

S  L T C R E E K



THE MANAGEMENT SYSTEM  
BACK OFFICE PORTAL







The Saltcreek Management System is a solution for the efficient management of fuel cards and for controlling the Saltcreek authorization system.

The system is divided into 2 areas:



**The back office portal**

to manage all customers, cards and other relevant data



**The customer portal**

for self-administration of customer data by the customer himself

The following chapters describe the most important features and functions of the back office portal system.



## THE MOST IMPORTANT FUNCTIONS AT A GLANCE



DEFINE PERMITTED PRODUCTS, ISSUE QUANTITIES  
AND REGIONS



MONITOR TRANSACTIONS AND HELP CUSTOMERS  
WITH FUELING PROBLEMS



MANAGE STATIONS AND CONTACTS



PRINT NEW CARDS OR HAVE THEM PRINTED



CREATE AND MANAGE ADMINISTRATORS,  
EMPLOYEES AND CUSTOMER ACCOUNTS



TRACK CHANGES IN THE DATA



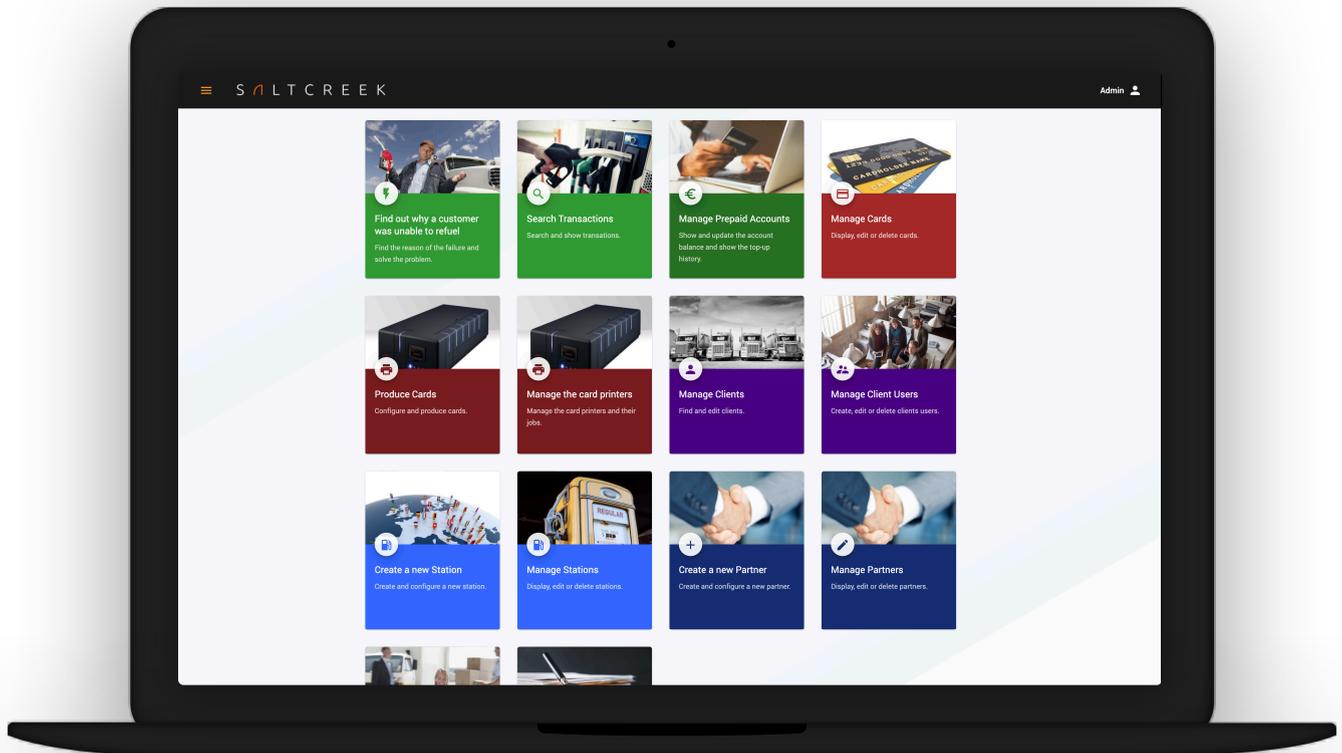
INFORM CUSTOMERS ABOUT NEWS



CONNECT YOUR OWN PROGRAMS AND ADD NEW  
FEATURES



# THE BACK OFFICE PORTAL





The Saltcreek back office portal is a web portal for the administration of cards, customers and petrol stations as well as all necessary data to offer international fuel cards.

The following chapters do not describe every single function of the system, but the possibilities offered.



## DEFINE PERMITTED PRODUCTS, ISSUED QUANTITIES AND REGIONS

For each card, maximum values can be defined for daily (or weekly/bi-weekly) delivery quantities, permitted products and the regions in which the card is activated.

These settings are first assigned to the customer and then apply to all the customer's cards. Here you can determine which countries or regions are available to the customer, which products are blocked and what the maximum allowed daily amount is.



SALTCREEK Admin

### Manage Clients

Find and edit clients.

Choose a Client: 2 - Demo Client DE Search

#### Demo Client DE

##### Client Information

Client Number: 2  
Name: Demo Client DE  
Address: Demo Client Offices 123  
Zip-Code: 10115  
City: Berlin  
E-Mail:  
Status: Locked  
Daily refuel count limit:

##### Restrictions

- Mileage must be entered when refuelling
- License Plate must be entered when refuelling
- Vehicle ID must be entered when refuelling
- Limit the cards of Demo Client DE to the following stations
- Users of Demo Client DE can edit their own cards
- Demo Client DE uses a prepaid account

Unlock Client

##### Product Category Restrictions for this client

- Restrict Diesel
- Restrict Red Diesel
- Restrict Super 95
- Restrict Super 98
- Restrict Ad Blue
- Restrict LNG
- Restrict other products

##### Default card settings

Limit: € 2000  
Daily refuel count limit per card: 0  
A daily refuel count limit of 0 means there is no limit on this client's cards daily refuels.

Country	Limit	Status	Remove
Spain	€ 2000	Open	Remove
Netherlands	€ 2000	Open	Remove
Italy	€ 2000	Open	Remove
Germany	€ 2000	Open	Remove



If necessary, these values can then be further refined for each card. It is possible to define your own limits or to set your own restrictions for products or regions.

**SALT CREEK** Admin

### Manage Cards

Display, edit or delete cards.

Choose a Client: **3 - Demo Client NL** | Card Number:  | License Plate:  | [Search](#)

ID ↑	Client	History	Status
00000021	Demo Client NL	Recent Changes	<span>Locked</span>
00000022	Demo Client NL	Recent Changes	<span>Open</span>
00000023	Demo Client NL	Recent Changes	<span>Open</span>

**Demo Client NL - Card information**

Expiration Date: 01/01/2050 | Status: Open

License Plate:  | Free Text:

Limit: € 1000 | Use default limit

Daily refuel count limit for this card: 0

Disable printing for this card

**Product Category Restrictions for this card**

Restrict Diesel |  Restrict Super 95 |  Restrict Ad Blue |  Restrict other products  
 Restrict Red Diesel |  Restrict Super 98 |  Restrict LNG

**Country configuration**

Country	Limit	Status	Actions
Spain	€ 2000	Open	
Netherlands	€ 2000	Open	
Italy	€ 2000	Open	
Germany	€ 2000	Open	



## EXAMPLE

The customer "Supertransport" is active in the countries Austria, Germany and Poland. The available products are Diesel, AdBlue and LNG. The cards for the truck drivers are active in all 3 countries, can fill up all products and have a daily limit of 1500 Euro. The cards for the back office employees are only active in Austria and can fill up with a maximum of 70 Euro Diesel per week.



## MONITOR TRANSACTIONS AND HELP CUSTOMERS WITH FUELING PROBLEMS

As soon as a refuelling process has been started, this is visible by a corresponding entry in the portal. For the user it is immediately visible which customer has started a refuelling with which card at which station. If the refuelling attempt was rejected, the rejection and the cause can also be seen directly in the portal.

As soon as the refuelling process is completed, a summary appears with the products purchased and the quantity dispensed.

Transaction Time	Client	Card	Status
10:28	Saltcreek Barcelona - ES1124	000000010 License Plate - S123AA	✓ Diesel : 708.52 litres
10:23	Demo Client ES Next to the highway - number 2 - AT003	000000076 License Plate - ES-1237-OH	✗ The used card has expired
10:15	Saltcreek West Bahnhof - AT004	000000010 License Plate -	✗ Card Blocked
10:11	Saltcreek Next to the highway - number 6 - AT001	000000005 License Plate - S123AA	✓ Diesel : 708.52 litres
10:10	Saltcreek Next to the highway - number 6 - AT001	000000005 License Plate -	✗ Incorrect PIN
10:07	Demo Client NL Highway - NL0004	000000028 License Plate -	✗ PIN retries exceeded
10:06	Saltcreek Madrid - ES1123	000000006 License Plate - S123AA	✓ Diesel : 708.52 litres
10:03	Demo Client ES Next to the highway - number 7 - DE30009	000000072 License Plate - ES-1233-OH	✓ Diesel : 500 litres Diesel : 100 litres
09:58	Demo Client DE Madrid - ES1123	000000018 License Plate - S6005F	✓ Diesel : 708.52 litres



If a fuel card owner has a problem while refuelling, the back office employees can immediately see the cause of the problem in the portal. They can simply view the last rejected refuelling and see who the driver in question is and what the problem was. Appropriate solutions to the problem are offered in the portal for the back office employee so that the driver can be helped without delay. Once the problem has been solved, the employee can check whether the refuelling process has been successfully completed.



## EXAMPLE

A truck driver calls the back office because his PIN is not accepted during refuelling. After several incorrect PIN entries, the card was blocked. The back office employee accesses the usecase "Find out why a customer could not refuel" and asks for the truck driver's company name. With this information, the affected refuelling attempt can be found quickly and the reason for the rejection can be seen in the portal. The employee selects the function "Unlock card and display PIN" and informs the driver of the PIN. Since the card has been unlocked, the driver can refuel immediately. The problem is solved!



**SALT CREEK** Admin

10:15	Saltcreek West-Bahnhof - AT004	00000010 License Plate -	Card Blocked	
<b>Error description:</b> Card Blocked				
+				
<b>Client Information</b> Client Number 1 Name Saltcreek Address Saltcreek Office Zip-Code 5020 City Salzburg E-Mail Status Open Daily refuel count limit		<b>Card information</b> Card Number 00000010 Global status Open Country status Open Expiration Date 1 Jan 2049 Global Limit €1,000 Country Limit €1,000 Daily refuel count limit		
<b>Solution: Unlock card</b> Unlock the card for the country of the affected station. <a href="#">Unlock the card</a>				
<b>No solution available: Report</b> None of the offered solutions is suitable - report the issue. <a href="#">Report</a>				
10:10	Saltcreek Next to the highway - number 6 - AT001	00000005 License Plate -	Incorrect PIN	> ⋮
10:07	Demo Client NL Highway - NL0004	00000028 License Plate -	PIN retries exceeded	> ⋮



## MANAGE STATIONS AND CONTACTS

Each station that is activated for the fuel cards must be registered in the system. The station must only have a unique identifier and be assigned to a country. In addition, numerous other data, such as GPS coordinates, available products, opening hours, etc. can be provided.

For the creation of a large number of stations, there is also a well described interface to which station data can be uploaded. This data is then converted and is immediately available in the station management.



For each station, a local contact person can be specified, who can be contacted quickly in case of questions.

In addition, it is also possible to define partner companies that support several stations. If a partner company is assigned to a station, this company is displayed as a contact at the station.

This way an employee always knows immediately who can be contacted in case of problems at a station.

The screenshot displays the 'Manage Stations' interface for Saltcreek. At the top, there is a navigation bar with the Saltcreek logo and an 'Admin' user profile. The main header includes a search bar and a 'Country' dropdown set to 'Austria'. Below this is a table listing stations with columns for ID, Location, Network, and Status. The table shows four stations, all with 'Activated' status. The fourth station, AT004, is highlighted in purple and has a detailed view expanded below it. This view is divided into four sections: Basic Information, Location, Features, and Products. Each section contains various fields with dropdown menus and text inputs.

ID ↑	Location	Network	Status
AT001	Next to the highway - number 6	Tokheim	Activated
AT002	Next to the highway - number 7	Tokheim	Activated
AT003	Next to the highway - number 2	Tokheim	Activated
AT004	West-Bahnhof	Ratio	Activated

#### Basic Information

ID: AT004

Location: West-Bahnhof

Branding: Saltcreek

Network: Ratio

Status: Activated

#### Location

Region: \_\_\_\_\_

Street: \_\_\_\_\_

ZIP code: \_\_\_\_\_

City: Wien

Country: Austria

#### Features

24h: \_\_\_\_\_

Delivery note: \_\_\_\_\_

Manned: \_\_\_\_\_

Opening hours: \_\_\_\_\_

Video surveillance: \_\_\_\_\_

Video retention time (days): \_\_\_\_\_

#### Products

AdBlue: \_\_\_\_\_

Diesel: \_\_\_\_\_

Bio diesel: \_\_\_\_\_

Shop: \_\_\_\_\_

Truck lane: \_\_\_\_\_



## PRINT NEW CARDS OR HAVE THEM PRINTED

Cards that are registered in the system must also be able to be produced. For this purpose, the system offers the possibility to address selected card printers directly and thus produce cards. Optionally, card data can also be sent directly to external card manufacturers.

New cards are automatically displayed in the usecase "produce cards". Here they can be assigned to a card printer/card manufacturer and sent as print job. Cards whose expiration date is soon to be reached are also displayed here and can be reprinted with a new expiration date.



SALT CREEK Admin

### Produce Cards

Configure and produce cards.

Choose a card printer  
1 - Printer 1

Status	Card Number	License Plate	Client Name *	Reference	Exp. Date To Be Printed (MM/YY)	
<input checked="" type="checkbox"/>	NEW 00000011		Demo Client DE 14 / 32		0 / 30 01 / 49	
<input type="checkbox"/>	NEW 00000012		Demo Client DE 14 / 32		0 / 30 01 / 49	
<input checked="" type="checkbox"/>	NEW 00000013		Demo Client DE 14 / 32		0 / 30 01 / 49	
<input type="checkbox"/>	NEW 00000014		Demo Client DE 14 / 32		0 / 30 01 / 49	
<input type="checkbox"/>	NEW 00000015		Demo Client DE 14 / 32		0 / 30 01 / 49	

Items per page: 10 1 - 5 of 5

Produce cards on Printer 1 (1)

Print jobs on a local card printer can be monitored via the usecase "Manage Card Printers".



## CREATE AND MANAGE ADMINISTRATORS, EMPLOYEES AND CUSTOMER ACCOUNTS

Each user of the system has a user role that defines the permissions. This determines which functions and data the user may access. A basic distinction is made between system administrators, employees and customers.



### **System administrators**

have access to all functions and all data of the system. They can also use programming interfaces to evaluate or change data.



### **Employees**

can use all functions that are necessary for their daily work. For example, they can access the card data of all customers.



### **Customers**

can only log in to the customer portal and can only access their own data there. Customers can be defined as prepay- or postpay customers. Prepay customers can top up their credit themselves via payments in the customer portal.



This rough classification is further refined by subgroups to which specific permissions are assigned.

If new users are created, only an email address, the name and the user role must be specified. The future user will then receive an email with a link to activate the user account, set a language and set a password. Only the user himself knows this password. It is stored encrypted (via one-way hash function) and cannot be decrypted even by the administrators. This completes the account creation.

The screenshot shows the 'Manage Global Users' interface. At the top, there is a navigation bar with the 'SALT CREEK' logo and a user profile 'Admin'. The main heading is 'Manage Global Users' with a sub-heading 'Create, edit or delete global users.' Below this is a filter input field containing 'administrator' and an '+ Add User' button. A table lists the user details:

Username ↑	First Name	Last Name	Status
administrator@saltcreek.at	Admin	Saltcreek	Active

Below the table, a detailed view of the selected user is shown:

- Username: administrator@saltcreek.at
- Session Time: 300 min
- First Name: Admin
- Last Name: Saltcreek
- User Role: Administrator
- Last Login: 26 May 2020, 09:22:47

At the bottom right, there is a pagination control showing 'Items per page: 10' and '1 - 1 of 1'.



## TRACK CHANGES IN THE DATA

Every change to a data record is automatically logged in the system. The original and the changed data record are saved. Using the usecase "Display ActionLog", an employee can thus track when and by whom data of a card, customer, etc. has been changed.

Timestamp	Change	User
11:03 16 Mar 2020	Card 000000011: Changed <b>Limit</b> from '100' to '1000'	Admin Saltcreek
11:02 16 Mar 2020	Card 000000011: Changed <b>Limit</b> from '1000' to '100'	Admin Saltcreek



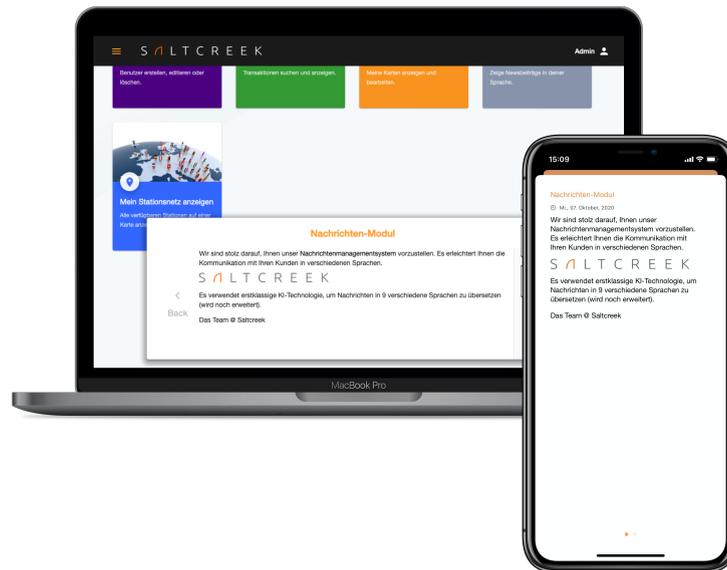
## EXAMPLE

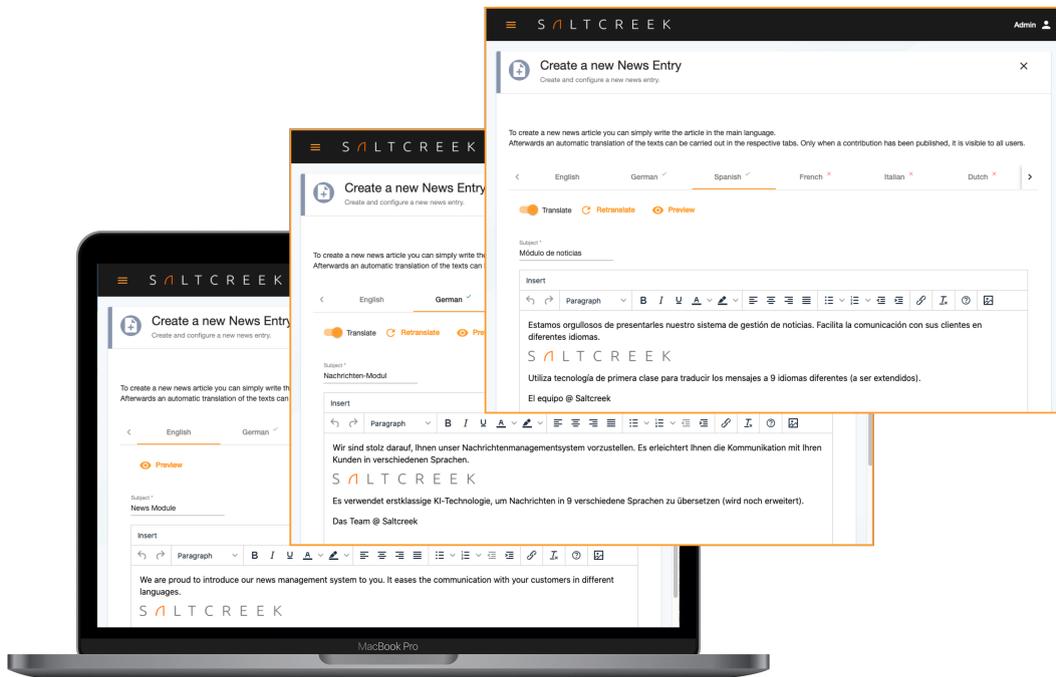
A customer cannot explain why his fuel card has such a low limit in Austria. The back office employee on the phone opens the usecase "Display ActionLog" and searches for the card in question. There is a detailed log that shows that a colleague of the customer adjusted the limit of the card 3 days ago. The customer can remember that the colleague has left a corresponding note and is satisfied.



## INFORM CUSTOMERS ABOUT NEWS

To provide a convenient way to inform customers about current developments in the fuel network, we offer the possibility to publish news directly via the management system. We use AI technology to automatically translate news into different languages (currently 9 languages are supported). This way, customers receive important information in their own language when they log into the customer portal.







## CONNECT YOUR OWN PROGRAMS AND ADD NEW FEATURES

The Saltcreek management system offers well described interfaces to which programs can connect in order to read or edit data. This interface meets current technical standards and can be easily accessed.

### EXAMPLE

In addition to the Saltcreek management system, a well-established accounting system is used for accounting purposes. The accounting department connects to the management system via the interface and accesses the transactions that are carried out. All important data is available for the transactions, which the accounting department enhances with its own data. In this way, the invoices can be created completely automated.



## Get transactions for back-office

```
GET: /api/backoffice/transactions/:date
```

Get approved transactions for the back-office

### Access control:

This is a protected service. The user needs to have the following permissions for access.

- TRANSACTION\_MODULE\_READ\_BACKOFFICE\_TRANSACTIONS

### Expected data object in the request body:

No data expected.

### Provided data object in response body:

```
BackOfficeTransactionSummary[]
```

Name	Type	Description
transactionId	TransactionId	The id to uniquely identify a transaction
type	int	the type of the transaction (0 = SALES_TRANSACTION, 1 = TOP_UP_TRANSACTION, -1 = INVALID_TYPE, )
clientId	Long	The id of the client
cardIssuerId	int	The id of the card-issuer
cardCountryCode	int	-
cardNumber	int	-
luhn	int	-
panData	String	-
licensePlate	String	-

The Saltcreek management system has a modular structure. This means that, technically speaking, it is a collection of modules that are combined in a uniform user interface. These modules are constantly developed and maintained by the developers at Saltcreek.

However, it is also possible to develop and provide such modules yourself. Saltcreek can provide access to the Saltcreek Development Kit, which contains all the necessary information to implement a module. This module can then be registered with Saltcreek and automatically embedded in the system.

For a user, it is indistinguishable whether a module was created by Saltcreek or by an external developer.





## ABOUT SALTCREEK

Saltcreek GmbH & Co KG is an independent software company founded in 2015 by Sebastian Gumpold and Matthias Lackenbacher.

Our goal is to develop solutions that open up new possibilities and strategies for our customers and make their existing business areas easier and more convenient to use.

To achieve this goal, we work with the following strategies:



## **Personal communication**

We believe that personal communication is one of the most important factors for successful cooperation. Our customers talk to us personally and not via anonymous service desks or collective email addresses. Open issues and next steps are discussed regularly so that everyone knows what to do and what happens next.

## **One contact person**

We ourselves repeatedly experience the phenomenon of being sent back and forth between several contact persons and sometimes also between partner companies. Our customers always have a contact person with us, whom they can turn to. If additional companies are involved, we take care of the further coordination for our customers.

## **Technical expertise**

We are experts! The Saltcreek employees have in some cases over 20 years of experience in the conception, creation and operation of software. We have the knowledge to build and operate stable systems in-house and are not dependent on external companies. We are constantly developing and expanding this knowledge.



## CONTACT US



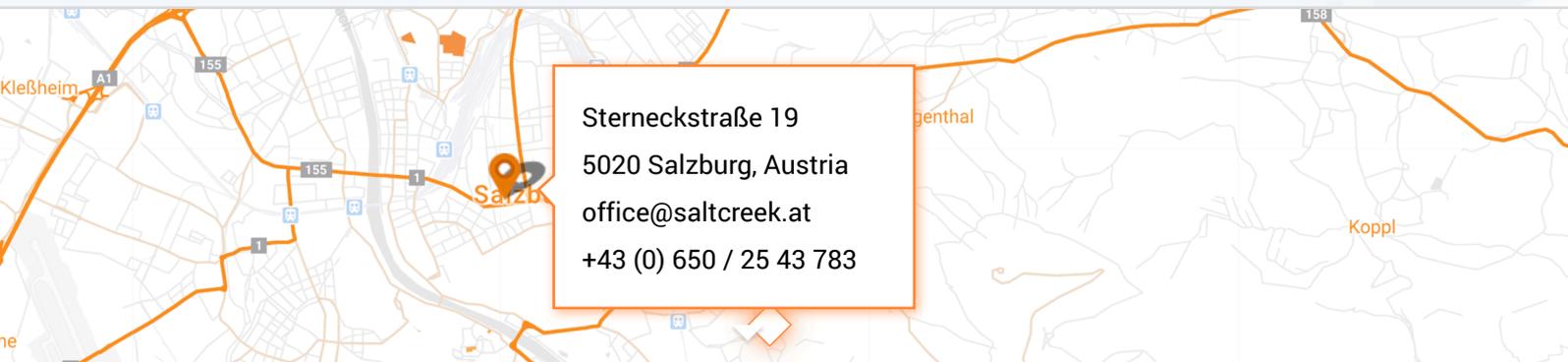
Dipl.-Ing. Matthias Lackenbacher

Founder & CEO



Dipl.-Ing. Sebastian Gumpold

Founder & CEO



Saltcreek is associate member of



UID: ATU69243124, company registration number: 427480y, place of jurisdiction: Salzburg

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