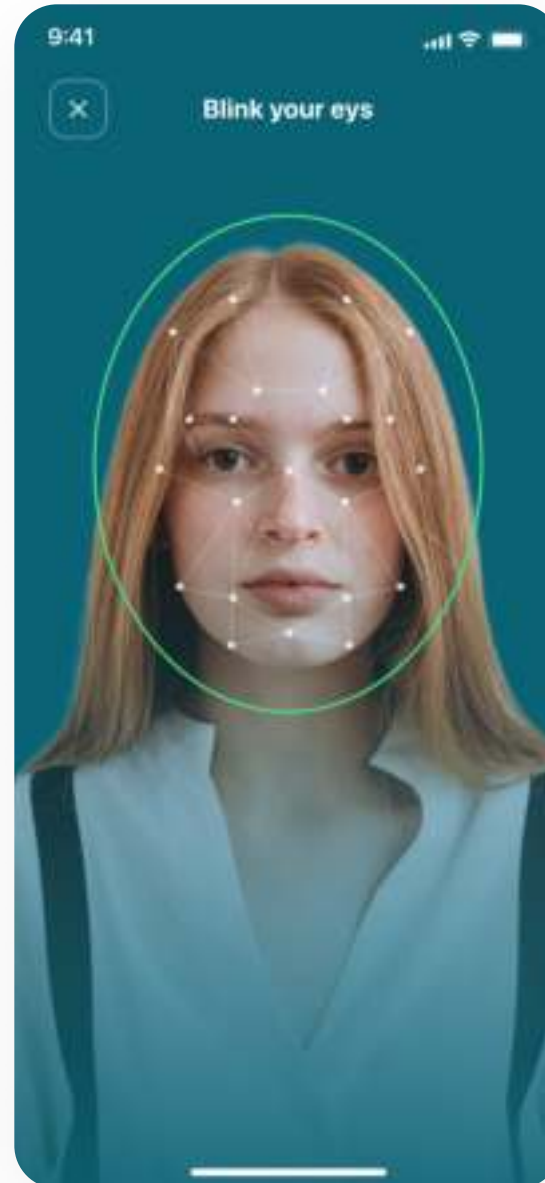
Date of Birth
12/11/1992

Take Selfie

Next

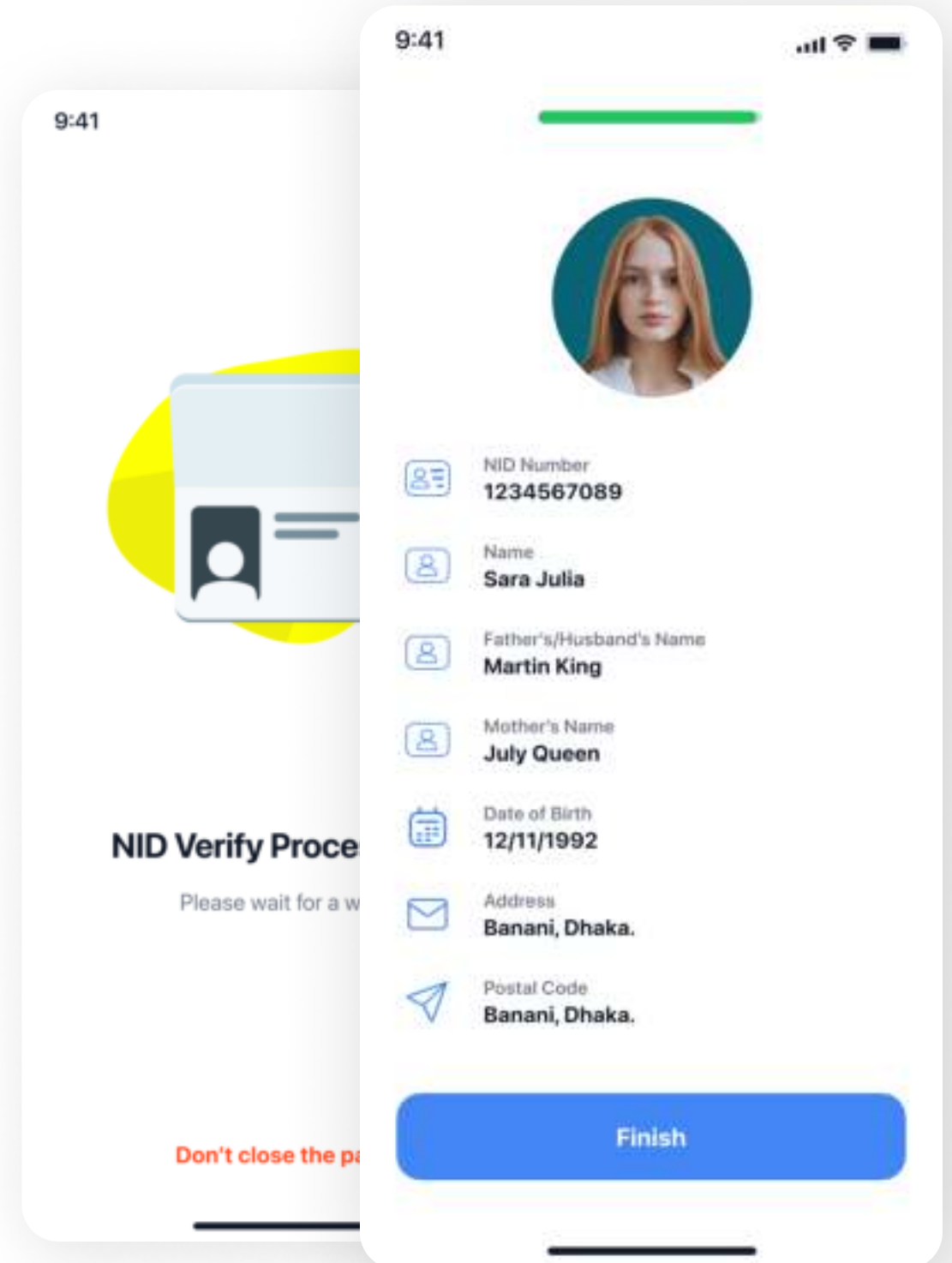
I have NID!

Taking Selfie



Method 3: Contact with Support

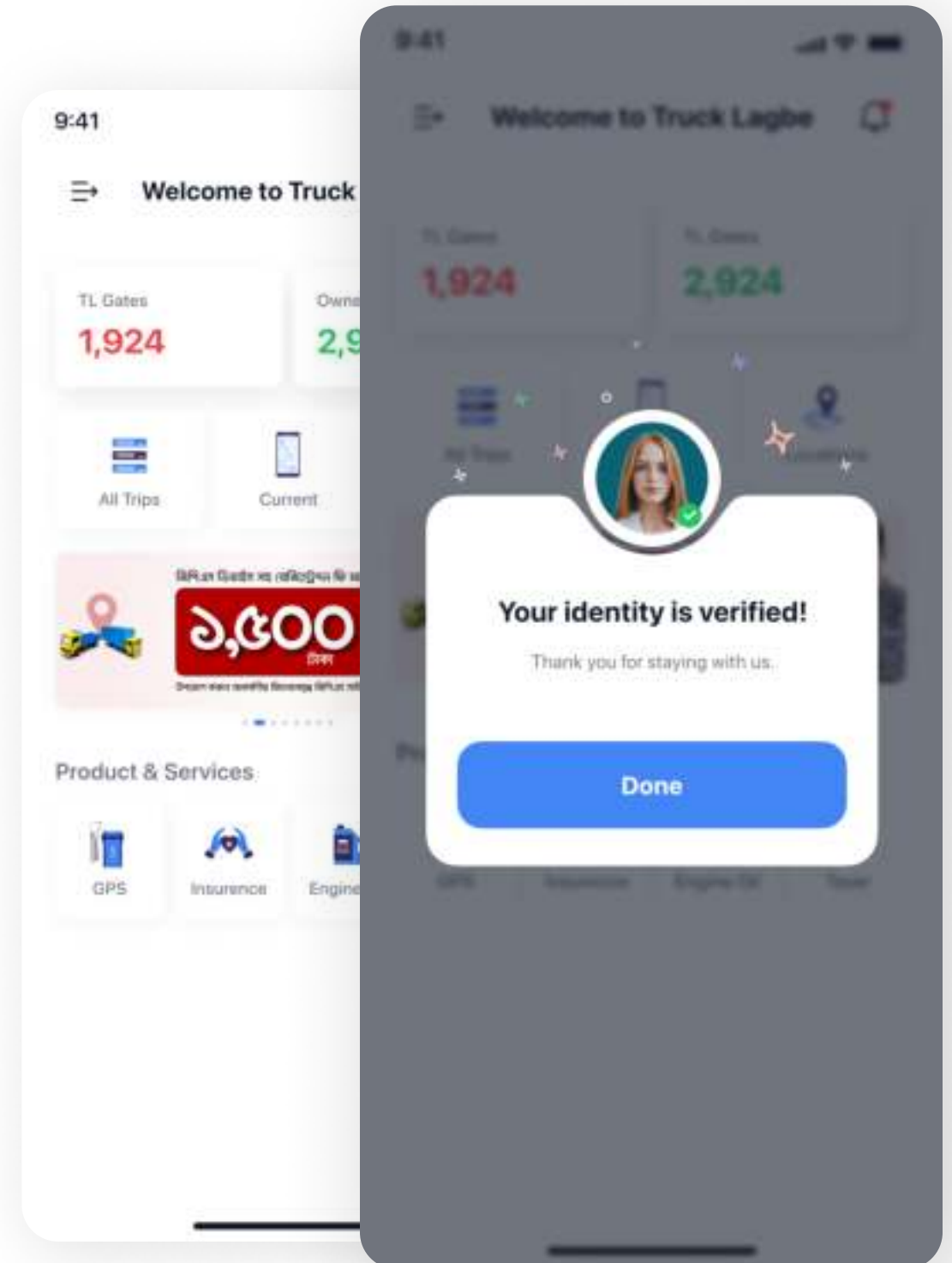
If the users don't have NID or access to internet, they can visit TL Points to verify them manually. They can also call our TL Helpline personalise help.

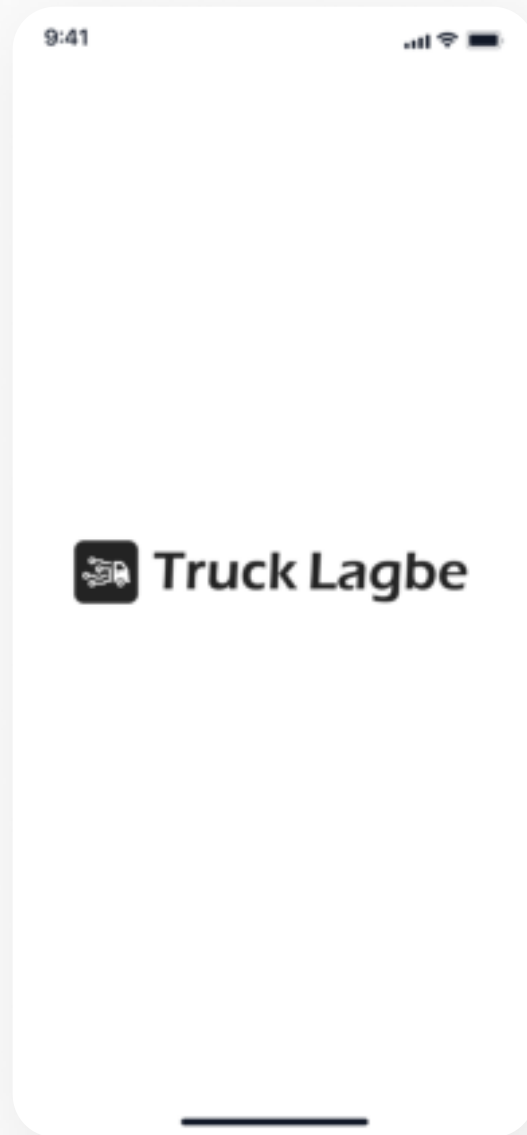


Identity Verified!

After following the KYS process, we have verified our valued supply partners. We followed the compliance rules of Bangladesh Government. It helps to gain not only our customers trust, as well as make our service more compliant. It also attract more investors.

- KYS Programme helps us to **automate the verification process** and make more **efficient our operations**.
- We've automatically re-verified around **70% of our existing supply partners**.
- The fraudulent cases **reduced to around 30%**.
- The trip Completion Rate (CR) **increased by 35%**.

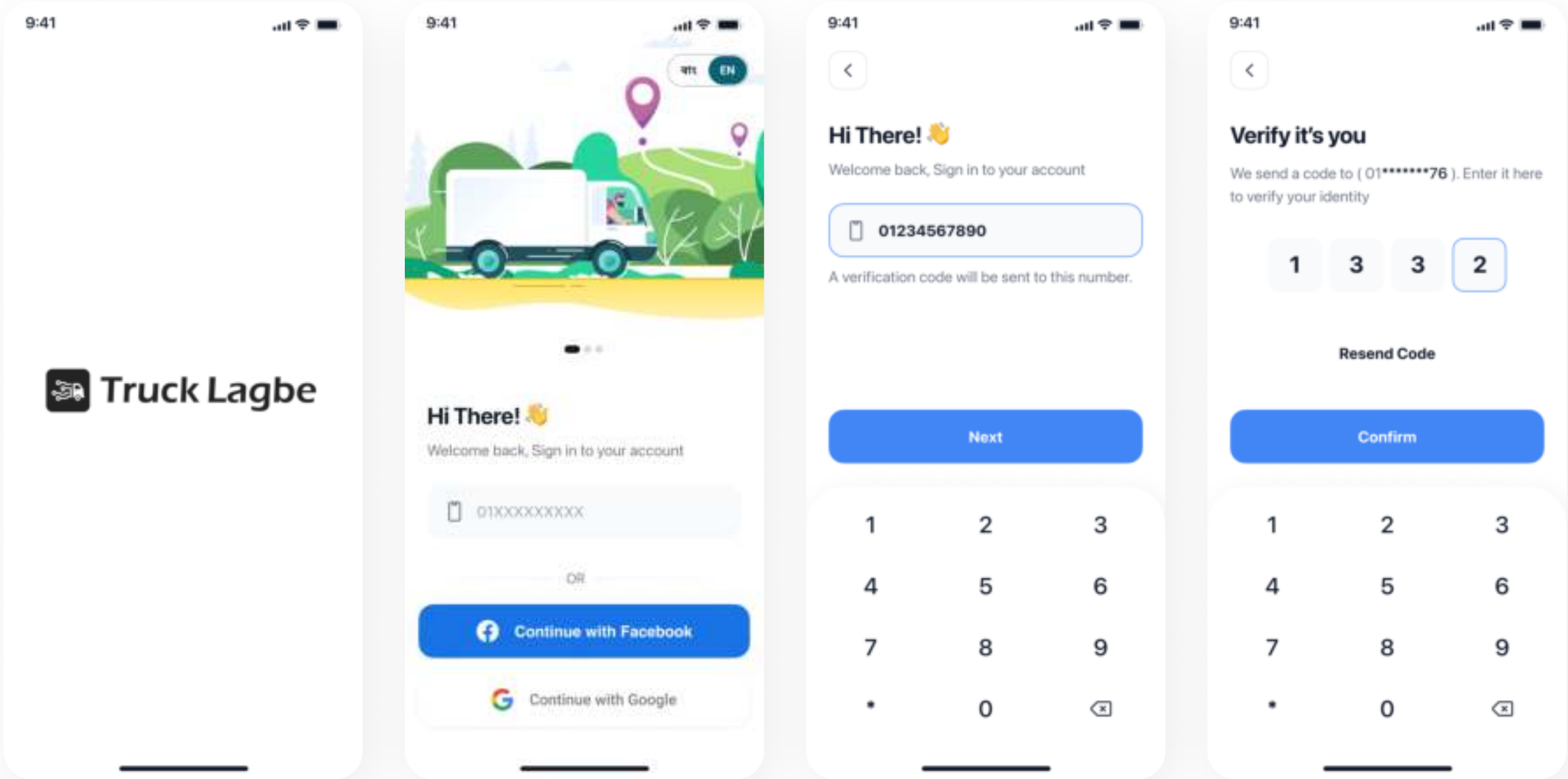




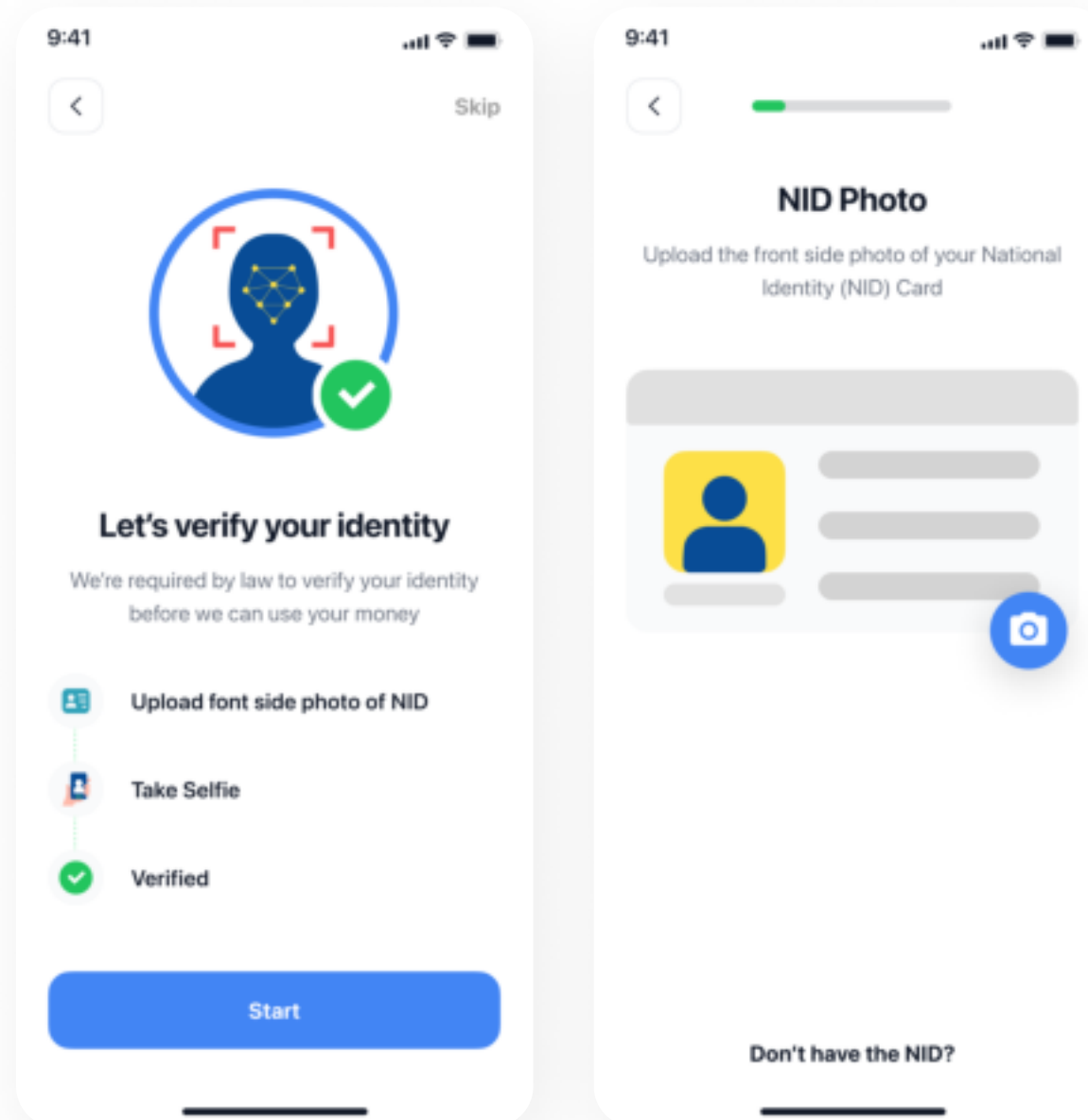
Design Prototype

[Click Here](#)

User Interface (login)



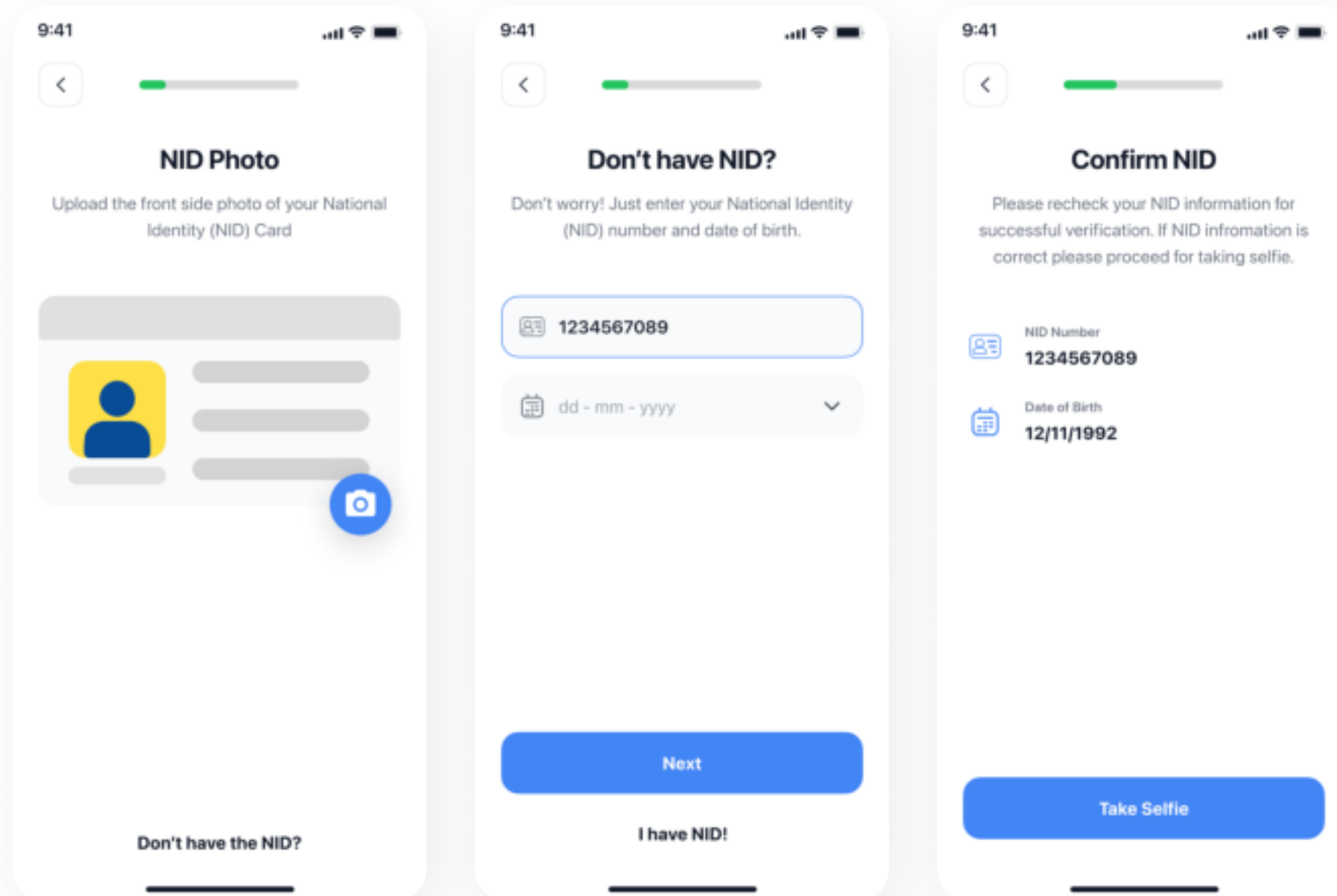
User Interface (Verification Process)



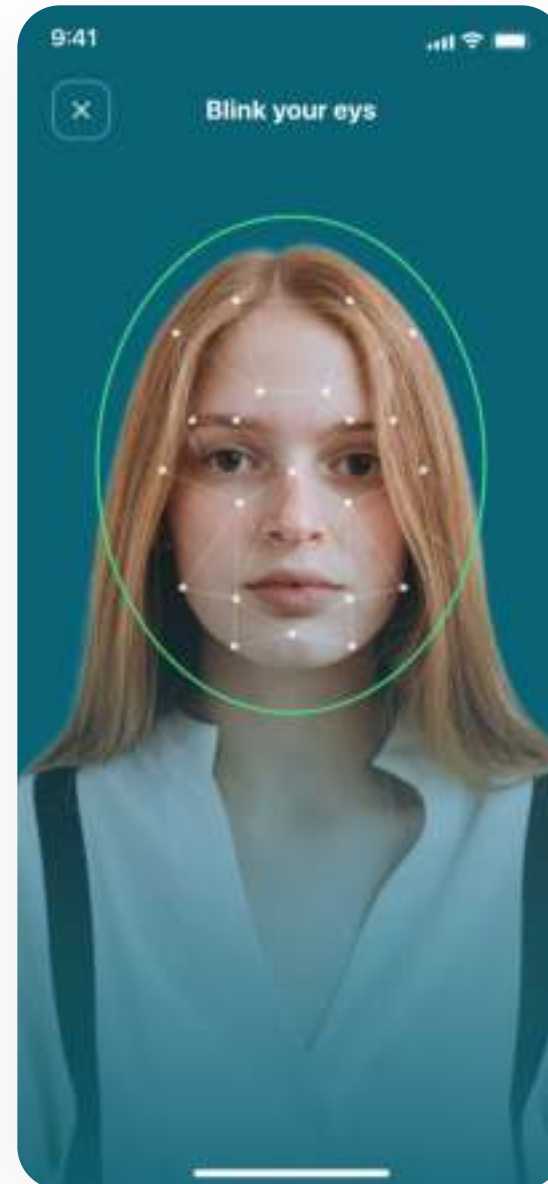
User Interface (Verification: Upload NID)



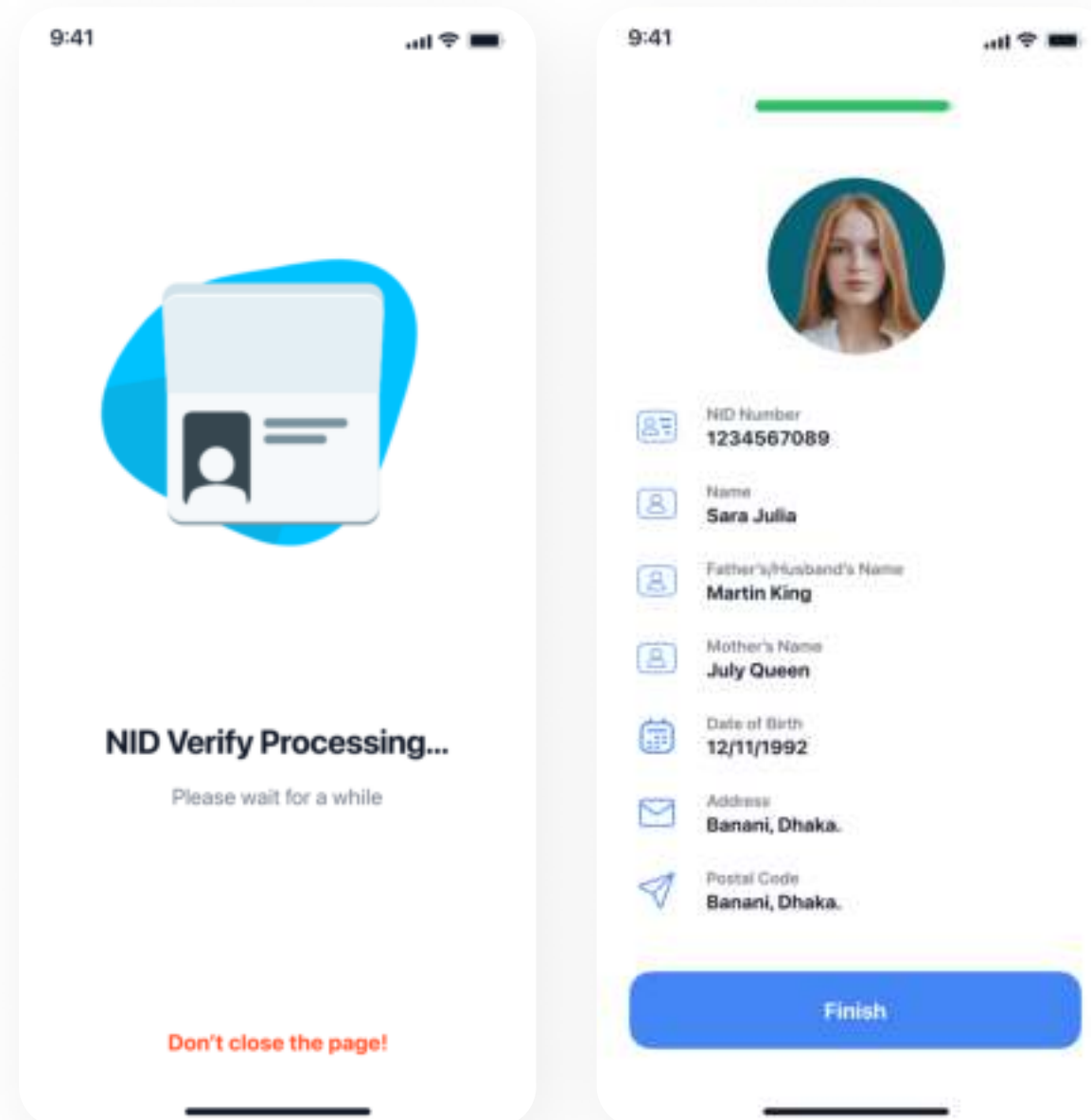
User Interface (Verification: Entry NID Info)



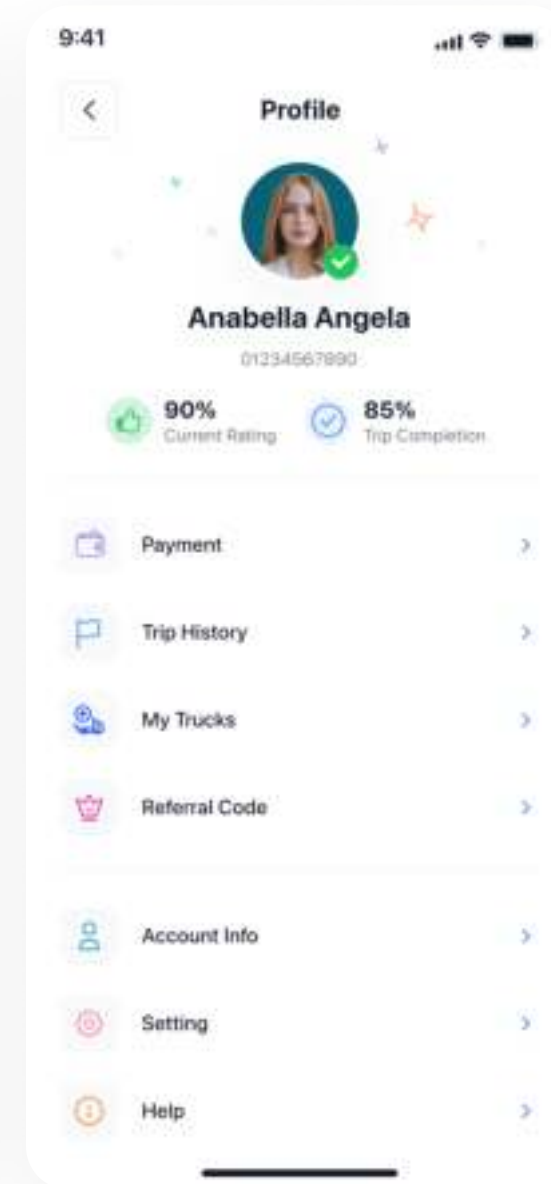
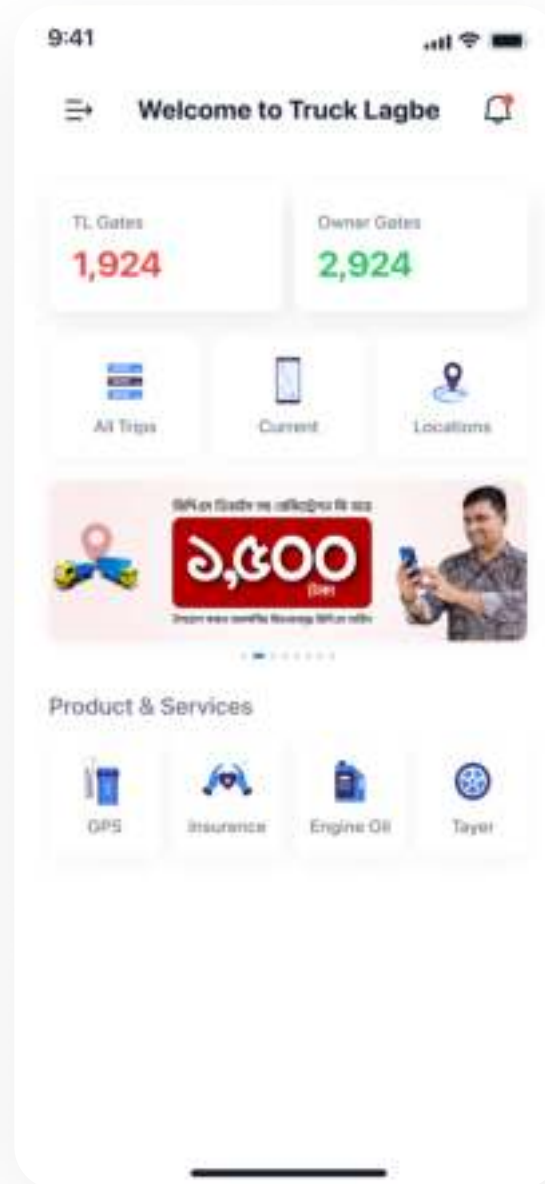
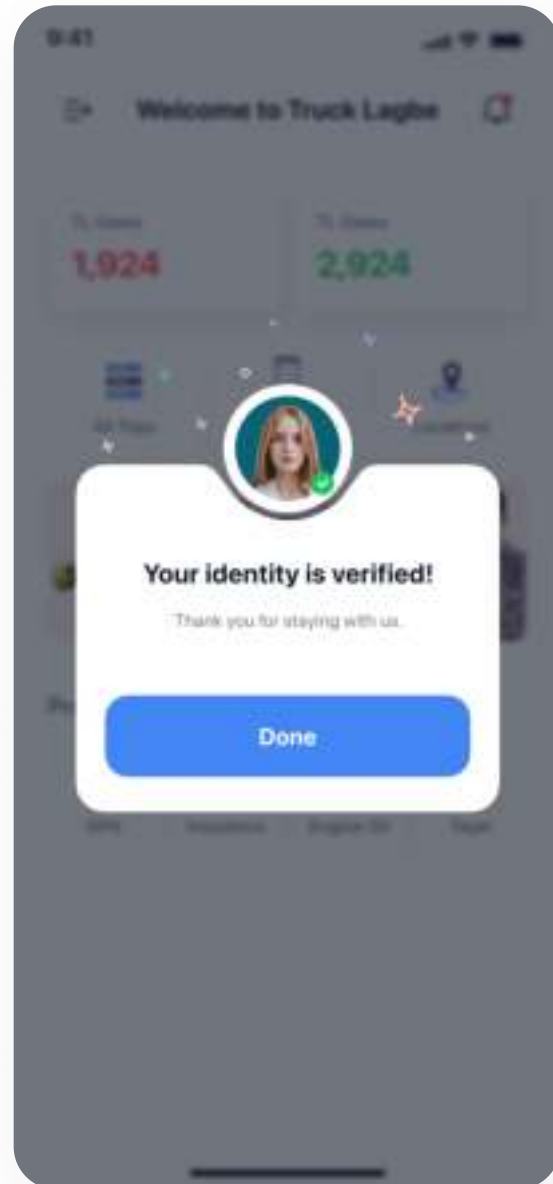
User Interface (Verification: Taking Selfie)



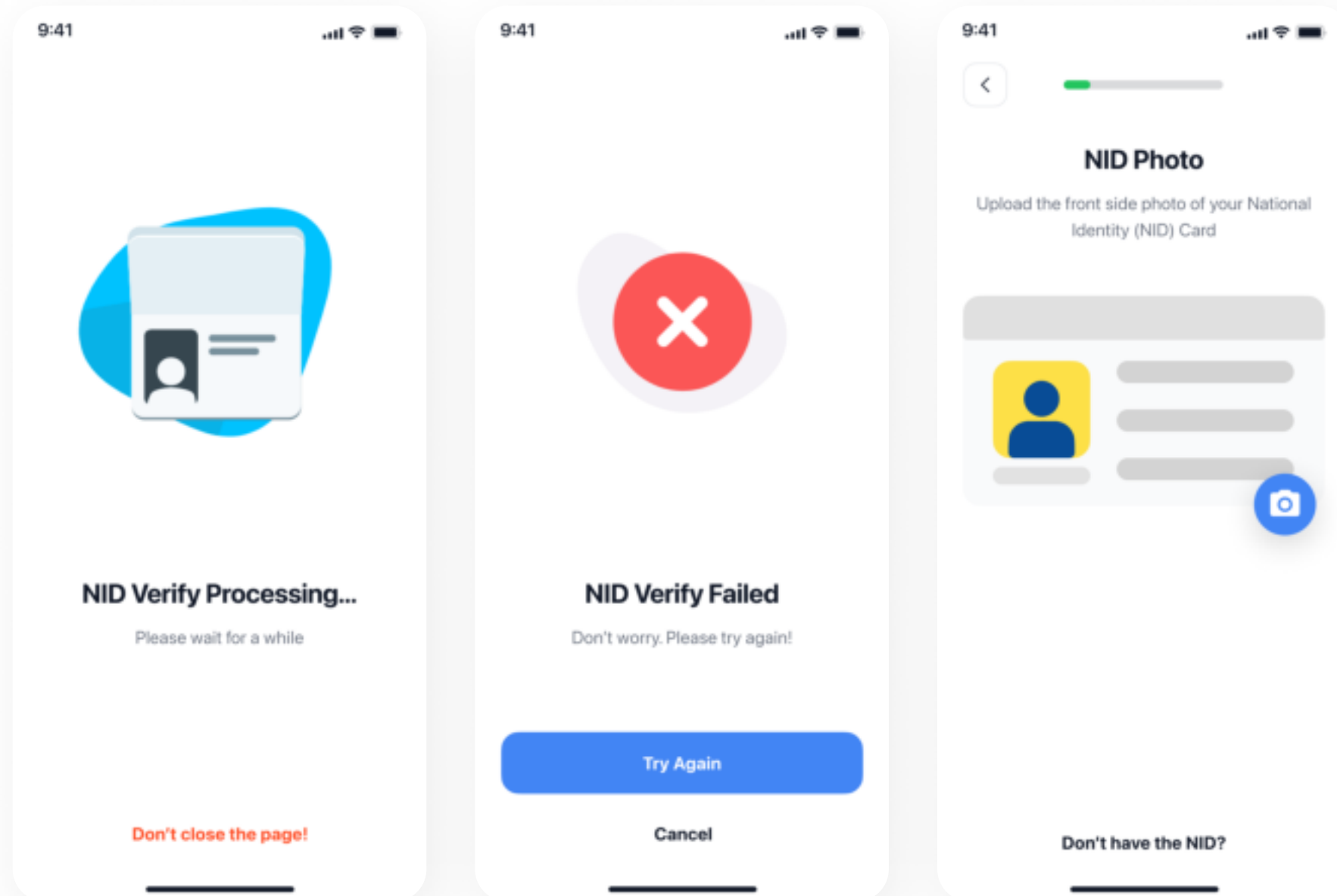
User Interface (Verification: Matching Info)



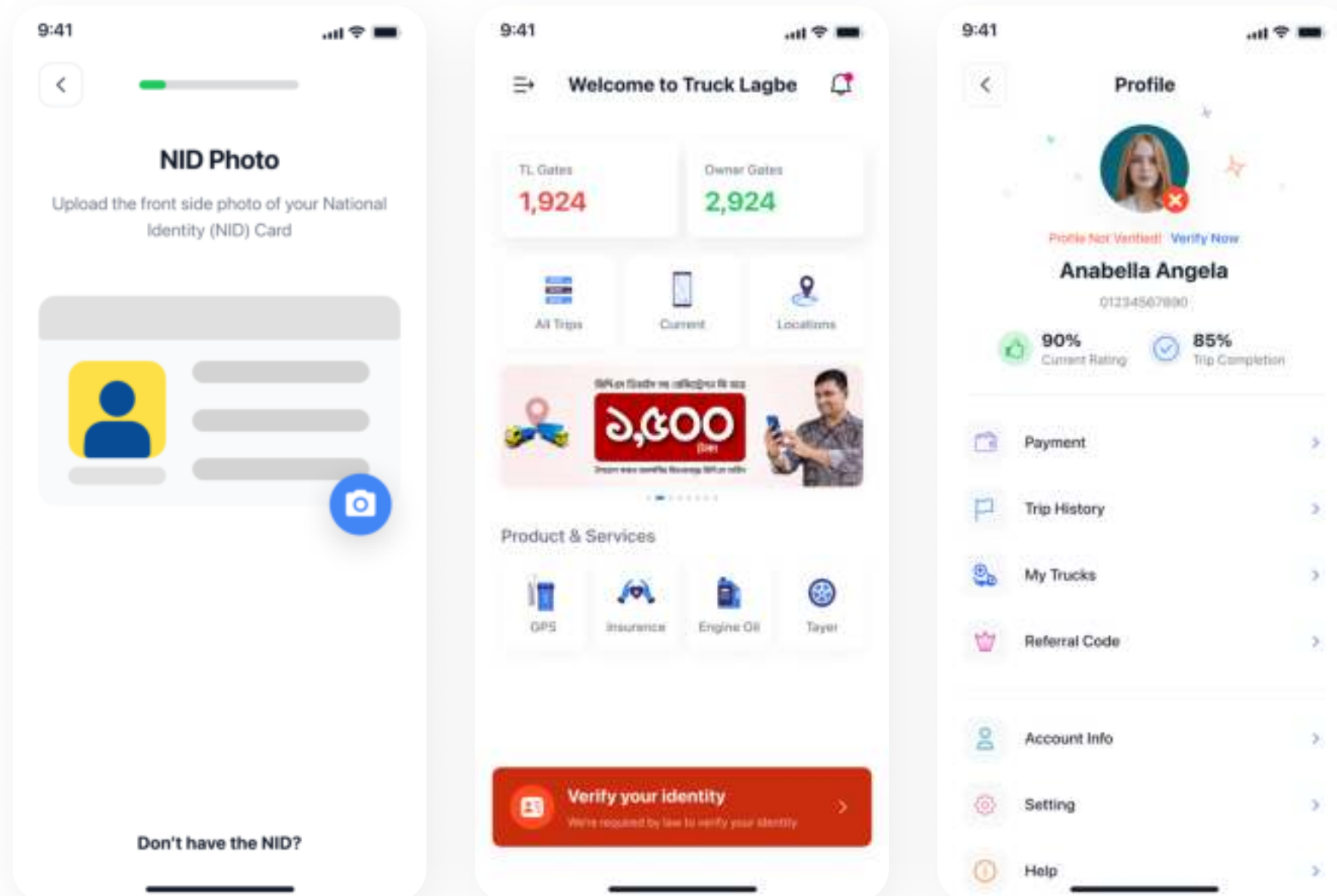
User Interface (Verification: Successful)



User Interface (Verification: Failed)



User Interface (skipped/ existing user)



Thank you

Feel free to reach me

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