



KEPRO WASTE MANAGEMENT DIGITAL PLATFORM

KEPRO WMS Portal Guide

Prepared for KEPRO by Africa Cloud Space Ltd. September 2026 review edition.

This guide explains the main tasks in the public, Collector, Actor, Producer, KEPRO Admin, Auditor and Super Admin portals. Screenshots show training data, not operational results. The accompanying completion report records outstanding defects and acceptance conditions. Screens illustrating the corrected GPS flow refer to merged PR #310.

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01 / KEPRO HANDOVER

Finding help in your portal

Open System guide from the public footer, or use the Guide shortcut inside your portal. The shared /documentation entry opens the appropriate guide for a signed-in organisation or collector. A Recycler arrives in the Recycler guide automatically. To read general guidance while signed in, choose General guide.

Use the module search to find a page or task. Existing picture walkthroughs still show the steps and where to press; the module reference adds guidance for newer sales, claim and organisation tools. Expand FAQs for common questions and read What's new for published software updates, newest first. Updates describe released software; your organisation's deployed version and enabled modules may differ.

Download user guide (PDF) provides this handbook for training or offline reference. Print this guide prints the current guide view; clear the search first to include all modules. The introduction and FAQs follow the existing English/Kiswahili language choice; detailed page instructions currently use English.

The screenshot displays the KEPRO WMS Training organisation guide interface. The top navigation bar includes the KEPRO logo, 'Recycler Portal', 'Training organisation guide', a search bar, and user controls (EN, TU). The left sidebar lists navigation options: Dashboard, TRADING (Transactions), PROCESSING (Processing), FINANCE (Claims & Payments, Reports), ENGAGE (Forms, Settings), and Application status. The main content area is titled 'Guide' and includes a subtitle 'Step by step, with pictures'. It features a 'Welcome to KEPRO WMS' section with a date 'KEPRO WMS - 2026-09-11' and a brief introduction. Below this is the 'Recycler guide' section, which describes the user's role and provides links for 'Before you submit', 'Modules and tasks', 'Frequently asked questions', 'What's new', and 'General guide'. There are also links to 'Download user guide (PDF)' and 'Print this guide'. A note at the bottom of the guide section states: 'The introduction and FAQs are available in English and Kiswahili. Detailed page walkthroughs currently use English.' The 'Modules and tasks' section includes a search bar and a note about picking what to do. The bottom of the page shows the user's role as 'Training user' and 'Organisation Admin'.

Figure 1. Recycler guide with workspace context, module search and handbook download. Training environment.

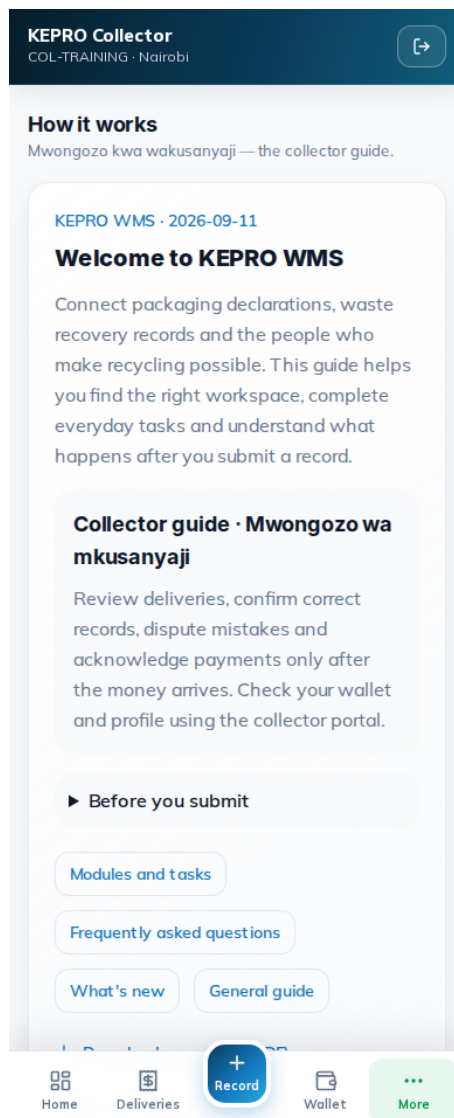


Figure 2. Collector documentation in the separate mobile portal. Training environment.

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Questions and system updates

FAQs explain registration, edits, deletion, confirmation, payment receipt, unavailable actions and upload errors. Use the keyboard Enter key or press the question to expand the answer. The release timeline is a maintained record of published software improvements; it does not change your permissions or organisation settings.

The screenshot displays the KEPRO WMS user interface. At the top, the KEPRO logo is on the left, and navigation links (Home, Locator, Campaigns, Recycling, Report, FAQ, Contact, Forms) are in the center. On the right, there are buttons for 'Login' and 'Register', along with a user profile icon. Below the navigation bar, the 'FAQ' section is active, showing a list of questions. The question 'Can I edit or delete a submitted record?' is selected and expanded, revealing its answer. Below the FAQ, the 'What's new' section is titled, with a note that updates are listed newest first. It contains three entries, each with a date (2026-09-11) and a description of a software update.

FAQs

- ▶ Which portal should I use?
- ▶ Does registration mean I am approved?
- ▼ Can I edit or delete a submitted record?
Use the actions offered on that record. Draft, confirmed, verified and paid records can have different restrictions. Where approval is required, your request remains pending until reviewed. If an action is unavailable, contact the responsible officer instead of creating a duplicate.
- ▶ What should I do when the weight or payment is wrong?
- ▶ Why can I not see a button or module?
- ▶ What if an upload or connection fails?

What's new

Published software updates, newest first. Your organisation's deployment and enabled modules may differ.

- 2026-09-11**
Clearer public imagery and reliable sign-in image loading; security protections strengthened.
- 2026-09-11**
Recycler sales and claim evidence simplified, with clearer material and value information.
- 2026-09-11**
Distinct actor images, compact public headings and Super Admin controls for public images, text and sizing.

Figure 3. FAQ answers and the published software update timeline. Training environment.

03 / KEPRO HANDOVER

Start with the right portal

Use the public homepage to understand the programme, find collection points, read campaigns and recycling information, or report a concern. Register creates an application; it does not promise approval or payment. Login opens the portal chooser. Collectors use the separately labelled collector registration and sign-in paths. Staff sign-in links for KEPRO Admin, Super Admin and Auditor are in the footer.

Choose a portal that matches your work. Available portals depend on tenant settings and your permissions. Use the language menu to choose English or Kiswahili by name. Public text is bilingual; authenticated screens may still contain English-only content.

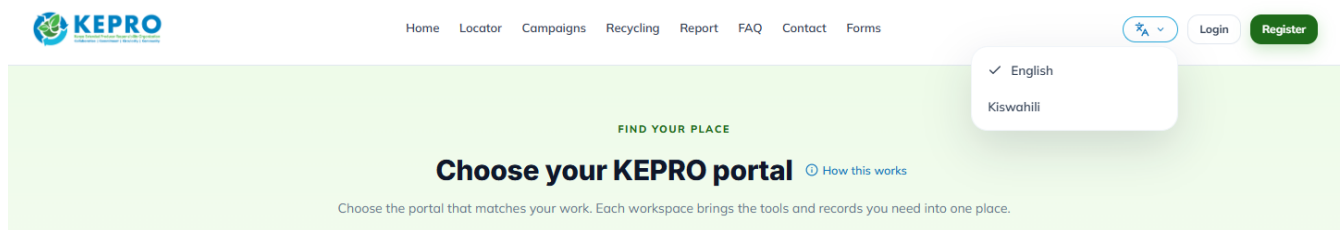


Figure 4. Compact navigation and English or Kiswahili language choices. Training environment.



Figure 5. Tenant-visible staff sign-in links beneath the portal chooser. Training environment.

04 / KEPRO HANDOVER

Register and sign in

Organisations complete the registration steps, supply required details and documents, verify the requested contact channels and review the application before submitting. Collectors follow their own registration flow and may need identity or group documentation appropriate to their collector type. A submitted application may still require review.

Sign in with the account credentials issued or established through onboarding. Complete the one-time-code challenge when requested. Never share passwords or verification codes. Use password recovery when needed. Invitations and workspace selection apply only when your account has been invited or has more than one permitted workspace.



By submitting you confirm the information is accurate. KEPRO will request KYC documents during verification.

[Back](#)[Submit registration](#)

Figure 6. Final confirmation before submitting an organisation registration. Training environment.

05 / KEPRO HANDOVER

Public images, language and appearance

The public homepage introduces the circular economy and provides Register and Login actions. Each actor has a distinct image and a short explanation. Sign-in pages use concise image overlays; the extra explainer strip has been removed. The homepage illustration is representative and is not evidence of an actual KEPRO event.

Super Admin can open Tenants, select a tenant, then open Branding and Public site content and sizing. Select the design style to edit. Public images accepts approved HTTPS image URLs or existing brand assets. Public text supports English and Kiswahili catalogue overrides. The size controls adjust menu and description fonts, top bar button height and supporting-page header spacing within the displayed bounds.

Review the changes before confirming the save. Use default removes an individual override. Selecting a style in this editor chooses what to edit; the existing Design system control activates a style. Theme colours and font families continue to follow tenant branding. These public settings do not rename operational fields or change permissions, approval rules or sign-in routing. These controls and the clearer homepage image were merged in PR #334.

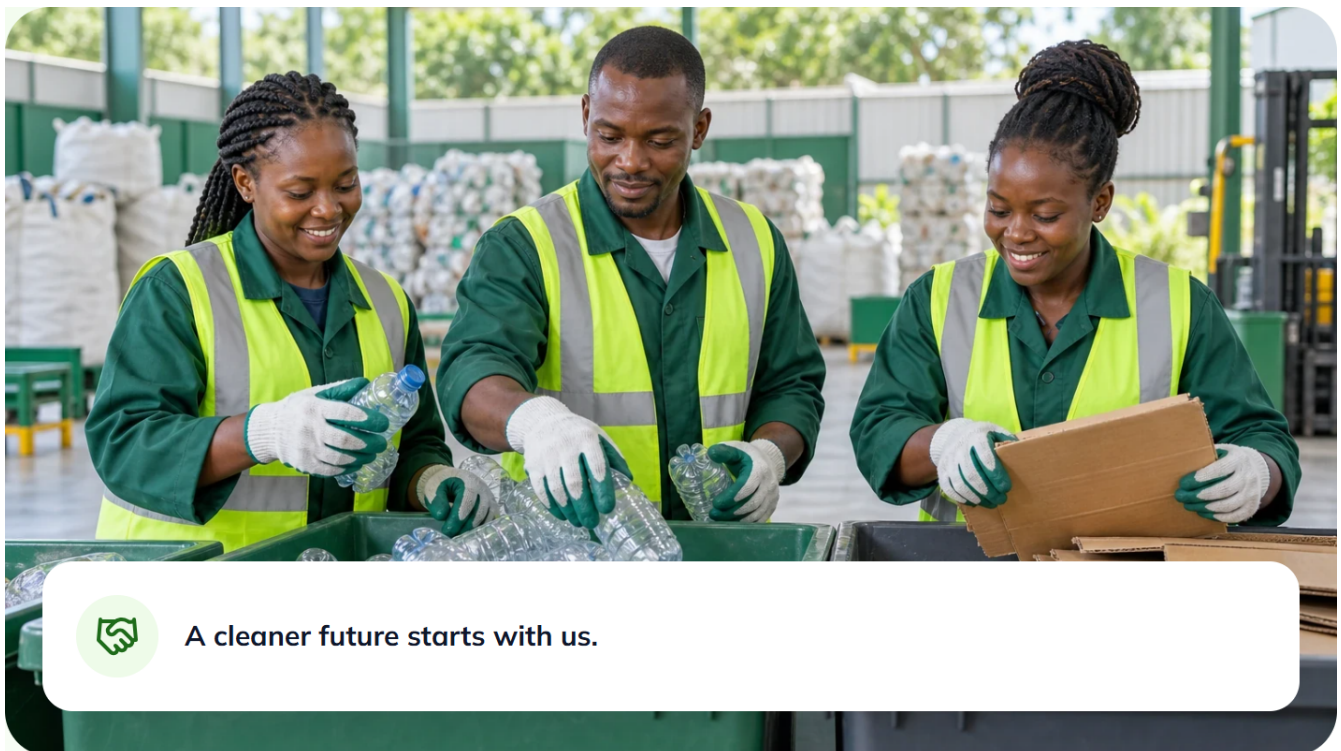


Figure 7. Refreshed homepage image with a concise caption. Training environment.

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Collector deliveries and payments

The Collector portal uses its own phone sign-in. A collector with a password can choose the password option; otherwise use the one-time-code flow. Home shows deliveries or payments that need your response, your balances and recent deliveries. The recent-deliveries preview shows at most four records; View more opens the full list.

To record a delivery, open My deliveries and choose Record a delivery. Identify the aggregator, material, quantity and date. Check the record before sending it. The receiving aggregator must confirm the delivery before it counts. For an incoming record, confirm only if it is correct. If it is wrong, dispute it and explain why. A recorded payment is not proof of receipt: acknowledge only after the money arrives.

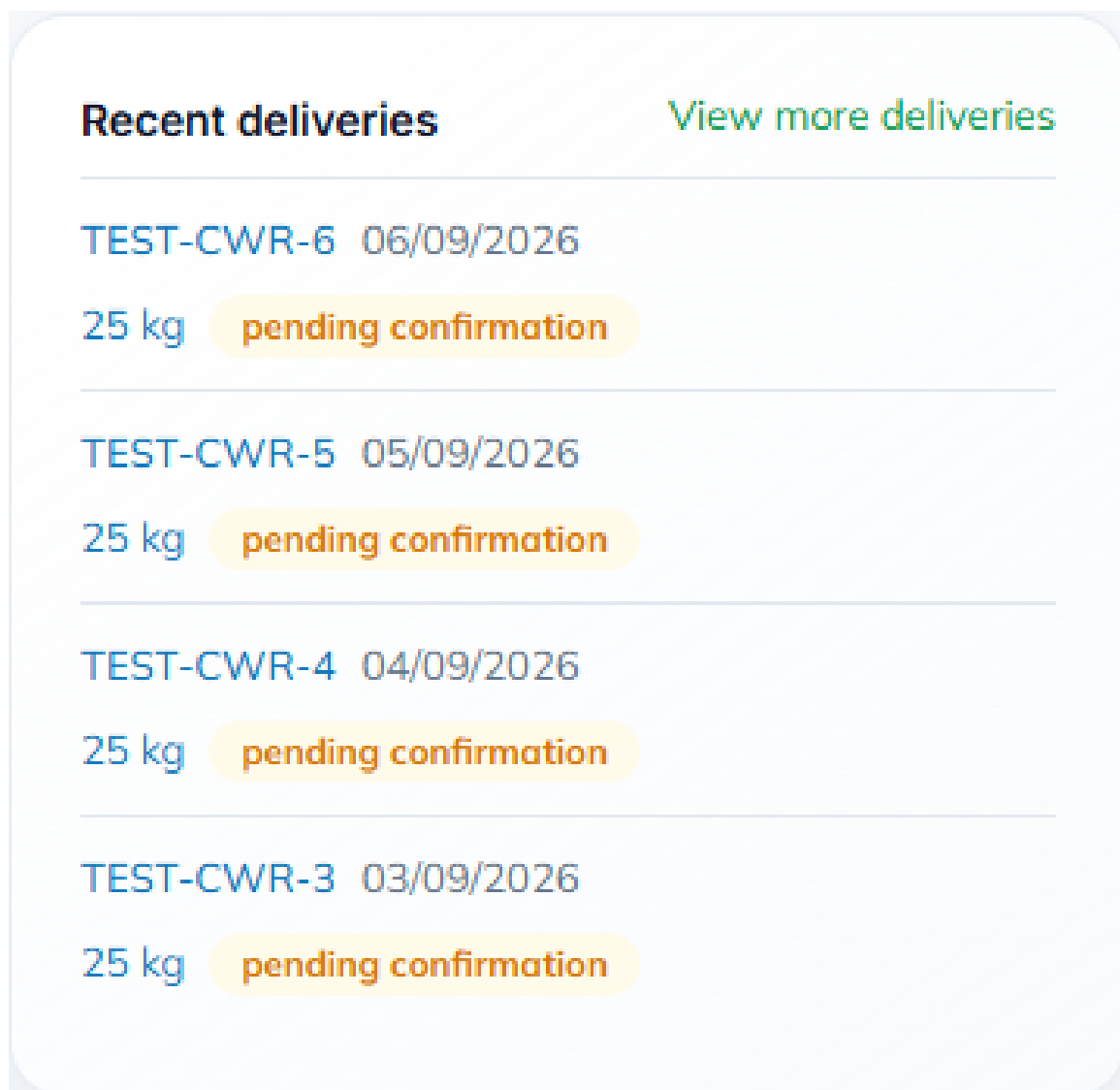


Figure 8. Collector delivery preview on a phone. Training environment.

07 / KEPRO HANDOVER

Actor records and workspaces

Aggregators, recyclers and transporters see tools appropriate to their organisation type. Recent transactions and actionable trips show up to four newest records with dates; View more opens the full list. Filters and pagination help locate older records. A dashboard count can include more records than its preview.

Use New Transaction to record a sale or purchase. Select the counterparty and county, then enter material lines and weights in the displayed units. A price agreed between actors is a trade price. It is separate from any KEPRO incentive calculated after verification. Do not enter an expected incentive as the trade price.



Figure 9. Actor recent transactions with dates and full-list link. Training environment.

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Capture evidence and location

Upload the required waste, vehicle and weighbridge evidence. Review the captured location on the map. In the corrected capture flow, unavailable or denied GPS leaves the location empty and prevents submission. Allow location access in the browser and retry, or use a device with location services. The map displays the captured position; it is not a draggable correction tool. Capture location again requests a new fix.

Before submitting, check the counterparty, material lines, quantities, county, capture date and evidence. Submission sends the transaction to the counterparty for confirmation. The incentive is calculated from the published rate after verification; submission does not guarantee an incentive or payment.

The screenshot displays the 'New Transaction' screen of a mobile application. At the top, the title 'New Transaction' is followed by a link 'How this works'. Below the title, a subtitle reads 'Evidence-first capture · offline-capable on mobile'. A progress indicator shows five steps: 'Details' (checked), 'Weighbridge' (checked), 'Photos' (checked), '4 Location' (active), and '5 Review'. The 'Capture location' section features a target icon and the text 'Location not captured yet.' Below this, a blue link 'Capture GPS location' is shown, followed by a message in orange text: 'Location permission was denied. Allow location access in your browser, then try again.' At the bottom, there are 'Back' and 'Next' navigation buttons.

Figure 10. Location permission failure with a retry action. Training environment.

09 / KEPRO HANDOVER

Confirm a handover and resolve differences

The receiving organisation reviews incoming transactions. For a load with several materials, answer each line. Record the received weight and other requested details accurately. Confirm a line when it is correct. Flag or dispute a line when the weight, material condition, price or event is wrong, and provide the required explanation. The handshake completes only when the required line decisions have been made.

Transporters record the trip events and supporting evidence relevant to their assignment. A document, role, period lock or approval setting may restrict an action. Read the displayed reason; do not create a duplicate record to bypass it. Use the appropriate review or correction process for records that have become final.

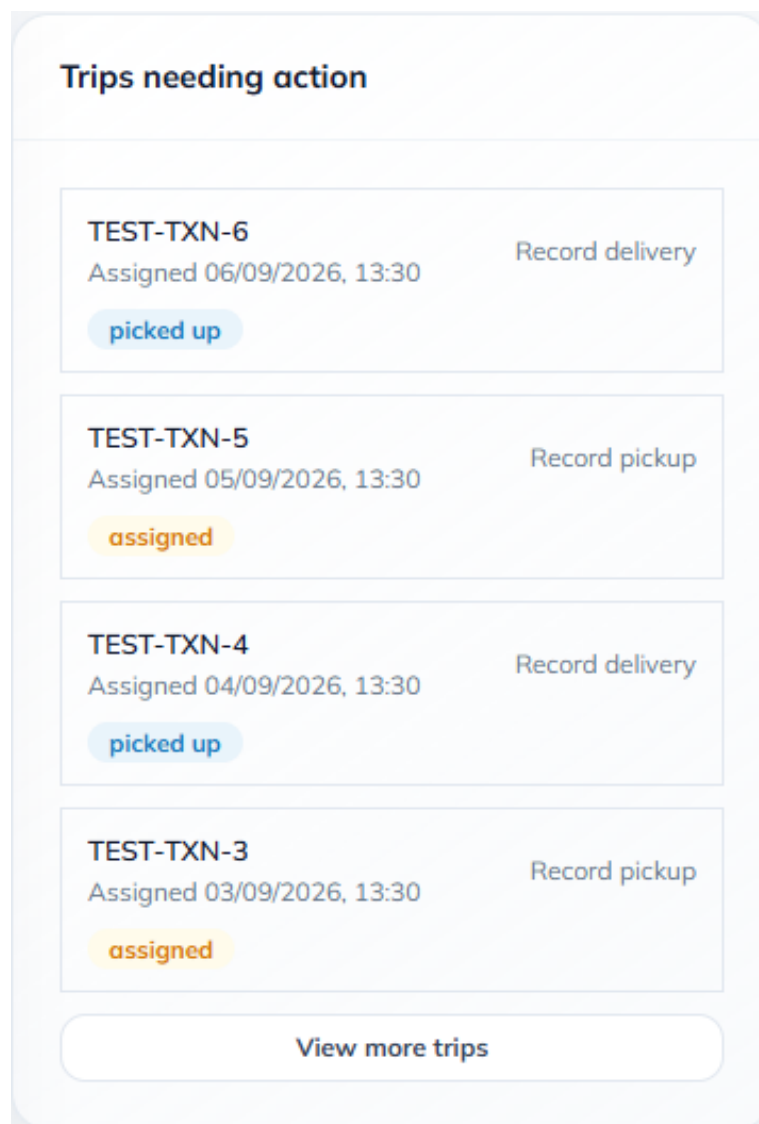


Figure 11. Transporter actionable trips preview. Training environment.

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Producer declarations and fees

Open the declaration page and choose an available reporting period. Start with your organisation's actual packaging quantities. Add materials from the current catalogue or use the supported import format. Review units, quantities and validation messages, then save or submit as the screen permits. A saved draft can be resumed; submitted or approved periods may be locked.

The fee screen reads the declaration and server-calculated amounts. Check the applicable period and published rate information before exporting. An unavailable rate or reporting period must be resolved rather than replaced with an estimated fee. The current API issues a certificate after KEPRO approves a declaration. Check invoices and recorded payments separately for fee settlement; the certificate alone does not establish that a fee was paid.

Product / Packaging Declaration [How this works](#)

EPR obligation

✓ Period — ✓ Products — ✓ Packaging — 4 Review fee

Review EPR fee

ⓘ Rates set by KEPRO (v2026.9).

PET Plastics · 10.255 kg × Ksh 6.50 **Ksh 66.66**

Total EPR fee **Ksh 66.66**

← Back ✓ Submit declaration

Figure 12. Producer fee calculation from the server. Training environment.

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Downloading an issued certificate

Open Compliance Status after your declaration has been approved. Download certificate saves the issued record as an HTML file that can be opened in a browser. The refreshed download retains the portal's active colours, fonts and text size, including fonts embedded for offline viewing when available. A notice explains if a fallback font was needed.

The certificate records declaration approval. It does not prove that an invoice has been paid. Check the declaration reference, reporting period, issue date and certificate number; use invoices and payment records to confirm fee settlement. The example below is an isolated training record used to verify the download.



Figure 13. Issued declaration certificate with the portal's appearance. Training environment.

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KEPRO review and verification

KEPRO staff work from the registry, KYC, transaction, risk and approval queues permitted for their role and county scope. Open the complete record before deciding. Review evidence, dates, quantities, risk flags and any requested corrections. Record a reason where the form requires one. Do not interpret an empty queue as proof that all work is complete if filters are active or data failed to load.

The dashboard's activity and pending-approval previews contain at most four latest records with dates. Use View more to open the relevant full queue. A first approval may leave an item waiting for another approver. Only the final permitted decision completes the configured approval process.

Organisation or collector approval and document verification are separate decisions by default. If the tenant enables Documents required for approval, mandatory documents must be approved before the application can be approved. Other eligibility checks and the configured approval process still apply; leaving this setting off does not bypass them.

 Pending approvals

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**Test organisation 6**
Business registration · awaiting 2nd approval
Submitted 06/09/2026, 13:30

→

**Test organisation 5**
Business registration
Submitted 05/09/2026, 13:30

→

**Test organisation 4**
Business registration
Submitted 04/09/2026, 13:30

→

**Test organisation 3**
Business registration
Submitted 03/09/2026, 13:30

→

View more approvals

Figure 14. Admin pending-approval preview with request dates. Training environment.

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Reading the evidence timeline

The evidence timeline shows events and dates. Authorised KEPRO staff can see the relevant user's display name; stored audit identifiers are retained. Actor and external Auditor access does not gain staff-directory identities through this change. Historical or unavailable names can still appear as identifiers.

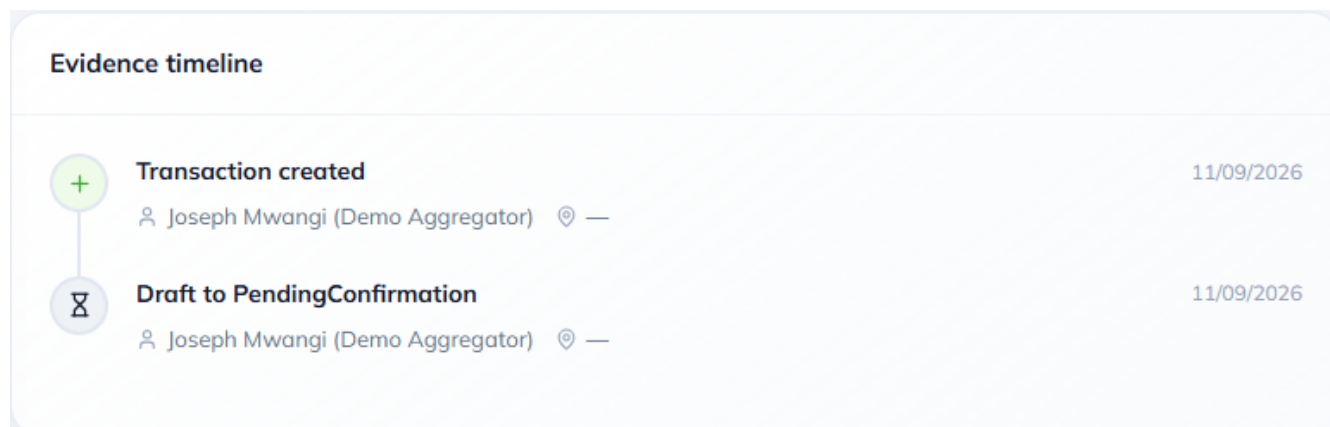


Figure 15. Authorised staff timeline with readable names and dates. Training environment.

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Reviewing a risk flag

Read the recorded reason beneath each risk flag. A county/GPS mismatch means the capture point is far outside the declared county's reference area. It is a review signal, not an automatic rejection. Passing the check does not prove that a location is authentic. Any AI explanation is supplementary and does not replace the recorded reason or the reviewer's decision.

 **Risk flags**

 **GPS mismatch** **MEDIUM**

 GPS mismatch: capture GPS is approximately 405.89 km outside the reference bounding area for declared county 047.
AI explanation is not available in this release; this flag was raised by a deterministic rule.

Reason / note...

 **Dismiss**

 **Escalate**

 **Request evidence**

 **Block**

Figure 16. Recorded county mismatch reason and existing review actions. Training environment.

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Approval settings and financial records

Approval requirements depend on the action and its configuration. Do not assume an unset setting means approval is disabled. The regression tests preserve different defaults: verification without a threshold requires one approval; payment advice without a threshold requires two. KYC document review has its own single or dual approval setting. Organisation verification is a separate flow.

Payment advice may prevent its creator from approving it, even when only one approval is required. A threshold can include its exact boundary. Some decisions use settings frozen when the record was created; others re-evaluate the current setting. Administrators should test changed approval rules in a test tenant before applying them operationally.

Trade value, accrued KEPRO incentive, wallet receivable and recorded payment are different amounts or stages. Reconcile by record reference and the named account, not by assuming similarly labelled totals are interchangeable.

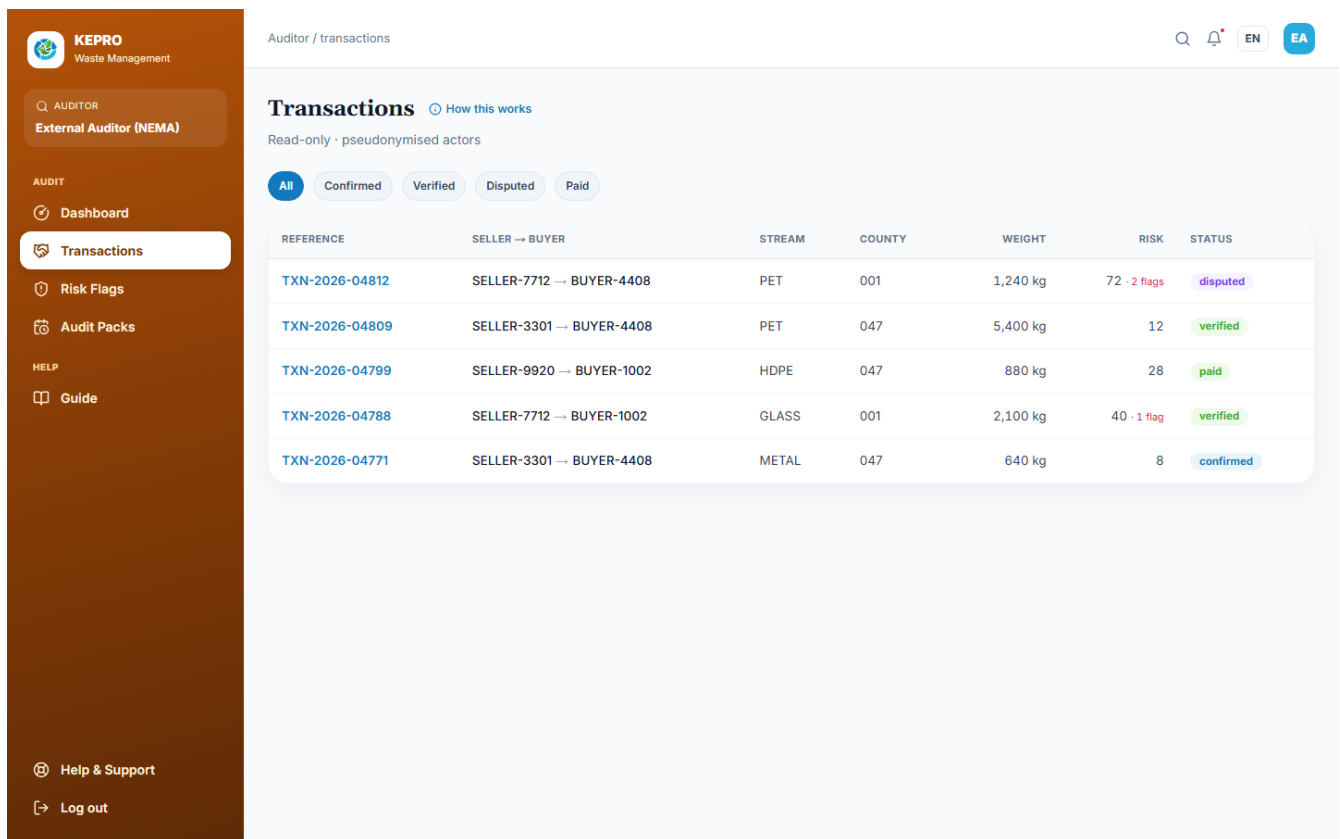
In the Actor payment screen, pending incentives are eligible amounts awaiting posting. Owed to you by KEPRO is the posted wallet receivable; amounts owed to collectors are a separate obligation. In the Admin incentive list, Pending payment, On an advice and Paid describe successive payment stages. These explanations were merged in PRs #322 and #323.

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Auditor and platform administration

The Auditor portal is read-only. Use its date and county filters, transaction list, evidence views and available exports. Organisation identities are pseudonymised. Do not expect personal names, contact details or exact GPS on this surface. Confirm the filters used when describing an audit extract. The dashboard correction in PR #315 makes its scope description follow the selected dates and county.

Super Admin manages permitted platform and tenant configuration. KEPRO Admin controls settings available within its tenant. Keep theme, font and colour changes within the existing appearance controls. Roles, enabled portals and county scope affect what each user can see and do. Use separate test accounts to verify both permitted and denied actions after changing access rules.



The screenshot displays the KEPRO Auditor interface. On the left is a dark orange sidebar with the KEPRO logo and 'Waste Management' text. Below the logo are sections for 'AUDITOR' (External Auditor (NEMA)), 'AUDIT' (Dashboard, Transactions, Risk Flags, Audit Packs), and 'HELP' (Guide). At the bottom of the sidebar are 'Help & Support' and 'Log out' links. The main content area is titled 'Auditor / transactions' and includes a search icon, a notification bell, and language/role selectors (EN, EA). The 'Transactions' section has a 'Read-only · pseudonymised actors' note and filter buttons for 'All', 'Confirmed', 'Verified', 'Disputed', and 'Paid'. A table lists five transactions with the following data:

REFERENCE	SELLER → BUYER	STREAM	COUNTY	WEIGHT	RISK	STATUS
TXN-2026-04812	SELLER-7712 → BUYER-4408	PET	001	1,240 kg	72 · 2 flags	disputed
TXN-2026-04809	SELLER-3301 → BUYER-4408	PET	047	5,400 kg	12	verified
TXN-2026-04799	SELLER-9920 → BUYER-1002	HDPE	047	880 kg	28	paid
TXN-2026-04788	SELLER-7712 → BUYER-1002	GLASS	001	2,100 kg	40 · 1 flag	verified
TXN-2026-04771	SELLER-3301 → BUYER-4408	METAL	047	640 kg	8	confirmed

Figure 17. Auditor transaction list with pseudonymised identities. Training environment.

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Mobile app and field work

The Flutter app and a phone browser are separate clients. Browser responsiveness alone does not validate the installed app. Where an actor capture flow supports queued submission, follow its retry and synchronisation instructions and check the server reference before recording the same work again.

The current native Collector delivery wizard stores local drafts and submits online. Collector confirmation/dispute and payment acknowledgement/dispute are available through the web portal, not the current native screens. Recycler Reports also remains a web-portal task. Use the appropriate client rather than assuming every web action has a native equivalent.

Camera and location permissions, interrupted uploads, low connectivity, app restarts and device storage need handset testing. The September review environment has no Android emulator or physical handset attached. The completion report distinguishes automated Flutter checks from device acceptance; it does not certify unperformed handset tests.

See the full guides in `docs/user/mobile-app.md`, `docs/user/collector-mobile-app.md` and the per-role quick guides for detailed field instructions.

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Safe corrections and getting help

Use Edit only where the record and your role permit it. A submitted, approved, paid or closed-period record may require correction, reversal, dispute or a new approval instead. Use Delete only when the screen offers it for that state. Confirm the target record before deletion; do not delete audit or financial history to make a balance agree.

When an action fails, retain the reference, time, route and displayed error. Check required fields, file type and size, permissions, active filters and connectivity. Do not include passwords or one-time codes in support messages. For registration, report or payment problems, follow the configured support channel and include the record reference.

The module reference that follows is exported from the same maintained page-guide registry as the interactive system. It supplements the screenshots with 96 page/module entries, including practical steps where a walkthrough exists. Screen actions and permission checks remain authoritative if your organisation's settings differ.

Generated from the same page-guide registry used by the interactive portal. Detailed walkthroughs are currently English. Available actions still depend on permissions, tenant settings and record status. Screenshots in the main handbook use training data.

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Public services

About This Site

This is the public face of the KEPRO Waste Management platform - no login required. From here you can locate a nearby collection point, report illegal dumping, register a business for Extended Producer Responsibility (EPR) compliance, or learn more about the programme.

The homepage explains the portal's capabilities and the work each participant can manage. These descriptions are not live impact figures or promises of approval or payment.

If you already have an account - as a waste-chain actor, a producer, a KEPRO admin, an auditor, or a platform super-admin - use Sign in at the top of the page to reach your portal.

Campaigns & Education

This page lists KEPRO's public awareness and waste-education campaigns - clean-up drives, recycling pushes, and community programmes.

Each card shows a status badge (upcoming, active, or ended) and the campaign's date range, so you can see at a glance what is running now and what to look out for.

Campaign titles and descriptions are supplied in both English and Kiswahili - use the language switch in the header to read them in your preferred language.

Collection & Recycling Locator

This map and list show public bins, collection points, and recycling banks. Use the filter chips to narrow results to a specific type, and the county dropdown to focus on one area.

Each result in the list shows its name, county, and type. Tap Directions to open the point in OpenStreetMap and get directions from your current location.

The map and list stay in sync - changing a filter updates both, so you can browse either view depending on what's easiest for you.

Contact & Support

Reach KEPRO support in whichever way suits you: call the number shown, start a WhatsApp chat, or send a message through the form on this page - no account is needed.

The message form only asks for your name, an optional email address if you would like a reply, and your message. It is intended for general enquiries, feedback, and questions about the programme.

If you need to flag illegal dumping, an overflowing bin, or a missed collection instead, use the Report a concern page - it routes to the right team and gives you a reference number to track.

Forms Directory

This page lists every standalone form KEPRO has published for public use, separate from the dedicated Report a concern and Contact pages.

Use the search box or the Quick/Detailed filter to narrow the list - Quick forms have three fields or fewer, everything else is Detailed.

Tap Fill form to open a form. A form KEPRO has closed shows as unavailable here, but its own page still explains why if you already have the direct link.

Frequently Asked Questions

This page collects answers to common questions about EPR compliance, the waste-chain programme, and using the platform.

Tap a question to expand its answer; tap it again, or another question, to collapse it. Only one answer is shown open at a time to keep the list easy to scan.

Questions and answers are published in both English and Kiswahili - switch languages from the header to read them in Kiswahili.

Recovery & Recycling Programme

This page summarises KEPRO's Recovery & Recycling programme - how the recovery journey works, who is eligible to take part, and how the subsidy is calculated and paid.

The impact figures, subsidy rates and eligibility notes here are static content mirroring KEPRO's public programme page, not a live feed from this platform - always confirm current terms and submit an Expression of Interest through the official KEPRO page.

Use Request a callback to reach the KEPRO team directly with a question, or to raise an issue with an existing subsidy claim.

Report a Concern

Use this form to flag illegal dumping, an overflowing bin, or a missed collection. Choose the concern type, describe what you saw, and optionally attach a photo.

Tap Capture my location to share your GPS coordinates so the report can be routed accurately - if you decline or your device cannot provide it, just select the county instead. A phone number is optional and is only used to send you status updates on this specific report.

Once submitted you'll receive a reference number to keep for follow-up. You can also report the same kind of concern over WhatsApp using the link on this page if that is easier.

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Registration and sign-in

Choose Your Workspace

This screen lets you jump straight to the portal you're heading to before signing in - KEPRO Admin, an actor portal (aggregator, recycler, transporter), Producer, Super Admin, or Auditor.

Choosing a portal here is just a shortcut to sign-in; the portal you actually land in after verifying your identity is always determined by the roles your account holds, not by what you clicked here.

No account yet? Use [Create an account](#) to register your organisation. Only need the public site - bin locator, reporting, campaigns - pick [Public Portal](#), which skips sign-in entirely.

Register Your Organisation

This is a 4-step wizard to register your organisation with KEPRO: account type (recycler, aggregator, collector, transporter, or producer/retailer), organisation details, contact and account-owner details, and a final review before you submit.

The form asks about three parties, and every label says which one it means. The organisation step is entirely about the ORGANISATION - its legal/registered name and county at minimum, with its registration number and KRA PIN if you have them. Do not enter your own personal KRA PIN or address there.

The contact step asks about two different people. First the organisation's CONTACT PERSON: their name, and the phone and email KEPRO will use for the organisation's official correspondence - invoices, compliance notices and approvals. Then YOU, the first administrator: your own name, the email you will sign in with, and a password (at least 12 characters, including uppercase, lowercase and a number). The two email addresses may be the same, but they do different jobs, so choose each deliberately.

Submitting creates your organisation as a draft. KEPRO reviews the organisation's KYC documents before the portal is activated, and next steps are sent to the administrator email you provided.

Sign In

Sign in with the email address and password used to register your account. If your organisation allows it, you can also continue with Google instead.

Accounts with two-factor authentication enabled are sent to a verification step after a correct password - you'll enter a one-time code before you reach your portal.

Don't have an account yet? Use [Create one](#) below the form to register your organisation, or [Sign in](#) to continue if a page redirected you here first - you'll return to it automatically after signing in.

Switch Workspace

If your account holds roles across more than one portal, this page lists every workspace you can open - pick one to continue there.

This is different from Choose Your Workspace before sign-in: that screen is just a shortcut, while this one reflects the roles actually granted to your signed-in account.

Use Log out here if you want to end your session and sign in as someone else instead.

Verify Your Identity

This step confirms it's really you after your password is accepted. Enter the 6-digit code sent to your chosen channel - SMS, email, WhatsApp, or an authenticator app if you've set one up.

Codes expire after 10 minutes. If yours doesn't arrive, wait for the resend countdown to finish and tap Resend code, or switch to a different channel using the tabs above the code boxes.

You can change your default two-factor method later from Profile & Security once you're signed in.

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Aggregator, Recycler and Transporter modules

Actor Dashboard

Your home screen as a waste-chain actor: pending confirmations waiting on you, verified volume for the current period, your incentive earnings advice, and a compliance or capacity figure tailored to your actor type (collector, aggregator, recycler or transporter).

The charts show your throughput over recent weeks and the mix of waste streams you have handled, so you can track progress toward the period's targets at a glance.

The two panels below flag anything that needs action right now - incoming loads awaiting your handshake confirmation, or documents that have expired and must be renewed to stay compliant - plus a shortcut into your most recent transactions.

Task: Find my way around

1. Look at the boxes across the top. Along the top of the screen, above the charts. Each box holds one number about your work. The first box says how many loads are waiting for you to agree to them.
2. Press the blue button to deal with the waiting loads. On the right, in the box headed Action needed. The list of loads waiting for you opens.
3. Use the menu on the left to go anywhere else. A menu word with a small arrow beside it opens more choices underneath when you press it.

Application status

Check registration progress and any requested corrections. Upload the required documents and follow the available resubmission steps. Operational modules may remain unavailable while verification is pending.

Collector deliveries

Record material received from a collector and check the collector, material, weight, date and evidence. The collector's confirmation or dispute is distinct from KEPRO verification. Correct mistakes through the actions available on the receipt.

Collector operations

Find collectors your organisation is authorised to work with. Review the existing record before creating or importing another one. Registration, affiliation and verification are separate steps; use the status shown on each record.

Compliance Status

A read-only summary of your organisation's document standing: the compliance score is the share of your KYC documents currently approved, alongside how many are valid out of the total and how many need attention.

The alerts below list each expired document (renew immediately to stay compliant) and each document expiring soon (renew ahead of the deadline), pulled straight from the Documents page.

Task: Check if my papers are in order

1. Read the score in the first box. 100% means every paper you need is accepted and still valid.
2. Read the coloured warnings underneath. Each one names a paper and says what to do about it.

Coverage Area

Tick the counties your organisation actually operates in. Capture forms then offer these first instead of scrolling all 47 - this narrows the list, it never blocks a capture outside it.

Star one county as your default county of operations. It pre-highlights on a new transaction, but you still choose a county every time - nothing is ever auto-selected for you.

Set from the registration county the first time you registered, and changeable here at any time. KEPRO staff can also set this from your organisation's admin detail page; either side's change takes effect the same way.

Documents

Your organisation's KYC documents and their verification status - pending, approved, rejected or expired. A document that is approved but close to its expiry date is flagged "Expiring soon" so you can renew it before it lapses.

Use Upload document to submit a new document or a renewal for KEPRO to verify. Keeping documents current directly affects your compliance score on the Compliance Status page.

Task: Send KEPRO my papers

1. Press Upload document. The blue button at the top right of the page.
2. Choose which kind of paper it is, then choose the file. You can take a photo of the paper with your phone.
3. Look at the word beside each paper in the list. It tells you whether KEPRO has accepted that one yet.

Lots & QR

A lot is the identity that follows physical material through your yard - across stages, batches and sales. Its number is either entered from your own weighbridge ticket or allocated by the platform, and a number that collides with one already in use is refused rather than silently altered, because two bales answering to indistinguishable numbers is a traceability failure that looks like a success.

Sorting one intake lot into several grades creates child lots, each recording the lot it came from, so the chain back to intake survives processing. Merging lots is not offered: a merged lot can no longer answer where its material came from, which is the only question a lot exists to answer.

Scanning a QR code resolves the lot here. The code itself carries an opaque token and never the details - a code printed with a lot number and a party name is photographable by anyone in the yard and never expires, so what you are shown depends on what your account is entitled to see.

Task: Follow a lot through my yard

1. Find your lot in the list.
2. Or scan a QR code to open that lot straight away.
3. Sort one arriving lot into grades to make child lots. Each new lot remembers the lot it came from, so the trail back is never lost.

Monthly claim

Aggregators, transporters and eligible collector organisations use the applicable monthly claim flow. Select the period, review supporting activity and supply required evidence. Locked periods and approval rules determine which actions remain available.

Monthly Claim (MVD)

Recyclers prepare monthly recovered and sold volumes with the required evidence. Choose the period, reconcile supporting records and check the published cutoff before submitting. KEPRO calculates the applicable subsidy on approval; submission is not payment.

Monthly Declaration

A four-step wizard that consolidates your organisation's throughput for a reporting period. Step 1 (Period) sets the month and facility. Step 2 (Volumes) shows the weight per waste stream, pre-filled from your own confirmed, verified and paid transactions for that period so you rarely need to type numbers from scratch - adjust any figure if it needs correcting.

Step 3 (Evidence) lets you attest supporting documents such as opening/closing stock photos and a ledger export. Step 4 (Review) compares your declared total against KEPRO's reconciled verified weight for the period and flags any variance before you submit.

Submitting sends the period to KEPRO for reconciliation against the platform's own verified-transaction totals.

Task: Send my monthly numbers to KEPRO

1. Choose the month and the yard, then press Next.
2. Check the weight shown for each material. The numbers are already filled in from the loads you recorded. Change one only if it is wrong.
3. Add your supporting photos and papers. Opening and closing stock photos, and a copy of your ledger.

4. Read the summary, then press Submit declaration. KEPRO compares your numbers with their own and comes back to you.

My Locations

This page plots your own organisation's operating locations on a map - the sites KEPRO has already approved and published, plus any you have proposed that are still awaiting a decision.

Add a new location, or edit one you already have, by dropping a pin, searching for a place, or typing coordinates directly. Either action is a request, not an immediate change: a KEPRO admin reviews and approves it before it goes live, so an edit to an already-published location keeps showing its last-approved details until then.

Tiles are served from OpenStreetMap by default. Where your tenant enables Google Maps instead, requests are proxied through the server - no map API key is ever exposed to the browser.

Task: Show KEPRO where I work

1. Press the button to add a location.
2. Drop a pin on the map, search for the place, or type the numbers.
3. Send it. KEPRO looks at it and approves it. Until then the old details are what everyone sees.

My Transactions

Every transaction your organisation is party to, either as the seller (outgoing) or the buyer (incoming). Use the direction filter to narrow the list, and open any row to drill into its full evidence timeline and current state.

Status badges track each transaction through its lifecycle - from submitted and pending confirmation, through confirmed and verified, to paid - so you can see at a glance where a load stands.

Task: Find a load from before

1. Look at the date button at the top first. It starts on this month only. Anything older is hidden until you change it. Press it and choose a longer time, such as All time, to see older loads.
2. Read the word in the Status column on the right of each row. pending confirmation means the other business has not agreed yet. verified means KEPRO has checked it.
3. Press a row to see everything about that one load. The full story of that load opens.

New Transaction

A five-step, evidence-first capture for a waste transaction you are recording as the selling party. Step 1 (Details) sets the counterparty, waste stream and county. Step 2 (Weighbridge) records the weight in kilograms or tonnes and an optional weighbridge receipt number - unusually high weights are risk-flagged automatically for review. Step 3 (Photos) captures the waste load, vehicle and plate, and weighbridge receipt as required evidence, plus an optional odometer photo; each capture is tagged with GPS and a timestamp automatically.

Step 4 (Location) captures where the transaction happened. Allow location access and capture GPS before continuing. If location is unavailable or denied, retry or use a device with location services; the map displays the captured position and is not a draggable correction tool. Step 5 (Review) summarises the captured record. Any displayed incentive estimate is separate from the agreed trade price and is subject to verification.

Submitting sends the transaction to the counterparty for handshake confirmation - it only becomes a verified transaction once they accept it from their Pending Confirmations queue.

Task: Record a load I sold

1. Choose the business you are selling to, and the county. The first two boxes on the page. Only businesses you are allowed to trade with appear in the list. Their name shows in the box once you have chosen.
2. Press Next. The blue button at the bottom right of the card. Step 2, Weighbridge, opens.
3. Choose the material, type the weight, and choose kg or tonnes. One row for each different material in the load. Press Add line to get another row.
4. Type the number printed on the weight paper. The long box headed WEIGHBRIDGE RECEIPT #.
5. Add three photos: the waste, the lorry with its plate, and the weight paper. Press a box to take a photo or choose one. The place and the time are saved by themselves - you do not type them. A green line appears when all three are there.
6. Check the dot on the map is where the load really was. Allow location access and capture GPS. If it is unavailable, retry before continuing; the dot shows the captured position.
7. Read the summary, then press Submit transaction. The other business now sees your load. It is not finished until they agree to it.

Organisation forms

Open a form enabled for your portal. Complete required fields and attachments, correct validation errors and review the submission result. A successful submission can still wait for review or approval.

Organisation reports

Choose the reporting period and available filters, then review results before exporting. The export reflects your permitted scope and filters. A dashboard preview is not a full-period report.

Organisation sites

Maintain authorised site and location information for your organisation. Check the address and map position before saving. Published collection-point information and internal organisation records may have different visibility.

Organisation staff

Invite or manage authorised colleagues and assign the appropriate existing role. Review access before saving and remove access when it is no longer needed. Never share one login among staff.

Output Declaration

Your period return: what you processed, what came out, how much counted as recycled, and what became residue or loss. This is a regulatory obligation under the EPR Regulations 2024 and is required every period whether or not you were paid for the material - KEPRO reports the recycling rate to NEMA and cannot do so without it.

Filing rolls up the period's completed batches automatically, so the figures come from the batches you already recorded rather than from re-typing. A period in which you processed nothing is still filed - a nil return is a fact, and silence is not.

Recycled output is deliberately narrower than total output: material sent for energy recovery is not recycling under Legal Notice 176, so it is reported separately and never counted in the rate.

If your tenant requires evidence - weighbridge tickets, output photographs, a residue disposal note - the missing kinds are named when you submit. You can attach them here or against any of the period's completed batches; either satisfies the requirement.

Task: File what I recycled this month

1. Choose the month, then start the return.
2. Check the figures. They are added up from the batches you already recorded, so you should not need to type them again.
3. Add any papers KEPRO asks for, then send it. If something is missing, the page names exactly which kind of paper it wants.

Payments & Earnings

Your incentive wallet: current balance, incentives pending payout (still marked eligible, not yet paid), and the total already paid out. The table below lists every ledger entry - incentive accruals, payouts and adjustments - with running balance.

Use the Statement button to download the full ledger as a CSV for your own records or reconciliation with KEPRO.

Task: See the money I am owed

1. Read the boxes across the top. The first is what KEPRO owes you. The next is still being checked. The third is what has been paid already.
2. Press Statement to download the full list. It opens in a spreadsheet, so you can keep it or compare it with your own book.

Pending Confirmations

The buyer side of the two-step handshake: a queue of incoming loads that another actor has submitted to you, waiting for your confirmation. Select one from the list to see its evidence thumbnails (waste load, vehicle, weighbridge receipt) and any open risk flags raised against it.

Accept confirms receipt of the load and advances the transaction toward verification - do this once you are satisfied the evidence and weight match what you actually received. Dispute instead if something is wrong; a note explaining the issue is required before you can raise a dispute, and KEPRO is notified so it can be investigated.

Task: Agree to a load someone sent me

1. Press a load in the list to open it. The list of loads down the left. That load's photos and weight open beside the list.
2. Look at the photos and the weight. Compare them with the load that actually arrived at your yard.
3. If it is right, press Accept receipt. The load moves on and can be paid.
4. If it is wrong, press Dispute instead. You must type what is wrong before you can send it. KEPRO is told and will look into it.

Processing Batches

Every batch your line has run. A batch consumes input from your on-hand stock and produces output, residue and - by subtraction - declared process loss. The identity always holds: input equals output plus residue plus loss.

A draft batch writes nothing. It is a plan, freely editable, and it draws no stock. Completing it is the write point: the platform checks that your output grade is supported by what went in, refuses the batch if it would consume more than you hold, computes the yield, and posts the movement to the quantity ledger.

Completing a batch does not pay anything. Incentives - where your tenant pays on processed output - are calculated when KEPRO verifies your period output declaration, because an unverified batch is a claim rather than a fact. Yield is always computed here and never entered.

Task: Record a batch I processed

1. Press Record a batch. The blue button at the top right of the page.
2. Fill in what went in and what came out, and save it as a draft. A draft changes nothing and takes nothing out of your stock. You can edit it freely.
3. Press Complete when the run is finished and the numbers are right. Only now is stock taken out, and the yield worked out. Check the numbers before you press it.

Programme contracts

Review the contracts available to your organisation, their period and conditions. Follow the available acknowledgement or document actions. A visible contract does not remove verification or evidence requirements.

Recycled product sales

Record recycled products sold in the selected period. Check the material, quantity, customer, value and required evidence. Save and review the sale before it is included in a claim. Use only the edit or cancellation actions offered for its current state.

Recycler customers

Maintain customer details needed for sale evidence. Search for an existing customer before adding another. Only supply information required for the transaction and use the permitted edit actions to correct mistakes.

Recycler products

Maintain the product information used when recording recycled output and sales. Check the linked material and other required values. Configuration changes do not rewrite historical verified records automatically.

Stock

What you currently hold, per waste stream and grade, derived from every movement recorded against your organisation - deliveries received, batches drawn, output that re-entered, and branch transfers. It is a running total over that history rather than a figure anyone maintains by hand, so it cannot drift from the movements behind it.

Sellable stock is narrower than on-hand. Output that left the chain - pellet sold to a manufacturer outside the platform - never becomes on-hand stock at all, because claiming it would inflate your balance permanently with material you no longer have.

This is a view, not a limit. If your yard holds stock from before you joined the platform, record an opening balance so the ledger agrees with reality; batches are refused when they would consume more than the ledger shows.

Task: See what is in my yard

1. Read the On hand number in the first box.
2. Type a material in the search box to see just that one.

Transaction Detail

The full evidence trail for one of your organisation's transactions: every capture, confirmation and status change in order, with timestamps and GPS tags where recorded. The badges at the top show its current state, whether it is outgoing or incoming for your organisation, and its value in KES.

Risk scoring itself is a KEPRO-side surface used by the admin and audit teams - as an actor you see the evidence timeline and transaction summary, not a risk score.

Task: Read the full story of one load

1. Read the small coloured words at the top. They say where the load is now, whether you sold it or bought it, and what it is worth.
2. Scroll down to see the photos and when each was taken.
3. Read the list of steps from the top down. It is in order.

Trips

Review assigned collection and delivery trips, locations and status. Open the trip to record the permitted progress and required evidence. An incomplete trip should not be represented as a completed delivery.

Vehicles & Drivers

The fleet registered to your organisation, split into two panels. Add a vehicle with its plate number, type (truck, pickup, tricycle, cart or other) and capacity in kilograms; add a driver with their full name, phone number, licence number and licence expiry date.

Both lists are scoped to your own organisation - the trash icon on a row removes that vehicle or driver. Keeping this current matters because vehicles and drivers referenced in transaction evidence link back to these records.

Task: Add a lorry or a driver

1. Press Add vehicle. Type the plate number, choose what kind it is - lorry, pickup, tricycle or cart - and how many kg it can carry.
2. Use the second box on the page to add a driver. Their name, phone number, licence number, and the date the licence runs out.
3. To remove one, press the bin picture on its row.

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Producer modules

Compliance Status

Your organisation's certificate records an approved declaration. It does not prove that the EPR fee has been paid; check invoices and payment records separately. If nothing has been issued yet, this page explains what needs to happen first.

Use Download certificate to save the current certificate record for your files.

EPR Fee Calculation

A transparent, read-only breakdown of how your EPR fee is calculated: for each material, quantity in kilograms multiplied by the KEPRO-set rate per kilogram for the current rate version gives that line's fee, and the lines sum to the total EPR fee due.

This is the same formula the API uses to calculate fees, shown here for verification. Use Download to export the breakdown as a CSV.

Invoices & Payment Status

Every invoice KEPRO has issued to your organisation, with its period, amount, outstanding balance, due date and status (for example issued, partially paid or paid). Use the Statement button to export the full list as a CSV.

In this MVP, invoices are issued as records and marked paid manually by KEPRO finance once payment is received - online payment via M-Pesa or bank transfer is a planned future module, not available yet.

Producer Dashboard

Your home screen as a producer, retailer or importer under EPR obligation: the EPR fee currently due, how many declarations are outstanding (draft or submitted), your overall compliance status, and the next filing deadline.

The charts show your EPR fee by quarter and the mix of packaging materials you have declared, so you can see how your obligation is trending over time.

If a declaration is due, a banner links straight into the declaration wizard so you do not miss the deadline.

Product / Packaging Declaration

A four-step wizard for declaring the products and packaging your organisation placed on the Kenyan market this period. Step 1 (Period) picks the reporting period. Step 2 (Products) records the product category and lets you either import a CSV (format: material,quantity_kg per row, e.g. pet,42000) or add line items manually.

Step 3 (Packaging) lists each material with its declared quantity in kilograms, the KEPRO-set rate per kilogram, and the resulting fee - the fee breakdown updates live as you edit any quantity. Step 4 (Review fee) shows the full per-material breakdown and the total EPR fee before you submit.

Submitting locks the declared rate version in place, creates the declaration and triggers an invoice from KEPRO - you are taken to Invoices & Payment Status afterwards to track it.

Reports

Three exportable records for your own filing or audit needs: the Annual EPR summary (declared periods, status, line counts and total fee), the Declaration history (every declaration with its rate version, submission date and total fee), and the Payment history (every invoice with amounts paid and balance).

Each card downloads its report as a CSV file - click a card to export it immediately.

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KEPRO Admin modules

Actor profile

This is the full record for a single waste-chain organisation: contact details, county, capacity, compliance percentage and KRA PIN on the Overview tab, its KYC documents on the Documents tab, and its transaction, risk and payment history on the remaining tabs.

From the header you can suspend an actor (halting its ability to transact) or verify it once its KYC review is complete - verify is disabled once the actor is already verified.

Treat this page as the single source of truth when investigating an actor: the Transactions and Risk history tabs link straight through to the underlying ledger and flag records so you never need to cross-reference by hand.

Actors

This is the register of every waste-chain organisation onboarded to the tenant - aggregators, recyclers and transporters. Use the search box and the type filter chips to narrow the list, then open any row to reach that actor's full profile.

Collectors are NOT here. A collector is a person or a community group rather than a registered organisation, and they have their own register under Registry → Collectors, with their own registration, duplicate and document queues. Nothing new can be created as a collector organisation on this screen; a legacy one from before that split is still listed under All.

From here you can invite a new actor to start onboarding, and see at a glance which organisations are verified versus still pending, their county, monthly handling capacity and current compliance percentage.

Organisation verification and document review are separate decisions. When Documents required for approval is enabled, mandatory documents must be approved before the application can be approved. Other eligibility checks and the configured approval process still apply when that setting is off.

AI Console

The AI Console is where a tenant admin turns individual AI features on or off - the assistant, the support chatbot, risk explanations, summarisation and image classification - and reviews how much AI usage the tenant has consumed against its monthly credit limit.

While live AI inference is disabled for the platform, or for a tenant without a connected provider, features run in a simulated mode using a deterministic stub, and every response carries a visible AI-generated label. No personal data is ever sent to an AI provider, and every AI call is logged for audit regardless of mode.

The Try the assistant panel at the bottom lets you test a question the same way an end user would; answers are marked AI-generated and can be escalated to a human when the assistant is not confident.

API Keys

API Keys manage read-only access for external systems consuming KEPRO's public API - for example a NEMA reporting integration. Issue a key with a name, one or more scopes limited to what that consumer actually needs, and a per-minute rate limit.

A key's secret is shown to you only once, immediately after issuing or rotating it - copy it somewhere secure straight away, because it cannot be retrieved again afterwards. If a secret is lost or compromised, rotate the key to issue a fresh one without changing its scopes.

Revoking a key is permanent and takes effect immediately; use it when a consumer no longer needs access or a key may have been exposed.

Audit Logs

Audit Logs is the immutable record of sensitive actions taken across your tenant - who did what, to which record, and when. It covers actions such as verification decisions, document approvals, payment changes and access changes.

Use the entity filter to narrow the log to a specific kind of record (organisations, transactions, payments) and page through results using the controls below the table. Export the current filtered view to CSV for offline review or handing to an auditor.

Entries here are read-only and cannot be edited or deleted from the interface - the log exists precisely so that sensitive actions remain traceable after the fact.

Campaigns

Campaigns are the public-awareness messages and challenges KEPRO publishes to the public portal - for example a county clean-up drive or a plastic-reduction challenge.

Use New campaign to start a draft with a title, then publish it when it is ready to go live, or archive a published campaign once it has run its course. Only draft campaigns can be published, and only published campaigns can be archived.

Draft campaigns are never shown to the public - they only become visible on the public portal once you publish them.

Compliance Dashboard

This is the tenant-wide compliance overview: verified waste volume for the current period, confirmations awaiting a second party, open risk flags, and payments due - the four numbers a KEPRO admin checks first each morning.

The charts below break the same period down by trend, by waste stream and by county, so you can see whether a change in the headline figures is broad-based or concentrated in one area.

The two feed panels on the right link straight into the work queues: pending KYC approvals (some needing a second approver under the dual-control rule) and a rolling log of recent actions taken across the tenant, each attributed to the person who did it.

Declaration Review

Two queues. The first holds recycler period returns awaiting a KEPRO decision, with the period's rolled-up figures: input consumed, total output, how much of it counts as recycled, and the yield. The second lists recyclers that have not filed at all, worst overdue first, alongside the volume each one received in the period - which is what makes it a priority list rather than just a list. A recycler that took in four tonnes and declared nothing is a different problem from one that took in none.

Verifying is the accrual event, not merely a confirmation of figures. Where the recycler is on the recycled-output basis, verifying posts an incentive - so treat it as an authorisation. The confirmation message tells you afterwards whether money actually accrued, because that depends on the recycler's basis and is not visible from the row.

Returning a declaration for changes requires a note; a declaration sent back with no reason cannot be acted on, and the recycler can correct and resubmit. Reopening an already-verified return reverses its accrual with a balancing adjustment and is refused once that accrual has been covered by a payment advice - at that point the correction belongs to the advice.

The declaration is mandatory for every active recycler every period, including one in which nothing was processed. A nil return is a filed fact; silence is what the not-declared queue exists to surface.

Disputes & Appeals

This page lists weight disagreements raised between the two parties to a transaction - typically a buyer reporting a received weight that differs from what the seller declared. Each card shows both figures side by side so you can see the size of the discrepancy at a glance.

For an open dispute you can request further evidence from either party, reject the claim (leaving the original declared weight in place), or uphold the dispute, which adjusts the recorded weight. A resolution note explaining the decision is required before either outcome can be recorded.

Once a dispute is resolved, the card becomes read-only and shows the resolution note that was recorded, so anyone reviewing the actor's history later can see exactly what was decided and why.

Incentive Basis

How recyclers are paid. On the recycled-output basis a recycler earns on what it processes and declares; on the received basis it earns on what it takes in. A recycler that only trades and never processes earns nothing on the output basis - that is the intended incentive, not an oversight.

Three things are true of every switch and are worth stating plainly. It applies to the next accrual only. It never re-posts or re-prices anything already accrued. And it does not change what an aggregator earns on its sales - a recycler's basis governs the recycler alone. If you go looking for a matching movement in aggregator payments after a switch, there is not one, and there should not be.

The most specific rule in force wins: a recycler override beats a county override, which beats the tenant default. A switch is a policy row rather than a release or a migration, so it takes effect without a deployment.

Rules are ended, never deleted. Every posting records the basis it was made under, so history stays readable after a change; deleting a rule would leave an already-posted accrual with no explanation for the figure it used.

Maps

This page plots verified transactions, registered actors and collection points on a map so you can spot geographic patterns - clusters of activity, coverage gaps, or locations worth a closer look.

Switch the map layer between transactions, actors and collection points to change what is plotted; the map recentres automatically on the selected layer's data.

Tiles are served from OpenStreetMap by default. Where a tenant enables Google Maps instead, requests are proxied through the server - no map API key is ever exposed to the browser.

Payments

This page manages incentive payouts to waste-chain actors, computed from their verified transaction volumes. Build payment advice for a period, then work through its four tabs: Payment advice (batches awaiting approval), Actor statements (a downloadable breakdown per actor), Payout batches (scheduled and paid disbursements), and Reverse invoices (the self-billing documents actors receive when a batch is released).

Payment advice batches go through a dual-approval control before release: most batches need one approval, larger ones require two independent approvers, and the badge in the Dual approval column shows how many have been recorded so far. Once approved, a batch can be released into payout batches; once a payout is paid it is marked so here.

As the MVP banner on this page notes, incentives are released through this two-person approval workflow and then marked paid manually - a live M-Pesa or bank payment gateway is a configurable Phase-2 module, not yet wired up here.

Portal directory

Where each kind of user signs in, with a copy button for sharing an address by email or message.

Staff sign-in links follow the tenant's portal visibility and placement settings. Where enabled with footer placement, they appear beneath the public portal chooser. This directory also provides a convenient place to copy permitted portal addresses.

This changes nothing about access: everyone signs in with their own account and their roles decide what they can reach. Africa Cloud Space's own Super Admin portal is not listed, because no KEPRO role admits you to it.

Producers / Retailers

This page covers the producer side of EPR compliance: the Declarations tab lists products and packaging volumes producers have submitted for a period, with the calculated EPR fee (quantity in kilograms multiplied by the versioned per-material rate); the Invoices tab lists the invoices issued from approved declarations.

Once a declaration is approved you can generate an invoice for it directly from this page. On the Invoices tab, any invoice that is not already paid or cancelled can be marked paid once payment is confirmed by other means.

This is manual, staff-driven billing for the MVP: there is no automated payment collection here, so recording a payment as paid should only be done once the funds have actually been received.

Recycling Rate

The headline EPR figure KEPRO reports to NEMA, published as two rates rather than one. The raw rate divides verified recycled output by the material that entered the chain in the period. The WIP-adjusted rate nets off the change in work in progress, because a period's output can come out of stock that period never received.

Every column that explains the number travels with it, deliberately: the numerator, the denominator, opening and closing work in progress, and the chain rank the denominator counted at. A single reconciled percentage would be a figure nobody could defend when a regulator asks how it was derived.

The denominator counts each kilogram once, at the lowest chain rank that transacted for that material and period. Today that is the aggregator. From the collector phase it becomes the collector, and the published rate will move for that reason alone - which is why the basis rank is shown on every row rather than in a footnote.

A WIP-adjusted rate above 100% is reported uncapped and marked implausible. That is not an error to clamp: it means the period's output came out of a stockpile, which is precisely the pattern the no-processing-declared risk rule exists to catch. Capping it would remove the only signal of it. Over several periods the two rates converge.

Reports

This page gives you a set of prebuilt, ready-to-run reports covering compliance, waste volumes, county coverage, materials, actors, fees, incentives, risk and traceability - pick a tile to load it. The four figures at the top are the headline numbers for whatever date range and county you have set.

Two words on this page mean different things and the difference matters. COLLECTED counts kilograms that left a waste collector, so a kilogram is counted once however many times it is re-sold afterwards - that is the figure to quote for tonnes collected, the collection rate, and the by-county and by-material reports. MOVED counts every transaction in the chain, so the same kilogram counts again at each hop; it is the larger number, and it is what "Volumes by stream & county" reports. RECYCLED is verified first-generation output from a recycler.

Counts of organisations are published two ways for the same reason. The primary-type count puts each organisation under one type, so recyclers, aggregators, waste collectors and transporters add up to the register. The wider count also includes organisations whose secondary type matches - some actors both aggregate and recycle - so it answers "how many can recycle" but must never be added across types.

Once a report loads you see its full table with running totals, and you can export the result as CSV for further work in a spreadsheet. Charts show the largest few rows so the shape is readable; the table beneath is always the complete answer and the CSV export is the auditable one. Excel and PDF exports render server-side and are coming in a later phase.

Reports reflect data as of the moment you open them - reload the tile if you need the latest figures after new transactions or approvals have come in.

Risk & Fraud Console

This console lists every open risk flag raised automatically by the rule-based risk engine - duplicate evidence hashes, GPS mismatches, sudden volume spikes, over-capacity claims, expired documents, vehicle mismatches and repeated identical weights - across all transactions in the tenant.

Each flag card explains why it was raised and gives four actions: dismiss (a reason is required), escalate for closer review, request more evidence from the actor, or block the payment tied to that transaction outright. The transaction reference links straight through to its full evidence timeline.

Every action taken here is written to the audit trail against the reviewer who took it, so decisions on flagged transactions are always traceable.

Tenant Settings

Tenant Settings controls how the platform looks and behaves for your organisation: branding (app name, public URL, primary colour), locale (country, base currency, supported languages), which feature modules are switched on, which external providers are connected, and notification channel configuration.

Branding and locale changes take effect after you press Save changes at the top of the page - nothing is written until then. Feature-module and provider toggles on the other tabs save immediately when switched.

Notification channels (email, SMS, WhatsApp, in-app) are configured per notification type elsewhere; WhatsApp runs in simulation mode until real provider credentials are supplied for this tenant.

Transaction detail

This page is the full evidence record for one handshake transaction: the timeline on the left shows every step from initial capture through confirmation, each entry backed by geo-tagged, hashed evidence so the sequence cannot be altered after the fact.

On the right, the risk gauge summarises the automated risk score and active flag count for this transaction, with the individual flags listed below - each can be dismissed, escalated, sent back for more evidence, or used to block payment, from the linked Risk console.

Use Verify once you are satisfied the evidence supports the declared volume (disabled once the transaction is already verified or paid), or Request evidence to ask the actor for more before deciding.

Transactions

This is the tenant-wide ledger of waste handshake transactions between actors. Filter by county, waste stream, or transaction state (pending, verified, disputed, rejected, paid) to find what you need, then open any row for the full evidence timeline and risk detail.

Each row shows the seller-to-buyer pair, the waste stream, quantity and value, and flags how many open risk issues, if any, are attached - a quick signal of which transactions need a closer look before they are verified or paid.

Use Export to pull the current filtered view out for offline reporting or a regulator submission.

Users & RBAC

This page manages the staff accounts for your tenant: who has access, which role they hold, and which counties their access is scoped to (or all counties, if unscoped).

The Users tab lists every account with its status; an active user can be suspended from this list if their access needs to be paused. The Roles tab shows each role's permission set so you can see exactly what a role is allowed to do before assigning it.

Role definitions themselves are fixed by the platform's permission model - this page assigns roles to people rather than editing what a role can do.

Verification workspace

This is the working queue for KYC document review. The left panel lists every organisation with documents awaiting a decision; selecting one loads its uploaded evidence and the checklist of documents required for its actor type on the right.

For the selected item you can reject a document, request further documents, approve an individual document, or approve the organisation's KYC outright. A reviewer note is required before you can reject or request more documents, so the actor receives a clear reason.

Some organisations show as awaiting a second approval: this is the dual-approval control in effect, meaning one approver has already signed off and a second, independent reviewer must confirm before the actor is verified. Every approval, rejection and request is written to the audit trail.

Waste Configuration

This is where the waste taxonomy and pricing that drive the rest of the platform are defined: waste streams (with English and Swahili names and NEMA codes), the product categories that map to each stream, and the versioned rate schedules used to calculate EPR fees and incentives.

Rate schedules are versioned rather than edited in place - a new version starts as a draft and only affects calculations once you publish it. Use the Publish action on a draft row when you are ready for it to take effect; published versions cannot be edited, only superseded by a newer draft.

Changes here ripple through invoicing and incentive payouts, so treat the rates tab as the definitive, audited source for what each material or activity is worth.

Webhooks

Webhooks let your own systems receive platform events - such as a transaction being verified or a payment advice being approved - as signed HTTP callbacks to an endpoint you control. Add a subscription with an HTTPS URL and the event types you want to receive.

Every event is signed with HMAC-SHA256 so your endpoint can verify it genuinely came from KEPRO. The signing secret is shown only once, at creation - store it securely, because it is not shown again. A subscription with repeated delivery failures is paused automatically to stop it from being retried indefinitely; resume it once your endpoint is healthy again.

The delivery log below the subscriptions table shows recent attempts for troubleshooting: which event was sent, how many attempts were made, the response status your endpoint returned, and when it last tried.

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Super Admin modules

Billing

A cross-tenant view of subscription plan, hosting tier (shared vs dedicated) and billing status for every tenant on the platform, so Africa Cloud Space can see at a glance who is current, overdue, or on a trial.

This is platform-to-tenant billing for the SaaS subscription itself - it is separate from the EPR fees and incentive payouts a tenant's own admin manages for its producers and waste-chain actors.

Open a tenant from here, or from the Tenants page, to see or change its plan and hosting tier in full.

Categorisation Master Data

The three axes an organisation is classified on: its EPR sector, what its business does, and - for producers and retailers - which producer activity it performs. These are editable master data, not fixed code, so a regulatory change is a data change rather than a release.

A producer activity carries its own applicability rule: whether it may only be claimed by a producer or retailer. That switch is held here as data and read at registration, so the scope of an EPR obligation is visible and changeable on this screen instead of being buried in logic.

Codes are immutable and nothing is deleted. Actor mappings join on the code, so a rewrite or removal would orphan them without warning; deactivate an entry instead and it drops out of every picker while history stays readable.

Feature Flags

The global registry of feature flags available across the platform, each with a default on/off state. This is the baseline every tenant inherits unless it has its own override.

The Override column shows whether a specific tenant has diverged from the global default - that per-tenant choice is set from the tenant's own detail page, under Modules, and always wins over the default shown here.

Changing a global default here affects every tenant that has not set its own override, so treat it as a platform-wide rollout, not a single-tenant configuration change.

Geography Master Data

Kenya's administrative geography as the platform holds it: country, the 47 gazetted counties, and the sub-counties and wards beneath them. Every county picker, county scope and NEMA export in the product reads this one catalogue, which is why it lives at platform level rather than inside any tenant.

Countries and counties are read-only here. Their codes are gazetted, they are the join key for stored records across the whole system, and re-coding one after the fact would silently detach that history - so they are seeded and left alone.

Sub-counties and wards are yours to add and maintain, because no authoritative national dataset covers them completely. A code is fixed once created, for the same reason; to retire an entry, deactivate it so it disappears from pickers while existing records still resolve.

Global Users

A cross-tenant directory of every user on the platform, with which tenant and role each belongs to - assembled for Africa Cloud Space operations such as support, incident response and licence reconciliation.

This directory does not merge tenant data: a user's access still stops at their own tenant's boundary in every other screen. Viewing this list is itself a sensitive action and is recorded in the audit log.

Status reflects account state - active, invited but not yet signed in, or suspended - as set by that tenant's own admin or, in exceptional cases, by platform support.

Material Grade & Contamination

Material grade - food grade, non-food grade, or unclassified - plus the contamination flag each waste stream carries. Grade is what tells the platform whether recovered material may re-enter a food-contact use, so it is master data with a written-down meaning rather than a free-text note.

A waste stream carries exactly one grade. That is the mixing rule expressed structurally: a transaction line carries one stream, so it can never carry two grades. Mixed grades within a single consignment are allowed but warned about and risk-flagged, because a truck genuinely does carry both and refusing to record it would make the data less true, not more.

Raising a contamination flag requires a reason; an unexplained flag is an audit finding nobody can close. Lowering one is the more consequential direction, since it removes the downstream block on producing a food-grade output from this material. Both are audited.

Changing a grade here never reclassifies a record that was already captured. The grade in force at the moment of capture is written onto the line and every later read uses that written value.

Numbering

Every reference this platform issues - actor numbers, collector numbers, invoices, receipts, batches - comes from a counter, one per series per tenant per reset scope. This screen shows those counters and what each will issue next.

Nothing here can move a counter, and that is deliberate. A number is quoted on NEMA submissions, printed receipts and counterparties' own records, so winding one back would hand out a reference that already exists in the world. Counters advance only by issuing.

Counter safety answers the one question worth checking regularly: is a counter still ahead of the highest number its series has actually issued? Soft-deleted and merged records count, because they still carry the number they were given. A counter at or behind that mark will reissue a live reference on its next allocation.

Issue missing actor numbers is a repair, not routine maintenance. An actor number is issued when a verification is approved and nowhere else, so an actor that reached approval by another route - an import, a fixture, or the gap between the numbering migration and the code that issues - has none, and cannot be named as a proposer during registration. This gives those actors a number. It is idempotent, and it deliberately skips drafts, pending and rejected actors.

Platform Audit Log

The immutable, append-only record of sensitive actions across the platform - who did what, to which record, and when. Nothing on this list can be edited or deleted; it exists to answer exactly that question after the fact.

Filter by entity type to narrow the log to organisations, transactions or payments, and export the current view to CSV for an offline review or an incident write-up.

At platform scope this draws on the same audit trail the tenant admin sees for their own tenant; here it spans every tenant, which is why access to this screen is itself restricted to platform operators.

Platform Dashboard

This is the Africa Cloud Space operator view of the whole KEPRO WMS platform, not any single tenant's console: active tenants, total users across all of them, remaining AI credits and overall system status.

The usage trend and the users-by-tenant breakdown help you spot a tenant that is growing fast, stalling, or consuming platform resources out of proportion to its size.

The tenants table underneath is the same list as the dedicated Tenants page, shown here for quick reference - open a tenant to manage its plan, modules and status.

Portal directory

Every portal address in one place, including this one. The Super Admin address appears here and NOT on KEPRO's copy at /admin/portals - that portal belongs to Africa Cloud Space, and no KEPRO role admits its holder to it.

Staff sign-in links - KEPRO Admin, Super Admin and Auditor - follow portal visibility and placement settings. Enabled links can appear in the public portal chooser footer. The directory remains a convenient place to copy portal addresses.

Hiding a card is not an access change. Everyone still signs in with their own account and their roles still decide what they can reach; what is removed is the advertisement, not the door.

Providers

The third-party integrations the platform can use: AI, maps, SMS, WhatsApp and email, each shown with its provider name and whether it is currently enabled.

Only non-secret metadata is displayed here. Credentials, API keys and tokens are supplied through environment configuration on the server and are never sent to or shown in the browser, in any role.

A provider disabled here falls back to the platform's built-in simulation or default behaviour rather than failing outright, so tenants keep working while a provider is being configured or is temporarily unavailable.

Retention Policies

Retention policies decide what the platform destroys, anonymises or archives, and after how long. Every policy ships switched off; nothing is deleted anywhere until somebody deliberately turns one on.

Run a dry run first. It reports how many rows the rule matches, how many it would action - always zero on a dry run - and how many are skipped because they sit under a legal hold. Read that before enabling anything.

Enabling a policy is a separate action from saving one, and it looks different on purpose. Editing a retention period and switching on deletion are different decisions with different consequences, and each gets its own audit entry.

Financial and evidential records - ledger entries, payment approvals, evidence, invoices, statements and payouts - cannot be given a purge policy at all. The request is refused when the policy is written, so the unsafe rule never exists to be run by mistake.

The disposal trail underneath is append-only. Every run, dry or real, is recorded and none of it can be edited afterwards.

System Health

The operational pulse of the platform: the status of each backend service, the health of scheduled background jobs, and the dead-letter queue of jobs that failed after exhausting their retries.

A job shown as partial or failed is worth investigating before it accumulates dead letters; the dead-letter queue lists exactly what failed, why, and how many attempts were made.

Retrying a dead-lettered item re-queues it for processing - use it once the underlying cause (a downstream outage, bad data, a provider hiccup) has actually been addressed, not as a first response.

Tenant detail

Everything Africa Cloud Space controls for one tenant: its plan and hosting tier, which modules are switched on, its default locale and currency, which third-party providers are wired up, and its billing status.

The Modules tab controls enabled tenant capabilities. Individual permissions still determine who can use them. The Branding controls manage tenant appearance, including the public site's images, text and sizing where available. Review the selected design style and save changes through the existing controls.

Suspending a tenant from here blocks sign-in platform-wide for that tenant until it is reactivated - use it deliberately, and expect it to be visible in the audit log.

Tenants

The full roster of organisations running on the platform, each with its own isolated data, users and branding. Onboarding a tenant here provisions a new isolated space; it does not give the new tenant visibility into any other tenant's data.

Country, plan and user count are shown for quick triage. Status reflects whether the tenant is active, suspended, or still being set up - open any row to manage that tenant in detail.

This list, and everything reachable from it, is Africa Cloud Space operator tooling. Tenant staff never see this screen; they only see their own tenant's admin console.

Usage & AI Credits

Platform-wide consumption across every tenant: AI calls and credits, SMS and email volumes, storage and general API activity - the figures that drive infrastructure cost and, eventually, metered billing.

Where a dedicated metering endpoint is not yet wired up, figures are clearly marked as illustrative sample data rather than presented as real counts, so they are never mistaken for actual billed usage.

The daily API-call trend gives a quick read on whether platform load is rising, flat, or has spiked around a particular date.

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Auditor modules

Audit Dashboard

This is the read-only external auditor portal, scoped to a single engagement - a defined tenant, date range and set of counties - shown at the top of every screen so you always know exactly what you are and are not looking at.

The four headline figures (transactions in scope, percentage verified, flagged transactions, and evidence completeness) summarise the engagement without exposing any underlying personal data.

Every party in this portal appears only as an engagement pseudonym, never a real name, phone number, email address or precise location. Nothing on this page, or anywhere in this portal, writes, edits or approves anything - auditors observe and export, they do not act.

Audit Packs

Audit packs are pre-assembled, exportable bundles of evidence and transaction records for a defined sample - built so you can take a self-contained record away from the engagement rather than working screen by screen.

Redacted PDF and ZIP pack generation is planned for a later phase; where a pack type is not yet available it is clearly marked as planned rather than offered as a live export.

Like the rest of this portal, building or downloading a pack is a read/export action only - it assembles a copy of existing pseudonymised data and never modifies anything in the underlying system.

Risk Flags

Every risk flag raised within the engagement scope, linked back to its pseudonymised transaction reference, with the rule that triggered it, its severity, its contribution to the risk score, and its current status.

This view exists so you can independently assess how consistently the risk engine is applied - it does not let you resolve, dismiss, or comment on a flag from here.

Resolution and any follow-up action are handled entirely by KEPRO staff in the admin portal; the auditor role has no write access anywhere in this portal, on this page or any other.

Transaction detail

The full evidence-integrity record for one transaction: the pseudonymised parties, waste stream, weight, county and capture date, alongside every evidence item's SHA-256 integrity hash and whether it is intact, duplicated, or missing a hash.

The risk-score gauge and the list of risk flags raised against this transaction are shown exactly as the rule engine produced them, for your independent assessment - nothing here can be dismissed, resolved or edited from this screen.

This page has no write controls at all: there is no button that changes the transaction, its evidence, or its flags. If you need a flag actioned, that happens in the KEPRO admin portal, outside this engagement's read-only scope.

Transactions

Every transaction within the engagement scope, identified by reference number and by pseudonymised seller and buyer (for example SELLER-0042 and BUYER-0017) rather than by name.

Filter by status - confirmed, verified, disputed or paid - to focus a sample. Location is shown at county level only; weight, waste stream, risk score and status are the same figures the tenant's own compliance team relies on.

Open a reference to see the full evidence-integrity view for that transaction. There is nothing to edit here: this list, like the rest of the auditor portal, is strictly for review and export.

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Account and support

Help & Support

Open the System guide for instructions, FAQs and published updates, or use Contact support to reach the public contact page. The guide opens the workspace appropriate to your signed-in account.

Include the record reference, page and displayed error when requesting help. Use the support channels confirmed by your organisation; do not send passwords or one-time codes.

Profile & Security

Update your display name and phone number here - your email address and assigned roles are fixed and shown for reference only.

Use the Change password card to update your password; you'll need your current password to confirm the change, and other signed-in devices will need to sign in again afterwards.

The Two-factor authentication card lets you set up an authenticator app (TOTP): scan or enter the code shown into your app, then confirm with the 6-digit code it generates. Save the recovery codes shown at that point somewhere safe - each works once if you ever lose access to your authenticator, and they are only ever shown this one time.

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Frequently asked questions

Which portal should I use?

Use the portal for your registered organisation and role. Collectors have a separate phone sign-in. The Guide shortcut inside a portal opens its own documentation; a Recycler opens the Recycler guide. Workspace selection is available only when your account has more than one permitted portal.

Does registration mean I am approved?

No. Complete the required contact checks and documents, then review your application status. KEPRO may request corrections or further verification. Registration does not guarantee approval or an incentive payment.

Can I edit or delete a submitted record?

Use the actions offered on that record. Draft, confirmed, verified and paid records can have different restrictions. Where approval is required, your request remains pending until reviewed. If an action is unavailable, contact the responsible officer instead of creating a duplicate.

What should I do when the weight or payment is wrong?

Open the record and check the material, weight, date and counterparty. Confirm only correct information. Use Dispute where offered and explain the mismatch. Acknowledge payment only after receiving the money.

Why can I not see a button or module?

Visibility depends on your permissions, organisation type, verification status and enabled tenant modules. Ask your organisation administrator to review access. Changing the browser address does not grant permission.

What if an upload or connection fails?

Keep your original file and read the error before retrying. Use an accepted file type and size. If the file cannot be checked safely, try later or contact support. Do not assume a draft or offline item has submitted: check its status after reconnecting.

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What's new

Published software updates, newest first. Your organisation's deployment and enabled modules may differ.

2026-09-11

Clearer public imagery and reliable sign-in image loading; security protections strengthened.

2026-09-11

Recycler sales and claim evidence simplified, with clearer material and value information.

2026-09-11

Distinct actor images, compact public headings and Super Admin controls for public images, text and sizing.