

# Passport® Express Lane™ Reference Guide



## How does the Passport® self-checkout solution work?

Express Lane™ Self-Checkout is a seamless add-on to your Passport system, using the same software, hardware, and business rules as your Passport system. With Express Lane, your customers can choose the checkout experience they want, and cashiers can assist where needed.

## What can you sell at an Express Lane terminal?

Restricted items may be sold at self-checkout but require a cashier to verify age, something that can easily be done at the cashier workstation.

## How does the Control Console work?

The Control Console gives cashiers the ability to monitor, modify, or void transactions at any Express Lane kiosk. If a customer presses the HELP button, the cashier is notified and can remotely assist them from their workstation. For example, check their ID for age-restricted items, void a line item, or void an entire transaction.

Additionally, the cashier can transfer a transaction to their cashier workstation to finish the transaction or make changes and return it to the kiosk for the customer to finish.

The Control Console can be a dedicated workstation or a function within the cashier workstation. For instance, larger c-stores might opt for a dedicated workstation and stores with limited space might prefer the integrated feature of the cashier workstation.

## What is the minimum version of Passport that can enable Express Lane?

Passport version 12.02 or higher makes adding Express Lane possible. Express Lane System Activation and the License and Support Agreement is required.

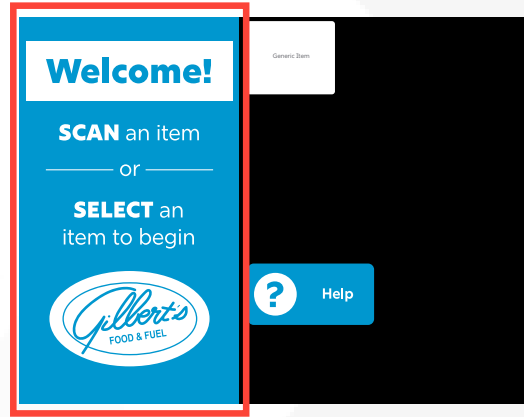
### Can I customize Express Lane to my branding guidelines?

Absolutely! Express Lane is a great way to highlight your brand, promotions, or any other message to your customer. There are 5 locations where logos and images can be placed, and the color scheme can be customized. See below for the 5 locations:



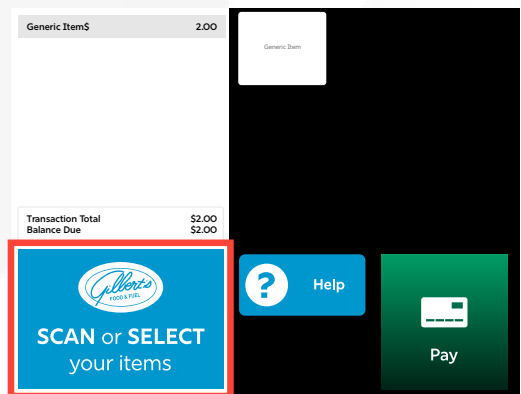
#### Walkup/Idle Screen

Size: 1024 x 768 pixels (full screen graphic)



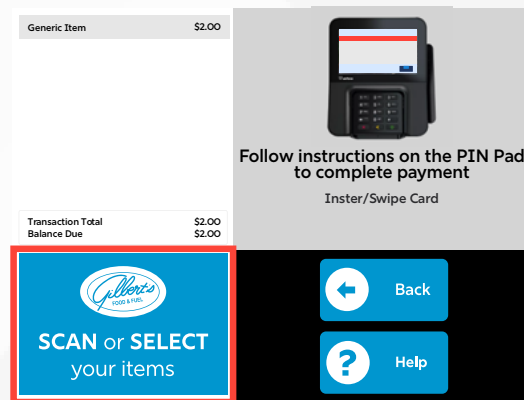
#### Pre-transaction Screen

Size: 430 x 768 pixels



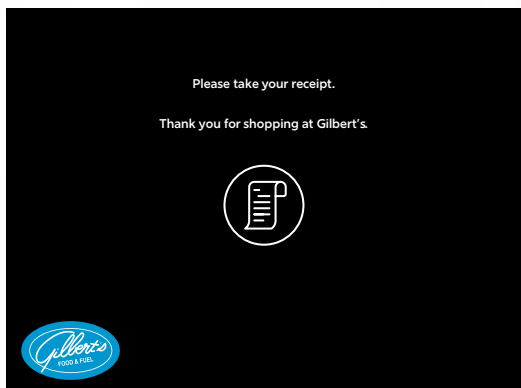
#### Transaction Screen

Size: 430 x 293 pixels



#### Tender Screen

Size: 430 x 293 pixels

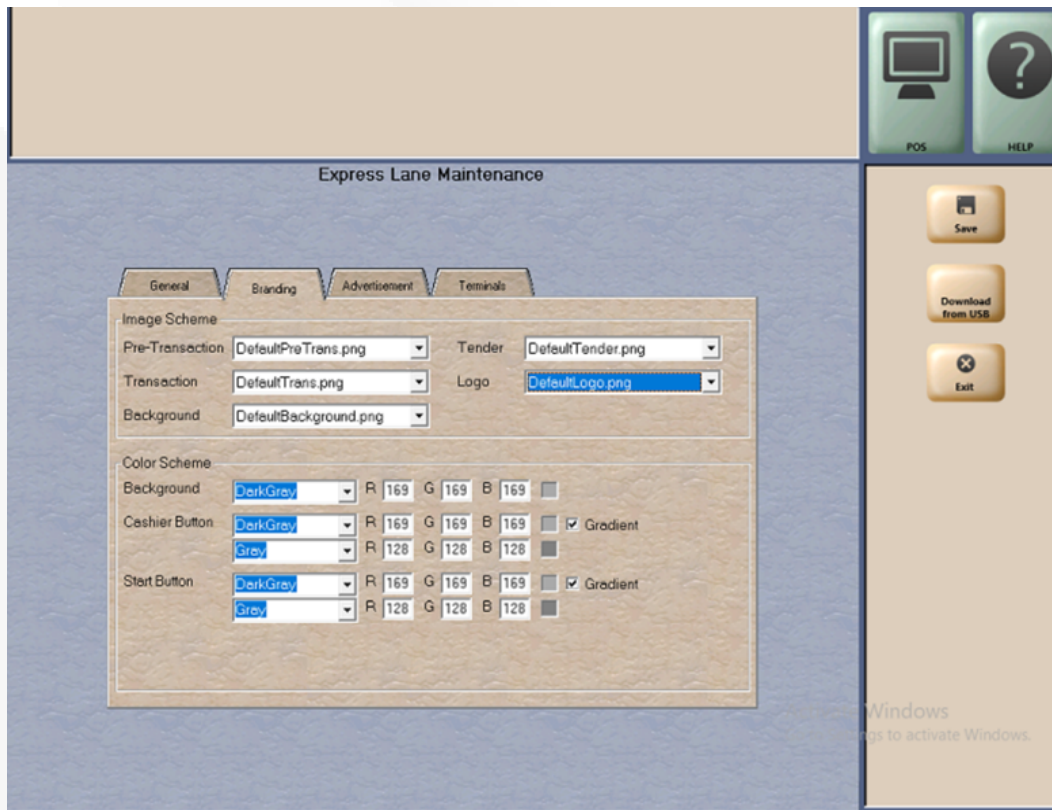


#### Receipt Screen

Size: 1024 x 768 pixels (full screen graphic)

### How do I assign custom logos and images?

Branding images and custom color selections are uploaded in the Manager Workstation using Express Lane Maintenance, see below. Add extra personalization by uploading 10 additional images or videos to display on idle kiosk and PIN pad screens



### What about speed keys?

Express Lane kiosk can display up to 9 speed keys in a 3 x 3 grid. Our recommended best practices is to create a new Primary Speed Key menu specifically for self-checkout customers.

### Does Express Lane require unique hardware?

No, Express Lane runs on the same client hardware as a cashier workstation. There are additional components available to minimize the footprint and maximize counter space. This includes a stand to house the receipt printer and a PIN pad mounting arm to install the PIN pad at screen level.

### What is the Express Lane license?

There is an annual software license and support fee for each Express Lane kiosk, renewed annually. This allows for automatic software updates as they become available and contributes to ongoing Express Lane software development. A Passport PSO agreement is also required.

### What about payment and loyalty options?

Since Express Lane is an addition to your Passport Point of Sale, it supports the same payment methods and loyalty programs, which are based on your branded network.

### **How many Express Lane kiosks can I install?**

Currently we allow up to 8 kiosks with Passport version 21.03 and above. Kiosks may be deactivated during slow times by the cashier, if required. Note that if a site also has Express Ordering Foodservice, 8 is the total number of available kiosks split between Express Lane and Express Ordering.

### **Can I install an in-counter scanner like the ones at the grocery store?**

Invenco by GVR offers a customer-facing 2D scanner designed for self-checkout. You can purchase an in-counter scanner from your distributor separately. We recommend the Magellan 9300i Scanner from Datalogic.

### **What type of reports are available?**

Express Lane reporting helps you manage your self-checkout kiosks. With v22.01 you can see sales activity across all kiosks to analyze adoption rates, department sales, and tender types. Managers can use this data to ensure self-checkout is meeting desired goals. With v23.01 and MP13, additional cash management reports show how cash moves through self-checkout by reporting when it is added and removed through transactions or by loading and unloading cash.

### **Can I sell fuel at an Express Lane kiosk?**

Express Lane can be configured to allow customers to pay for fuel as prepay, post pay, or choose not to sell fuel at all. The fuel option is configured using the Manager Workstation.

### **Can I control which items or categories are sold at the Express Lane?**

Yes, Restriction Maintenance disables Express Lane sales for any restriction group you choose. Any item or category assigned to that restriction group will prompt consumers to bring the item to a cashier for purchase.

### **How can I accept cash at self-checkout?**

We have partnered with Crane Payment Innovations, Inc. to integrate their Paypod cash recycler with Passport. This provides cash payment options for the significant segment of consumers choosing to pay with cash. Paypod is available through many of our distributors or directly from CPI. Go to <https://learn.cranepi.com/C-StoreSCO> to get started.

### **Does Express Lane support EBT payment?**

Yes, Express Lane accepts the same payment options as Passport Point of Sale, including EBT.

### Can customers also order food at an Express Lane?

By adding Express Ordering™ Foodservice Solution to Express Lane, you can give customers the ability to order made-to-order food all with one stop. If Express Ordering is already utilized in your c-store, you only need to activate it on the Express Lane kiosk. An additional seat license may be required depending on your agreement with Xpedient. There are additional requirements for sites without Express Ordering. Contact your distributor for details.

Please reference the [Express Lane Best Practices Whitepaper](#) for additional information about self-checkout strategy, location planning, and ways to encourage buy-in from employees and staff.



### Understand the Invenco by GVR difference

Invenco by GVR brings together Gilbarco Veeder-Root's (GVR) time-tested Retail Solutions business with best-in-class technology from recently acquired Invenco.

As a global leader in the payments and c-store industries, Invenco by GVR aims to be the operating system for convenience retail, by providing retailers with agile technology solutions that will allow them to increase productivity and drive consumer engagement.