

# Kimtech Solution User & Staff Operations Manual

*Version 1.0 — Effective June 2026*

## Overview

Kimtech Solution is a Guyana-based delivery, transportation, shopping, freight, and last-mile logistics service connecting customers, businesses, drivers, and communities across the country and the wider Caribbean region.

This manual is the official operating reference for the company. It teaches customers how to use our services correctly and guides staff, drivers, and partners on how to manage daily operations professionally, safely, and consistently.

Every customer, driver, dispatcher, agent, and administrator is expected to read and follow this manual. It is reviewed quarterly and updated whenever procedures change.

## 1. User Manual

### 1.1 Getting Started

Visit [kimtechsolution.com](http://kimtechsolution.com) from any phone or computer. The site works on slow connections and is optimised for use across Guyana.

- Create an account using your phone number or email — verification takes less than a minute.
- Add your delivery address, business name (if any), and a preferred contact method (WhatsApp, SMS, or call).
- Browse services from the homepage: Request Delivery, Shop & Deliver, Freight, Share Rides, Catalog, and Partner / Driver onboarding.

### 1.2 Booking a Delivery or Ride

- Open Request Delivery or Share Rides and enter pickup and drop-off locations.
- Choose the vehicle type that fits your load: bike, car, SUV, pickup, van, or truck.
- Confirm the live price quote before submitting — prices include fuel, handling, and basic insurance.
- Pay using MMG, card, bank transfer, or cash on delivery where available.
- You will receive an order number, driver name, and live tracking link by SMS and WhatsApp.

### 1.3 Shop & Deliver

- Use Shop & Deliver when you want us to buy items from a store on your behalf.
- List the items, store, and your budget. A dispatcher confirms availability and final price before purchase.
- Pay the item cost plus a small service fee. Receipts are uploaded to your order for transparency.

## 1.4 Freight, Warehousing & Customs

- Request a freight quote for shipments from the US (Chino CA, Miami FL, or New York) to Guyana.
- Air freight: typically 3–7 business days door-to-door. Ocean freight: 2–4 weeks depending on consolidation.
- We handle customs documentation, duties, and clearance on every freight shipment.
- Optional warehousing in Chino, CA for consolidation, storage, and supplier drop-offs.

## 1.5 Tracking, Receipts & Support

- Track any order at [kimtechsolution.com/track](http://kimtechsolution.com/track) using your order number and phone.
- Digital receipts and invoices are emailed automatically and stored in your account.
- Support is available 7 days a week via WhatsApp, phone, and email. Average response time is under 15 minutes during business hours.

## 1.6 Account, Privacy & Payments

- Update your profile, saved addresses, and payment methods under My Account at any time.
- We never share personal data with third parties except to fulfil your order (e.g. driver, customs).
- Refunds are processed within 3–5 business days to the original payment method when eligible (see Refund Policy).

# 2. Staff Operations Manual

## 2.1 Company Standards

- Be on time, in uniform, and identifiable with your Kimtech ID badge at all times.
- Treat every customer, supplier, and colleague with respect — no exceptions.
- Communicate in clear, professional English or the customer's preferred language.
- Never discuss customer information, pricing, or internal procedures outside of work.

## 2.2 Dispatch Operations

- Monitor the dispatch board continuously during your shift; acknowledge every new order within 2 minutes.
- Assign orders to the nearest available driver matching the vehicle requirement.
- Confirm pickup, in-transit, and delivered status for every order — never leave an order without a status update.
- Escalate delays, accidents, or customer complaints to the duty supervisor immediately.

## 2.3 Driver Operations

- Inspect your vehicle daily: tires, lights, fuel, brakes, documents, and cleanliness.
- Accept jobs only when you can complete them safely and on time.
- Handle goods with care — use straps, blankets, and the correct vehicle for the load.

- Greet the customer by name, confirm the order number, and collect any required signature or OTP.
- Do not accept unsafe, illegal, or undeclared items. Report any suspicious package to dispatch.
- Report accidents, damages, or emergencies to dispatch and a supervisor immediately.

## 2.4 Customer Service & Complaints

- Listen first, apologise for any inconvenience, and confirm the customer's issue before responding.
- Resolve simple issues on the spot; log every complaint in the admin system for follow-up.
- Issue refunds, credits, or re-deliveries only with supervisor approval and a clear written reason.
- Follow up with the customer within 24 hours to confirm the issue is fully resolved.

## 2.5 Cash, Payments & Receipts

- Reconcile cash collected at the end of every shift with a supervisor — no exceptions.
- All electronic payments must be confirmed in the system before releasing goods.
- Issue a printed or digital receipt for every transaction, including cash.
- Never accept payment to personal accounts. All payments go to official Kimtech channels only.

## 2.6 Health, Safety & Security

- Wear seatbelts, helmets, and any required PPE at all times.
- No driving under the influence of alcohol, drugs, or while fatigued — zero tolerance.
- Lock vehicles when unattended and never leave keys in the ignition.
- Report theft, harassment, or unsafe conditions immediately to a supervisor or HR.

## 2.7 Data, Systems & Confidentiality

- Use only your own account to log in. Never share passwords or admin access.
- Customer phone numbers, addresses, and order details are confidential — never screenshot or share externally.
- Report suspected data breaches or phishing attempts to the admin team within 1 hour.

## 3. Service Level Agreements (SLAs)

- Local delivery (Georgetown): pickup within 30 minutes, delivery within 90 minutes of confirmation.
- Inter-regional delivery: same-day if booked before 11:00, next-day otherwise.
- Freight air: 3-7 business days door-to-door from US hub to Guyana address.
- Freight ocean: 2-4 weeks door-to-door, depending on sailing schedule.
- Customer support: first response under 15 minutes (business hours), under 2 hours (after hours).

- Refunds: processed within 3–5 business days of approval.

## 4. Pricing & Payments

- All prices are quoted live in the booking flow and include fuel, handling, and basic insurance.
- Accepted payment methods: MMG, Visa/Mastercard, bank transfer, and cash on delivery (where enabled).
- Business accounts may apply for net-7 or net-15 invoicing after 3 months of activity.
- Surge or after-hours pricing is shown clearly before booking — there are no hidden fees.

## 5. Refunds, Claims & Insurance

- Damaged or lost items must be reported within 24 hours of delivery with photos and the order number.
- Standard liability covers up to GYD 50,000 per shipment; additional cover can be purchased at booking.
- Refunds are issued to the original payment method within 3–5 business days of approval.
- Fraudulent claims result in account suspension and may be referred to the police.

## 6. Driver & Partner Onboarding

- Apply at [kimtechsolution.com/become-a-driver](https://kimtechsolution.com/become-a-driver) or [/partner](https://kimtechsolution.com/partner).
- Required documents: valid ID, driver's licence, vehicle registration, insurance, and police clearance.
- Complete the online orientation and a short in-person assessment before your first job.
- Payouts run weekly to your bank account or MMG wallet with a detailed statement.

## 7. Code of Conduct & Disciplinary Policy

- Zero tolerance for theft, fraud, harassment, discrimination, or violence — grounds for immediate dismissal.
- Minor infractions follow a three-step process: verbal warning, written warning, suspension.
- All disciplinary action is documented in the staff record and signed by both parties.
- Appeals may be submitted in writing to HR within 7 days of any disciplinary decision.

## 8. Emergency Procedures

- Medical or road emergency: call 911 first, then dispatch and a supervisor.
- Vehicle accident: secure the scene, photograph damages, exchange details, and file an incident report within 24 hours.

- Theft or robbery: do not resist — comply, ensure personal safety, then contact police and dispatch.
- System outage: switch to the manual order log (paper form) and reconcile in the admin system once restored.

## 9. Contact Directory

- Customer Support (WhatsApp & Calls): see footer of kimtechsolution.com
- Dispatch Desk: 24/7 via the staff WhatsApp group and admin panel
- Email: support@kimtechsolution.com • notify@kimtechsolution.com (system notifications)
- Office: Georgetown, Guyana — appointment only
- US Warehouse: Chino, California — drop-off by appointment

## 10. Document Control

- Owner: Operations Director, Kimtech Solution
- Review cycle: every 3 months, or whenever a procedure changes
- Distribution: all staff, drivers, partners, and published at kimtechsolution.com/manual
- Acknowledgement: every staff member signs a copy on hire and after each major revision

## Conclusion

Kimtech Solution is built to make delivery, transportation, shopping, freight, and business logistics easier across Guyana. Customers should use the website to book and track services, while staff must follow the procedures in this manual to provide safe, reliable, and professional service every day.