

KSS-FFMS OPERATIONAL USER MANUAL

Version: 14 May 2026

Table of Contents

KSS-FFMS OPERATIONAL USER MANUAL	1
1. INTRODUCTION	3
1.1 PURPOSE	3
1.2 SCOPE	3
2. USER ROLES AND RESPONSIBILITIES	3
2.1 OPERATIONS ADMIN	3
<i>Responsibilities</i>	3
<i>Key Guidelines</i>	3
2.2 FLEET COMPANY ADMIN	3
<i>Responsibilities</i>	3
<i>Best Practices</i>	3
2.3 FLEET MANAGER	3
2.4 OMC ADMIN	3
<i>Responsibilities</i>	3
2.5 STATION SUPERVISOR	3
2.6 ATTENDANT	4
<i>Responsibilities</i>	4
2.7 AUDITOR	4
3. SYSTEM ACCESS AND LOGIN	4
3.1 ENTRY POINTS	4
3.2 RULES	4
4. REGISTRATION AND APPROVAL WORKFLOW	4
4.1 COMPANY REGISTRATION	4
4.2 OMC REGISTRATION	4
4.3 APPROVAL RULES	4
5. COMPANY CONFIGURATION & CROSS-BORDER FUELING	4
5.1 KEY SETTINGS	4
5.2 CROSS-BORDER SETUP	5
6. OMC MANAGEMENT	5
6.1 STATIONS	5
6.2 PUMPS AND NOZZLES	5
6.3 STAFF	5
7. VEHICLES AND DRIVERS	5
7.1 VEHICLES	5
7.2 DRIVERS	5
8. QR CODE MANAGEMENT	5
8.1 TYPES	5
8.2 RULES	5
9. FUEL VOUCHER MANAGEMENT	5
9.1 LOCAL VOUCHERS	5
9.2 CROSS-BORDER VOUCHERS	5
9.3 CANCELLATION	6
10. ATTENDANT TRANSACTION WORKFLOW	6
STEPS	6
11. EVIDENCE & WARNINGS	6

<i>Evidence Includes:</i>	6
12. TRANSACTIONS OVERVIEW	6
13. REPORTS	6
FEATURES	6
14. DASHBOARDS	6
15. AUDIT LOGS	6
16. OPERATIONAL BEST PRACTICES	6
DOS	6
DON'Ts	7
17. DATA QUALITY STANDARDS	7
18. SECURITY AND COMPLIANCE	7
19. TROUBLESHOOTING GUIDE	7
Common Issues	7
20. DAILY OPERATING ROUTINE	7
COMPANY USERS	7
OMC USERS	7
ATTENDANTS	7
21. ESCALATION PROCEDURES	7
22. GLOSSARY	7

1. INTRODUCTION

1.1 Purpose

KSS-FFMS is designed to **control, authorize, monitor, and reconcile fuel operations** across:

- Fleet companies
- Oil Marketing Companies (OMCs)
- Stations and attendants
- Vehicles and drivers
- Vouchers and QR credentials
- Transaction evidence

1.2 Scope

This manual provides:

- Operational procedures
- Role-based responsibilities
- Daily workflow guidance
- Data integrity and compliance rules

2. USER ROLES AND RESPONSIBILITIES

2.1 Operations Admin

Responsibilities

- Manage approvals and onboarding
- Oversee transactions, reports, and investigations

Key Guidelines

DO

- Use approval workflows for control
- Validate country, supplier, and station setup
- Review reports before decisions

DON'T

- Approve incomplete registrations
- Modify records without notes

2.2 Fleet Company Admin

Responsibilities

- Manage vehicles, drivers, vouchers
- Configure suppliers and fueling rules

Best Practices

DO

- Keep vehicle and driver data current
- Carefully define allowed suppliers/stations
- Verify voucher details before issuing

DON'T

- Issue vouchers to unverified users
- Allow unrestricted fueling unnecessarily

2.3 Fleet Manager

DO

- Verify vehicle limits and assignments
- Use reports to monitor usage

DON'T

- Use unauthorized accounts
- Operate outside assigned scope

2.4 OMC Admin

Responsibilities

- Manage stations, pumps, attendants
- Run reconciliation reports

DO

- Ensure correct station assignments
- Maintain accurate fuel/product data

DON'T

- Assign incorrect station accounts
- Mix company-level reporting with OMC roles

2.5 Station Supervisor

DO

- Monitor attendants and transactions
- Escalate suspicious activity

DON'T

- Allow credential sharing
- Operate outside assigned workflows

2.6 Attendant

Responsibilities

- Execute fueling transactions
- Capture and submit evidence

DO

- Use your own login
- Verify vehicle, driver, and voucher before fueling
- Capture clear images

DON'T

- Share accounts
- Bypass evidence capture
- Reuse old QR images

2.7 Auditor

DO

- Use reports and audit logs
- Export only when necessary

DON'T

- Request user credentials
- Misuse exported data

3. SYSTEM ACCESS AND LOGIN

3.1 Entry Points

- Public Home: <https://kss-ffms.com/>
- Company Registration: <https://kss-ffms.com/portal/register/company>
- OMC Registration: <https://kss-ffms.com/portal/register/omc>
- Admin Login: <https://kss-ffms.com/portal/login>
- Attendant Login: <https://kss-ffms.com/portal/attendant/login>

3.2 Rules

DO

- Use personal accounts
- Change temporary passwords
- Log out from shared devices

DON'T

- Share credentials
- Leave sessions active

4. REGISTRATION AND APPROVAL WORKFLOW

4.1 Company Registration

Steps:

1. Open company registration page
2. Enter required details
3. Select country
4. Submit for approval

4.2 OMC Registration

Follow the same process with proper country context.

4.3 Approval Rules

DO

- Validate all details
- Reject incomplete submissions

DON'T

- Approve unclear or suspicious entries

5. COMPANY CONFIGURATION & CROSS-BORDER FUELING

5.1 Key Settings

- Default country
- Allowed suppliers
- Allowed stations
- Cross-border permissions

5.2 Cross-Border Setup

DO

- Enable only when required
- Select approved countries and stations

DON'T

- Enable without proper controls
- Allow all stations unnecessarily

6. OMC MANAGEMENT

6.1 Stations

DO

- Use accurate GPS coordinates
- Maintain geofence settings

DON'T

- Assign stations incorrectly

6.2 Pumps and Nozzles

DO

- Match physical layout
- Assign correct product types

6.3 Staff

DO

- Assign attendants correctly
- Use unique accounts

7. VEHICLES AND DRIVERS

7.1 Vehicles

DO

- Verify plate number and fuel type
- Set fueling limits

DON'T

- Create duplicates
- Assign incorrect fuel types

7.2 Drivers

DO

- Verify identity and license
- Keep records updated

DON'T

- Share PINs
- Keep inactive drivers active

8. QR CODE MANAGEMENT

8.1 Types

- Vehicle QR
- Driver QR
- Voucher QR

8.2 Rules

DO

- Print clearly
- Regenerate when compromised

DON'T

- Use screenshots permanently
- Share QR codes improperly

9. FUEL VOUCHER MANAGEMENT

9.1 Local Vouchers

- Use default country and currency

9.2 Cross-Border Vouchers

DO

- Select country first
- Verify FX and exchange rate

DON'T

- Use unapproved countries
- Leave incorrect exchange rates

9.3 Cancellation

- Cancel incorrect vouchers
- Create new ones when needed

10. ATTENDANT TRANSACTION WORKFLOW

Steps

1. Login
2. Scan voucher
3. Scan vehicle
4. Scan driver
5. Select pump/nozzle
6. Capture readings
7. Capture evidence
8. Submit transaction

11. EVIDENCE & WARNINGS

Evidence Includes:

- Pump images
- GPS data
- OCR readings

DO

- Review flagged transactions
- Validate images manually

DON'T

- Rely fully on OCR
- Ignore warnings

12. TRANSACTIONS OVERVIEW

DO

- Review suspicious transactions
- Validate amounts and products

DON'T

- Approve unverified transactions

13. REPORTS

Features

- Role-based access
- Export to PDF, CSV, Excel
- Sorting and filtering

DO

- Use correct timeframe
- Validate report context

DON'T

- Export unnecessary data

14. DASHBOARDS

DO

- Use for quick overview
- Drill down for details

15. AUDIT LOGS

DO

- Use for investigations
- Track changes and actions

16. OPERATIONAL BEST PRACTICES

DOs

- Maintain accurate data
- Use assigned accounts
- Monitor transactions

- Escalate issues
- DON'Ts**
- Share credentials
 - Bypass approvals
 - Ignore warnings

17. DATA QUALITY STANDARDS

DO

- Keep records accurate
- Fix errors immediately

DON'T

- Duplicate records
- Leave incorrect data active

18. SECURITY AND COMPLIANCE

DO

- Protect QR codes
- Report suspicious activity

DON'T

- Share sensitive data
- Use unsecured devices

19. TROUBLESHOOTING GUIDE

Common Issues

- Missing modules → Role restriction
- QR not scanning → Damage or poor quality
- Voucher not editable → Expired/cancelled
- Missing reports → Role limitation

20. DAILY OPERATING ROUTINE

Company Users

- Check dashboard
- Review transactions
- Update data

OMC Users

- Review stations
- Run reconciliation

Attendants

- Confirm station
- Execute valid transactions

21. ESCALATION PROCEDURES

Escalate when:

- QR compromise
- Suspicious transactions
- Incorrect setup

Include:

- Transaction number
- Company/OMC
- Vehicle/driver
- Evidence

22. GLOSSARY

- **Company** – Fleet operator
- **OMC** – Fuel supplier
- **Station** – Fuel location
- **Voucher** – Fuel authorization
- **QR** – Scan credential
- **Cross-border** – Fueling outside default country
- **Evidence** – Transaction validation data