

S  L T C R E E K



THE MANAGEMENT SYSTEM
CUSTOMER 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 customer portal system.



THE MOST IMPORTANT FUNCTIONS AT A GLANCE



MONITOR ACTUAL CONSUMPTION



MANAGE CARDS AND ORDER NEW CARDS



DOWNLOAD INVOICES AND COLLECTIVE DATA



TOP UP CUSTOMER CREDIT BY DEPOSIT



GET INFORMATION ABOUT THE FUEL NETWORK



CUSTOMER PORTAL AS MOBILE APP



THE CUSTOMER PORTAL

The Saltcreek customer portal is a web portal for the self-management of customer data by the customer himself. The primary purpose of this portal is to give the customer the certainty to have control over his refuelling at any time and to be able to make short-term changes to his own data. In addition, the own back office employees should of course also be relieved.

A customer portal is always an individual offer from a card issuer to their customers. This is why portals differ greatly from one provider to another. The Saltcreek customer portal offers some standard modules that probably every customer will expect. In addition, it can be extensively adapted to the needs of the customers.

In the following chapters the possibilities of the standard modules are described:



MONITOR ACTUAL CONSUMPTION

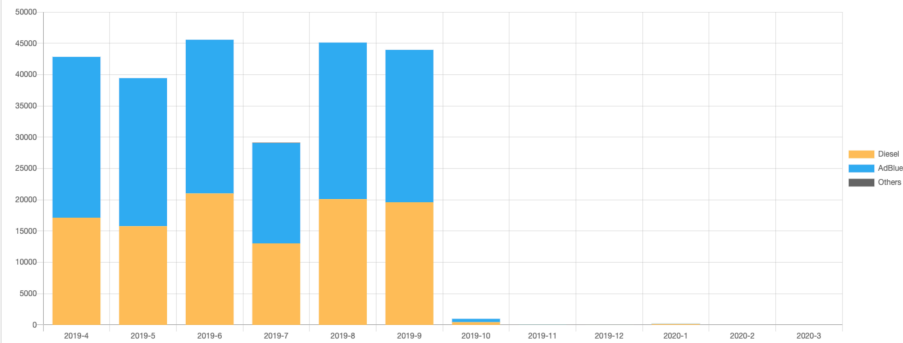
Every single refuelling operation is relevant for a customer because considerable amounts of money are involved immediately. Nevertheless, it is also important to have an overview of total consumption over a period of time in order to find out whether there is any unusual fuelling behaviour and to make predictions about future consumption.

In the customer portal, the consumption of the last 12 months is displayed graphically. This makes it immediately clear which product quantities were consumed per month and how these quantities change each month. This information can then be further refined to display the quantities dispensed per day, map, country, etc.



Consumed quantities of the last 12 months.

Click on one column for additional details.



Of course, individual transactions can also be monitored in the live transaction view.

The screenshot shows the 'Search Transactions' interface. At the top, there's a search bar and filters for 'Day' (Tue, May 26, 2020), 'Client', 'Station', and 'Card Number'. Below the filters is a timeline from 0:00 to 24:00. The main table lists transactions with columns for Transaction Time, Client, Card, and Status.

Transaction Time	Client	Card	Status
10:28	Saltcreek Barcelona - ES1124	00000010 License Plate - S123AA	✓ Diesel: 708.52 litres
10:23	Demo Client ES Next to the highway - number 2 - AT003	00000076 License Plate - ES-123F-OH	⚠ The used card has expired
10:15	Saltcreek West-Sabahul - AT004	00000010 License Plate -	⚠ Card Blocked
10:11	Saltcreek Next to the highway - number 6 - AT001	00000005 License Plate - S123AA	✓ Diesel: 708.52 litres
10:10	Saltcreek Next to the highway - number 6 - AT001	00000005 License Plate -	⚠ Incorrect PIN
10:07	Demo Client NL Highway - NL004	00000028 License Plate -	⚠ PIN retries exceeded
10:06	Saltcreek Madrid - ES1123	00000006 License Plate - S123AA	✓ Diesel: 708.52 litres
10:03	Demo Client ES Next to the highway - number 7 - DE30009	00000072 License Plate - ES-1233-OH	✓ Diesel: 500 litres Diesel: 100 litres
09:58	Demo Client DE Madrid - ES1123	00000018 License Plate - S6005F	✓ Diesel: 708.52 litres



MANAGE CARDS AND ORDER NEW CARDS

It is often important for customers to be able to block or otherwise change their own cards very quickly. Therefore the Saltcreek customer portal offers a display of all cards of a customer and the possibility to edit these cards.

Cards can be blocked, unblocked or reported as lost. In addition, the limits can be adjusted according to the card issuer's specifications. These changes are effective immediately.

The screenshot shows the 'Manage Cards' interface in the Saltcreek customer portal. The header includes the Saltcreek logo and a 'Client' profile icon. The main content area is titled 'Manage Cards' with a subtitle 'Display my cards and edit them.' Below this, there are search fields for 'Card Number' and 'License Plate'. A table lists the card details for ID 000000001, License Plate S123456, and Status Open. An 'Open' button is visible next to the card entry. Below the table, there are sections for 'Saltcreek - Card information' and 'Country configuration'. The 'Card information' section shows Expiration Date (01/01/2015), Limit (€ 2500), Status (Open), and License Plate (S123456). The 'Country configuration' section shows a table with columns for Country, Limit, Status, and Actions. The table lists Spain with a limit of € 2200 and status Open, and Netherlands with a limit of € 2000 and status Locked. A 'Use default values' link is present at the bottom right of the table.

ID	License Plate	Status
000000001	S123456	Open

Saltcreek - Card information	
Expiration Date	Status
01/01/2015	Open
Limit	License Plate
€ 2500	S123456
Free Text	

Country configuration			
Country	Limit	Status	Actions
Spain	€ 2200	Open	
Netherlands	€ 2000	Locked	Use default values



When ordering new cards by phone, there is a risk that information will be misunderstood or forgotten. Therefore, new cards can easily be ordered via the customer portal.

All you have to do is enter the number of cards and optionally the license plates which are to be assigned. Of course, further optional remarks can also be noted and automatically sent to the card issuer together with the order.

Great company 1

Jakob Haringer Strasse 1
5020 Salzburg
Austria
Client-id: 1

If you want order cards with a different client number please download the card order form below.

[Download card order form](#)

use different delivery address

Company

Representative

Streetaddress

Zip Code

City

Country

How many cards do you want to order?

Number of cards ⚠

Please enter the license-plate values (separated by commas) which shall be applied to the cards

Remarks

Please fill out all fields marked with ⚠

[Submit request](#)



DOWNLOAD INVOICES AND COLLECTIVE DATA

Invoices and other data, such as price lists, are generated differently by each card issuer and made available to customers. For this reason, these functions are always individually adapted and configured in the customer portal.

The customer portal offers a well described interface to the accounting department, where this data can be uploaded and offered to the customers.



TOP UP CUSTOMER CREDIT BY DEPOSIT

Prepay customers can top up their credit directly on the portal. As soon as the corresponding amount of money has arrived, the amount is credited. The payment can be made via credit cards, debit cards, bank transfer, etc.

Customers manage their credit balance completely by themselves, without any additional administrative effort for your customer service. You can also set transaction fees for certain payment methods, which are deducted from the original payment.

The screenshot shows a form titled "Top-up my account" with the subtitle "Make a payment to top-up the account balance". The form contains the following fields and options:

- Amount ***: Input field for the payment amount.
- Currency**: Dropdown menu set to "EUR".
- E-mail ***: Input field for the customer's email address.
- Land ***: Dropdown menu set to "Österreich" (Austria).
- Language**: Dropdown menu set to "Deutsch" (German).
- Payment description ***: Field containing "16.3.2021, 15:59:50".
- See current balance**: A link in orange text.
- Proceed to payment**: A button in the bottom right corner.

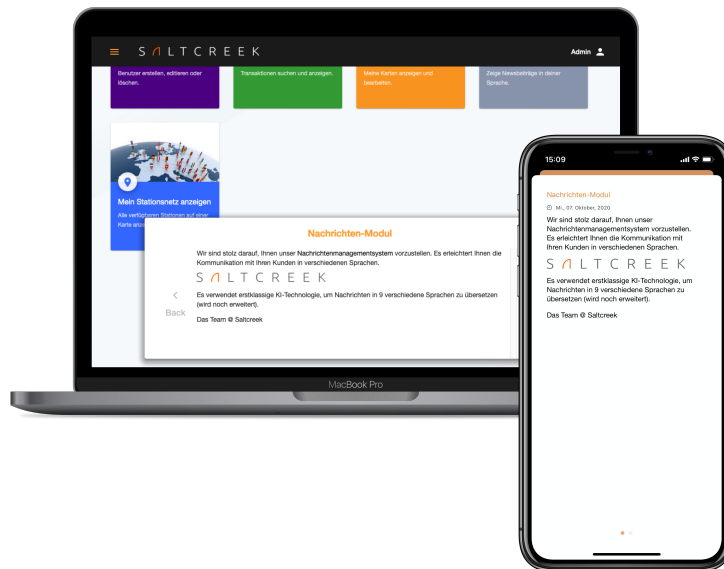
The screenshot shows a table titled "View my payments" with the subtitle "View all past payments". The table has a header row and one data row. Below the table, there is a "See current balance" link and a "Select a month" dropdown menu set to "3/2021" with an "Aktualisieren" (Refresh) button.

Date	Description	Amount	Top-Up Amount	Payment Reference	Status
16.03.21, 10:34	16.3.2021, 10:34:30	200,00 €	-	00001_00005	Approved



GET INFORMATION ABOUT THE FUEL NETWORK

Any new information published via back office portal is displayed to the customer directly on the portal's homepage. News that have already been read can be accessed again via the menu item "Display News Entries". The articles are translated into the customer's language with the help of AI technology (currently 9 different languages are supported). This way, customers can be informed about important news in a quick and easy way.





CUSTOMER PORTAL AS MOBILE APP

To make it as easy as possible for your customers to manage their own data, the management system for customers is also available as a mobile app. We currently offer native apps for the two most important platforms (iOS and Android). Demo versions of the apps are available in the respective app stores.







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.



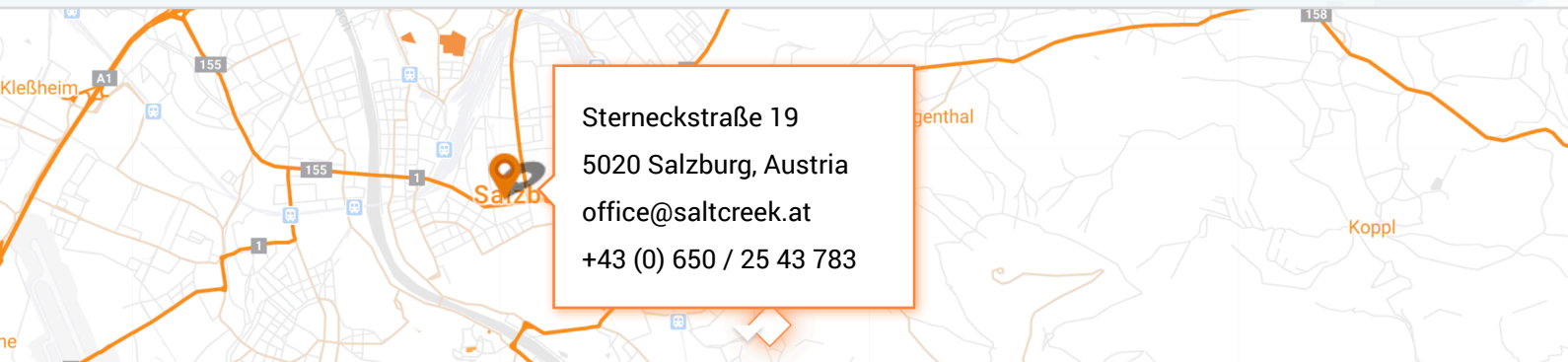
CONTACT US



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Founder & CEO



Saltcreek is associate member of



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

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