



Passport - Express Lane

FREQUENTLY ASKED QUESTIONS

- 1 HOW DOES IT WORK?**

Passport Express Lane is a unique Passport terminal configuration designed to face your customers. It uses the same software, hardware, and business rules as your Passport system but configured to optimize speed of service while giving your cashiers the ability to intercede when necessary.
- 2 WHAT CAN YOU SELL AT AN PASSPORT EXPRESS LANE TERMINAL?**

You can sell anything that resides within your Passport price book. This can be items that scan or assigned to a PLU number. Restricted items can be entered but require interaction with the cashier behind the counter to scan your driver's license. Behind the counter items along with food items ordered from the kitchen can also be added easily.
- 3 DOES EXPRESS LANE REQUIRE ANY UNIQUE HARDWARE?**

Passport Express Lane runs on the standard PC60 client similar to a traditional cashier workstation. There are additional components available to allow you to minimize the footprint; including a new base that hides the receipt printer and a mounting arm for the pinpad to be at screen level for the consumer

- 4 WHAT PASSPORT VERSION INCLUDES PASSPORT EXPRESS LANE?**

Passport Version 12.02 or higher enables Passport Express Lane. Purchase of licenses and annual support fees are required for enablement. Additional features for this product will be included in subsequent releases.
- 5 WHAT ABOUT PAYMENT AND LOYALTY OPTIONS?**

Similar to the Passport terminals, all site support loyalty and mobile payment types are supported based upon the branded network. Contactless payment along with Chip cards are the primary forms of payment accepted.
- 6 HOW WILL MY CASHIER KNOW WHAT TO DO OR INTERVENE?**

The Passport Express Lane product includes the Cashier Control Console terminal (required). This specially configured terminal allows multiple cashiers to see exactly what is happening on the Express Lane terminals and intervene where necessary. Additional security measures are in place to require behind the counter cashiers to sign in or scan their token ID to for certain transactions.

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HOW MANY EXPRESS LANE TERMINALS ARE SUPPORTED?

In the current solution, we allow up to **two Passport Express Lane** terminals with the requirement of **one Cashier Control Console**. Terminals can be deactivated during slow times by the cashier if required.

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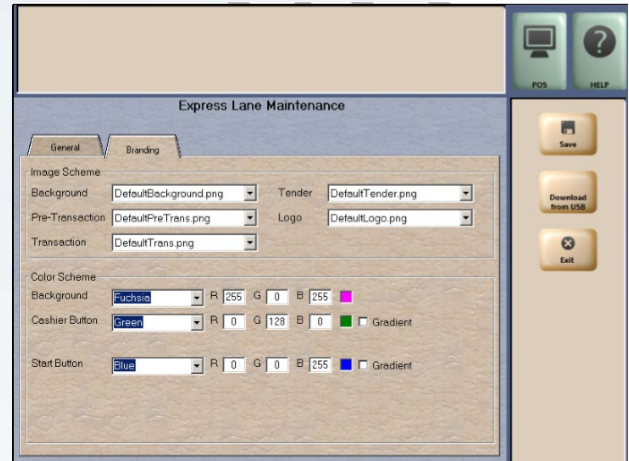
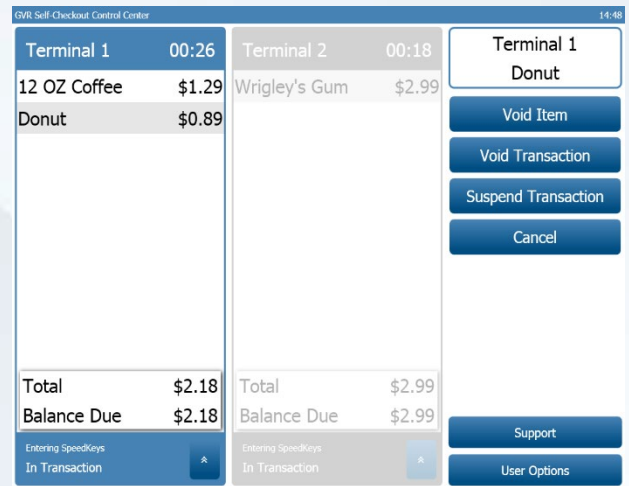
CAN I CUSTOMIZE MY SOLUTION?

You can customize your customer consumer-facing Express Lane terminals by selecting your color scheme and five different branding locations on the screens. These branding images can be uploaded via the Express Lane configuration screens (Fig. 2) and vary in size and must be in png format.

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WHAT ABOUT MY SPEED KEYS?

The Express Lane terminal shows speed keys like the Passport Cashier terminal but only displays nine buttons (3x3 Grid) instead of sixteen. Best practices would be to create a new Primary Speed Key menu specifically for your self-checkout customers and the items that will be available.



Express Lane FAQ

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DO YOU SUPPORT DIFFERENT TYPES OF SCANNERS SUCH LIKE THE ONES I SEE AT THE GROCERY STORE?

You will have the option of an approved 2D scanner from Gilbarco that is designed for customer facing solutions or pursue your own style of scanner. It must be using an RS232 Serial interface and we recommend a presentation type of scanner. Age verification software is not required for it because the cashier will be using their scanner to ID any customers. A scanner is also required for the Control Console and one supporting age verification is highly recommended.

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WHAT TYPE OF REPORTS ARE AVAILABLE?

We have created a new report called the **Express Lane Hourly Sales** report. You can see sales by the terminals within 15, 30, and 60-minute intervals. This report provides total sales and average basket size. All Express Lane sales will also be included as a special Till Period and reported within your daily reports.

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WHAT HAPPENS IF MY CARD READER, PRINTER, OR PAYMENT NETWORK GOES DOWN?

If any critical device goes offline the terminal is automatically disabled and displays a message to the customer. When possible, we will display to both the customer and cashier what device is currently offline.