

## Introduction

### Purpose

This manual provides network-specific information for Passport™ systems at BP® stores.

#### **IMPORTANT INFORMATION**

**The BP network requires notice in advance that a store is upgrading to Passport V20 or later, which implements EMV® and Commander Electronic Payment System (EPS) functionality on Passport.** With this version, EMV affects inside transactions and outside transactions. At least two full days before the scheduled upgrade, advise the merchant that he must contact the BP network and explain that the site is implementing an upgrade to Passport to enable EMV and the Commander EPS. The merchant should advise the network representative of the date the upgrade is to take place and request that the network prepare to enable EMV and Commander operation with appropriate parameter downloads on that date. Ask the merchant to let you know if the network is unable or unwilling to make the necessary preparations for enabling EMV for the store.

On the day of the scheduled upgrade, ask the merchant or store manager if he notified the BP network of the need to prepare to enable EMV and Command EPS network communication. If the merchant or store manager has not notified the BP network of the need to enable EMV network communication, arrange a later date for the upgrade, after the network has sufficient time to enable EMV and Commander EPS functionality.

### Intended Audience

The audience for this document includes merchants, cashiers, store managers, and Passport-certified Gilbarco® Authorized Service Contractors (ASC).

*Note: Leave this manual at the site for the manager's reference. This manual is available for download by Passport-certified ASCs on Gilbarco Online Documentation (GOLD<sup>SM</sup>) Library.*

**REVIEW AND FULLY UNDERSTAND THIS MANUAL BEFORE BEGINNING THE UPGRADE OR INSTALLATION OF PASSPORT V20 FOR BP.**

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## Related Documents

Document Number	Title	GOLD Library
MDE-5025	Passport V9+ POS System Reference Manual	Passport
MDE-5470	What's New in Passport Version 12	Passport
MDE-5519	What's New in Passport Version 20	Passport
MDE-5549	Passport EDH (BP) V11.29.01.* Implementation Guide for PA-DSS V3.2	Passport

## Abbreviations and Acronyms

Term	Description
ASC	Authorized Service Contractor
CRIND®	Card Reader in Dispenser
CWS	Cashier Workstation
EDH	Enhanced Dispenser Hub
EPS	Electronic Payment System
EMV	Europay®, MasterCard®, and Visa®
GOLD	Gilbarco Online Documentation
IP	Internet Protocol
MWS	Manager Workstation
PA-DSS	Payment Application Data Security Standard
POS	Point of Sale
PPU	Price per Unit
RAS	Remote Access Service
TCP/IP	Transmission Control Protocol/Internet Protocol

## Technical Support

If you are a store manager or a merchant and you need assistance with your Passport system, call Gilbarco at 1-800-800-7498.

If you are an ASC and need to verify RAS connection or activate a Passport feature, call Gilbarco at 1-800-800-7498. If you need assistance with an upgrade or installation, call Gilbarco at 1-800-743-7501.

*Note: You will have to provide your ASC ID.*

If you need to contact the BP Help Desk, call 1-888-274-3578.

For the VeriFone® Help Desk, call 1-800-472-2504.

## Network Data Retention

The Passport system's network database saves transaction details for 31 days. Passport purges network transaction details older than 31 days. This setting cannot be changed.

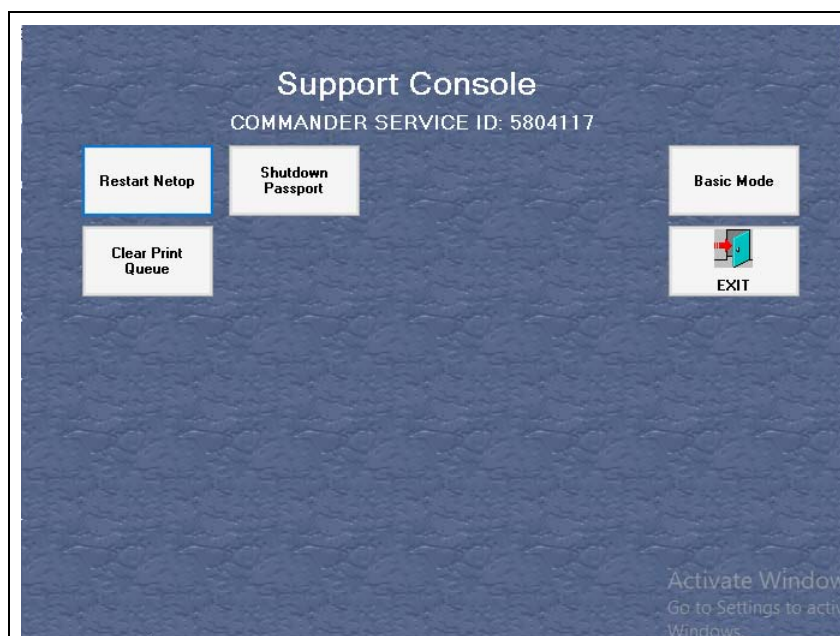
# What's New in Passport V20 at BP Stores

## VeriFone Commander ID on Passport System

Beginning with Passport V20.02, BP supports the VeriFone COMMANDER SERVICE ID that is displayed on Passport/Passport EDGE.

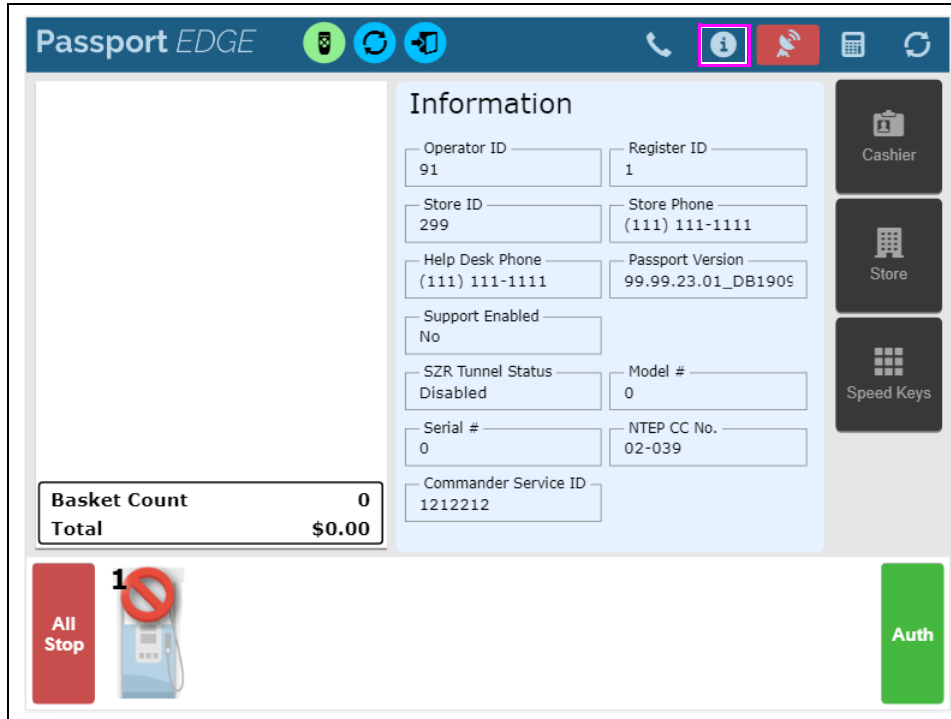
On Passport, select **HELP > Advanced Mode**. The current VeriFone Service Commander ID is displayed under Support Console.

**Figure 1: Passport - VeriFone Commander ID**



On Passport EDGE, select the **Information** button. The current VeriFone Commander ID is displayed on the Information screen.

**Figure 2: Passport EDGE - VeriFone Commander Service ID**



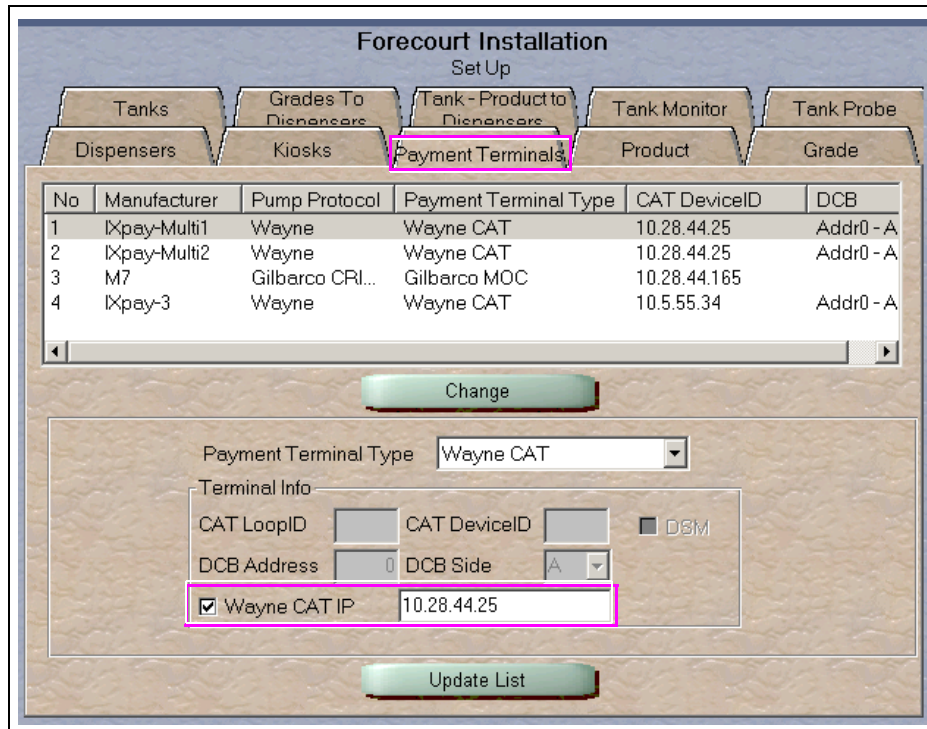
## Wayne iX Pay™ Terminal

Passport V20.02 for BP is the first release to support Wayne iX Pay payment terminal for EMV with communication via IP.

To configure Passport to communicate with a Wayne iX Pay payment terminal, proceed as follows:

- 1 Navigate to **Set Up > Forecourt > Forecourt Installation**.
- 2 Select the **Payment Terminals** tab.
- 3 From the Payment Terminal Type drop-down list, select **Wayne CAT** (see [Figure 3](#) on [page 5](#)).
- 4 Select the **Wayne CAT IP** check box to enable the IP address field (see [Figure 3](#) on [page 5](#)).
- 5 Enter the IP address of the payment terminal. If Wayne CAT IP is cleared, the payment terminal can be configured via the serial protocol.  
*Note: If a single iX Pay board controls both sides of the dispenser, enter the same IP address for both sides.*

Figure 3: Wayne iX Pay Configuration



## Prompt for Local Loyalty after Mobile Authorization

Beginning with V20.02, Passport prompts customers to use local loyalty after a mobile authorization, when paying for CRIND sales with mobile payment. This allows for a network loyalty discount and local loyalty discount in the same transaction. When network loyalty and local loyalty are applied in the same transaction, the fuel prices are rolled back for both. The Loyalty information is present on the customer's receipt and the transaction is reported on the Passport Loyalty Reports and in the XML files for the Back Office.

The following is the transaction flow:

- 1 Request Mobile Authorization at the dispenser.
- 2 When prompted for local loyalty, select **Yes**.
- 3 Swipe a valid Loyalty Card.
- 4 Prices are rolled back at the dispenser.
- 5 Dispense fuel.

## Passport V20 Core Feature Enhancements

For information on any of the new core features, refer to *MDE-5519 What's New in Passport Version 20*.

# What's New in Passport V12 at BP Stores

## Passport V12 Core Feature Enhancements

For information on any of the new core features, refer to *MDE-5470 What's New in Passport Version 12*.

## Site Configuration Programming

To configure the store, the Global Network Parameters must be set.

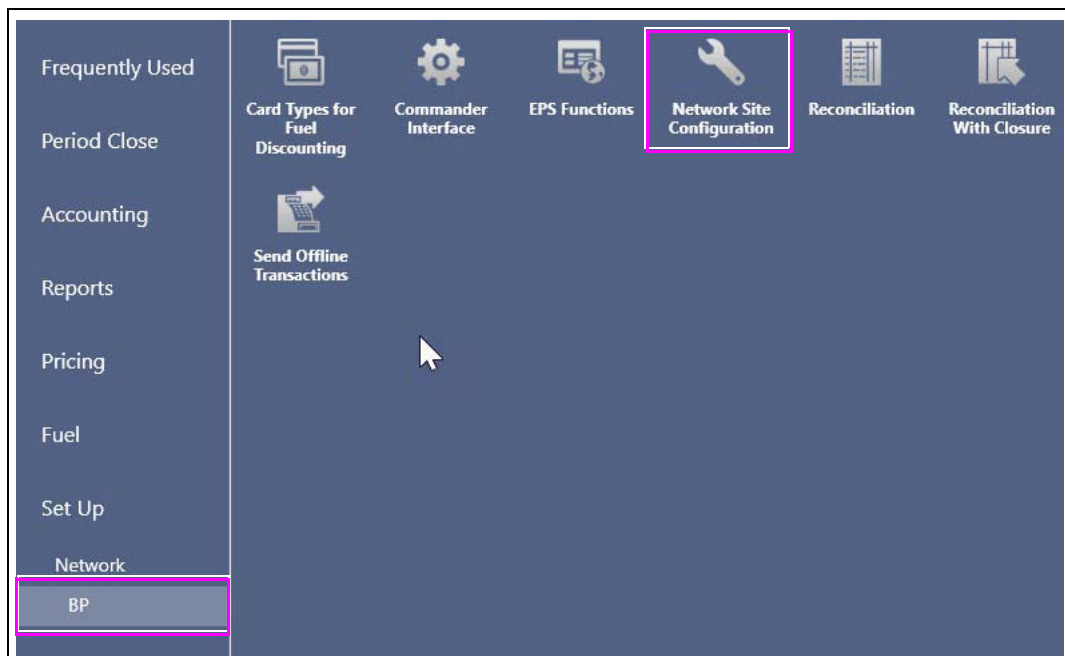
<b>IMPORTANT INFORMATION</b>
Install and run the Enhanced Dispenser Hub (EDH) before you start network configuration.

## Global Network Parameters

To configure Global Network Parameters, proceed as follows:

- 1 From the MWS menu, select **Set Up > Network > BP**. The BP network configuration menu opens.

**Figure 4: BP Network Configuration Menu**



- 2 Select **Network Site Configuration**. The Global Network Parameters menu opens.

- 3 Select the **Site** tab.

**Figure 5: Global Network Parameters Menu - Site Tab**

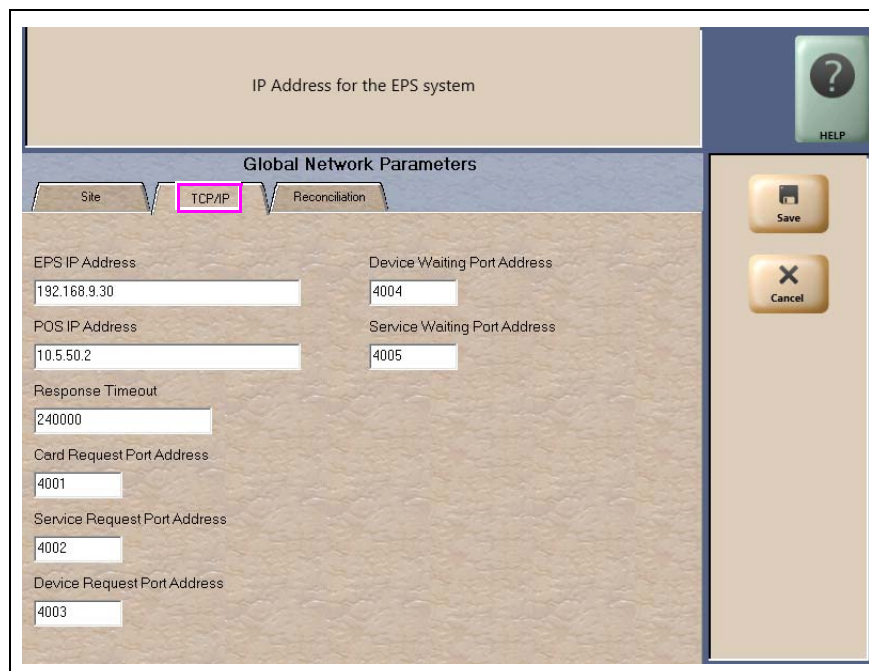
The following are the fields displayed on the Site Tab:

Field	Description
Terminal ID	The SVB Number BP assigned to the store. It is the identifier associated with the EPS. The store manager or ASC programs the SVB Number on the Passport system for reference only. The SVB Number also displays on the Network Configuration Report.
Name	The business name of the store.
Address	The physical address of the store.
City	The city in which the store is located.
State	The state in which the store is located.
Zip Code	The postal Zip Code of the store.

This data is saved in the database and is designated as the physical site information, which is used to create site-related network information, such as for reports. This data can be edited at any time.

- 4 Select the TCP/IP tab.

**Figure 6: Global Network Parameters Menu - TCP/IP Tab**



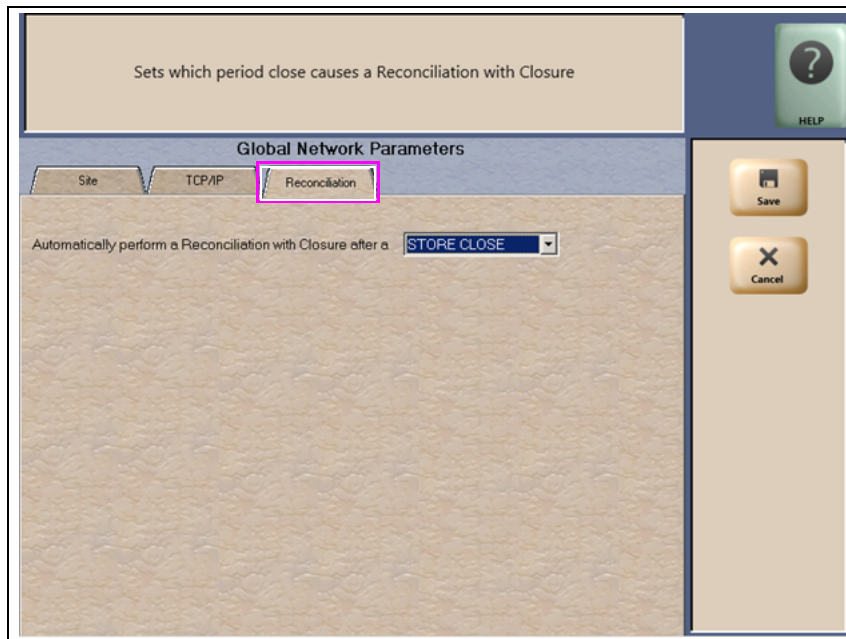
The following are the fields on the TCP/IP Tab

Field	Description
EPS IP Address	IP address of the EPS. Set to 192.168.9.30.
POS IP Address	IP address of the Gilbarco router to which the POS is connected. Set to 10.5.50.2.
Response Timeout	Message timeout (maximum of 240 seconds) in milliseconds. Default value is 240,000 milliseconds.
Card Request Port Address	Port used to send Card Service Request messages to the EPS. Default is 4001.
Service Request Port Address	Port used to send Service Request messages to the EPS. Default is 4002.
Device Request Port Address	Port used to send Device Request messages to the EPS. Default is 4003.
Device Waiting Port Address	Port used to receive Device Request messages. Default is 4004.
Service Waiting Port Address	Port used to receive Service Request messages. Default is 4005.



- 5 Select the **Reconciliation** tab.

**Figure 7: Global Network Parameters Menu - Reconciliation Tab**



The Reconciliation tab includes a single drop-down list for the store manager to configure whether the Passport system should automatically perform a Reconciliation with Closure during STORE CLOSE or SHIFT CLOSE.

- 6 After completing all necessary programming for Global Network Parameters, select **Save** to save all programming and return to the Network menu.

## Commander EPS

Passport for BP interfaces with the Commander EPS.

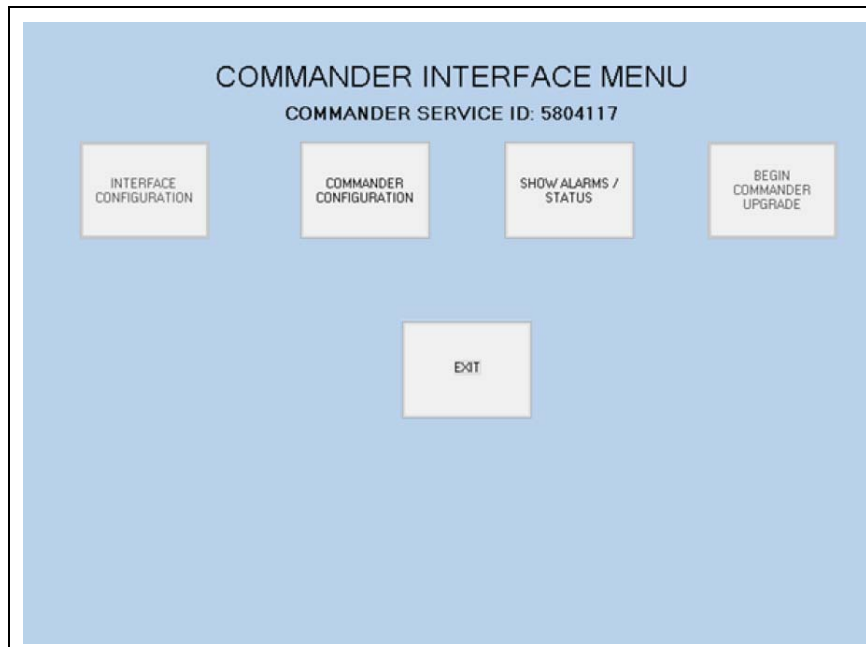
*Note: Commander only supports VeriFone MX915 PIN Pads for BP stores.*

### Access Commander Interface through Passport

If the merchant or store manager needs access to the Commander EPS interface, they may gain access through Passport. To access the Commander EPS through Passport, navigate to **MWS > Set Up > Network > BP** and select **Commander Interface**.

The Commander Interface Menu screen opens.

**Figure 8: Commander Interface Menu**



The following options are displayed on the Commander Interface Menu:

- **Interface Configuration:** Select this option to configure the initial password that Passport uses to communicate with the Commander EPS and to configure the IP Address as 192.168.31.11. After the initial password configuration, Passport manages changing the password when it expires. This configuration step is necessary only at initial installation of Commander and Passport installation or upgrade or when replacing the Commander or Passport Server.

*Note: The ASC should ensure that a Passport user has been created on the Commander EPS with the same access level as the Manager user.*

**Figure 9: Commander Interface Configuration Screen**

COMMANDER INTERFACE CONFIGURATION

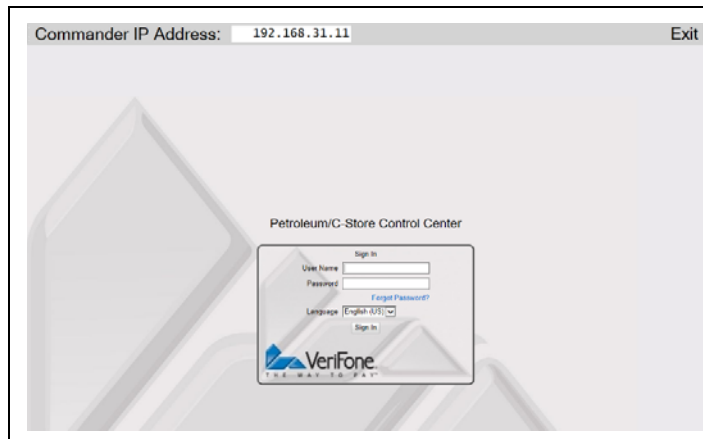
Login ID :

Password :

IP Address :

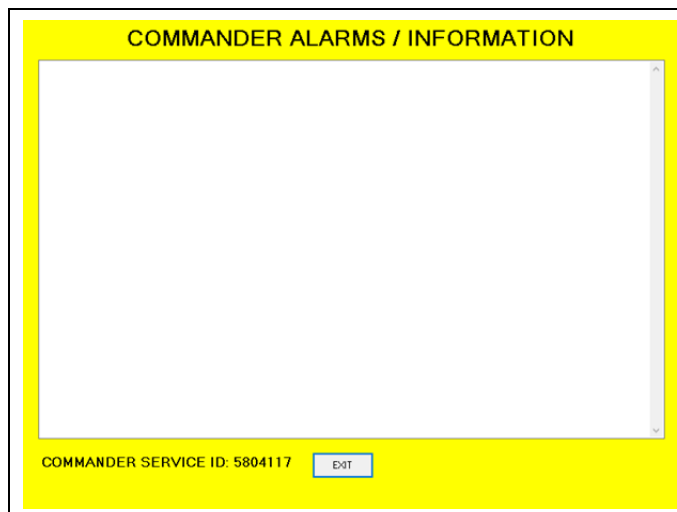
- **Commander Configuration:** The merchant or store manager uses this option to sign into the Commander Petroleum/C-Store Control Center. The Commander IP Address should appear as shown in [Figure 9](#) on [page 11](#). As the Commander EPS does not require special configuration after its initial installation, the merchant or store manager need not use this option; however, if the need arises, contact your BP representative for instructions.

**Figure 10: Commander Configuration Sign In Screen**



- **Show Alarms/Status:** The merchant or store manager uses this option to view Commander alarms and status messages or troubleshoot communication issues with the Commander EPS. In addition, Passport automatically displays a COMMANDER ALARMS/INFORMATION box on the Manager Workstation (MWS) or Cashier Workstation (CWS) when it receives an alarm or status message from the Commander EPS. The merchant or store manager may go to Show Alarms/Status to review dismissed alarms or determine whether previous alarms have been acted upon.

**Figure 11: Show Alarms/Status Screen**



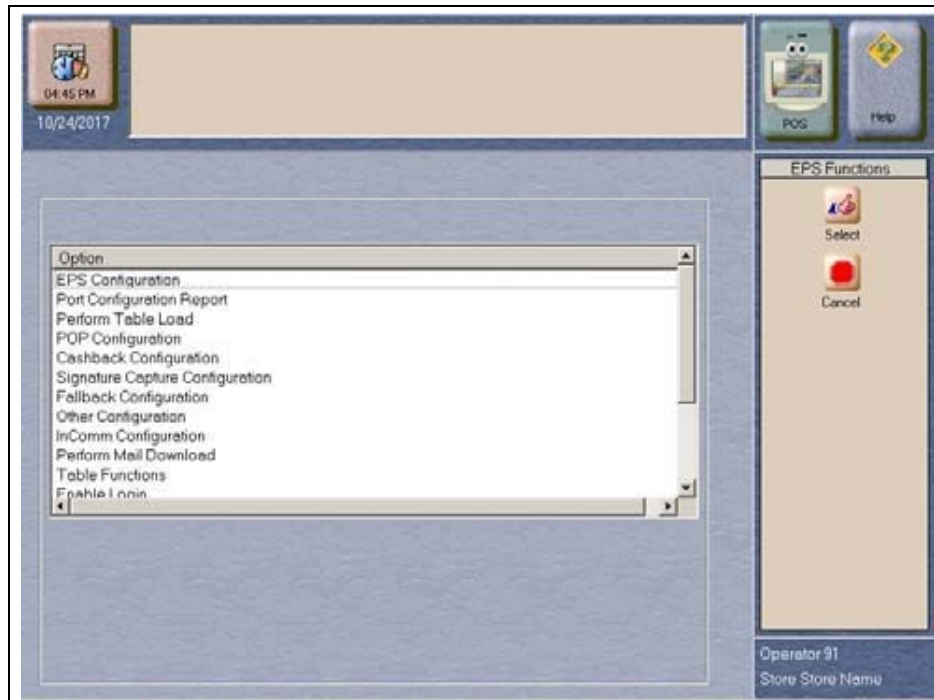
- **Begin Commander Upgrade:** The merchant or store manager uses this option when notified that a software upgrade has been downloaded to the Commander and it is time to start loading the software.

## EPS Functions

If the merchant or store manager needs to perform functions available on the Commander EPS, they may gain access through Passport. To access the Commander EPS Functions, proceed as follows:

- 1 Navigate to **MWS > Set Up > Network > BP** and select **EPS Functions**.  
The EPS Functions screen opens.

**Figure 12: EPS Functions Selection Screen**



The Commander EPS controls the options that display on this screen.

Additional or different options might be displayed on the EPS Functions Selection screen other than those shown in [Figure 12](#).

- 2 Select any option and then click **Select** to enter that option. After completing all EPS Functions, click **Cancel** to exit from EPS Functions. For more information on using EPS Functions, contact your BP representative.

## Card Types for Fuel Discount Configuration

Passport receives card-type definitions for Card Types for Fuel Discounting from the Commander EPS.

The card types automatically populate under **MWS > Set Up > Network > BP > Card Types** screen.

After configuring fuel discount groups on the **MWS > Fuel > Fuel Discount Maintenance > Fuel Discount Groups** tab, go to **MWS > Set Up > Network > BP > Card Types** to configure local fuel discounts for different card types. To do so, select each card type for which you wish to offer an automatic PPU fuel discount and link it to a specific Discounting Group.

Figure 13 lists the card types the BP network accepts.

**Figure 13: Fuel Discount Configuration Screen**



## Network Journal

The Commander EPS can send network journal events to Passport. Passport makes these network journal events available within **MWS > Reports > Journal Reports > Network Journal**.

## Network Reports

The following table lists all the Network Reports and their availability. Review the reports and go to **MWS > Set Up > Store > Period Maintenance** and select those appropriate for Store and Shift Close for the store's operation.

Report Name	Shift Close	Store Close	Current	Secure
BP Network Reports	-	-	✓	-
BP Secure Network Reports	-	-	✓	See note
Network Configuration Report	-	-	✓	-
Card Conflict Report	-	✓	✓	-
Unpaid Transaction Report	-	✓	✓	-

*Note: Among the BP Network Reports, only those reports with sensitive card data are secure. These reports are located under **MWS > Reports > Network > BP Secure Network Reports** and require a Secure Report password to preview or print.*

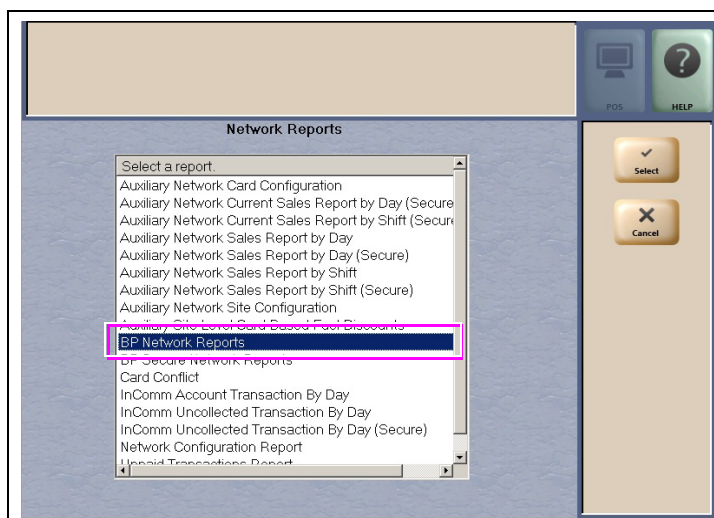
### IMPORTANT INFORMATION

Secure reports may contain sensitive customer data, such as card account number and expiration date. These reports are password protected and available to print on demand only. For more information on secure reports, refer to *MDE-5549 Passport EDH (BP) V11.29.01.\* Implementation Guide for PA-DSS V3.2*.

To view BP Network Reports, proceed as follows:

- 1 From the MWS main menu, select **Reports > Network**. The Network Reports menu opens.
- 2 Select **BP Network Reports** from the Network Reports menu.

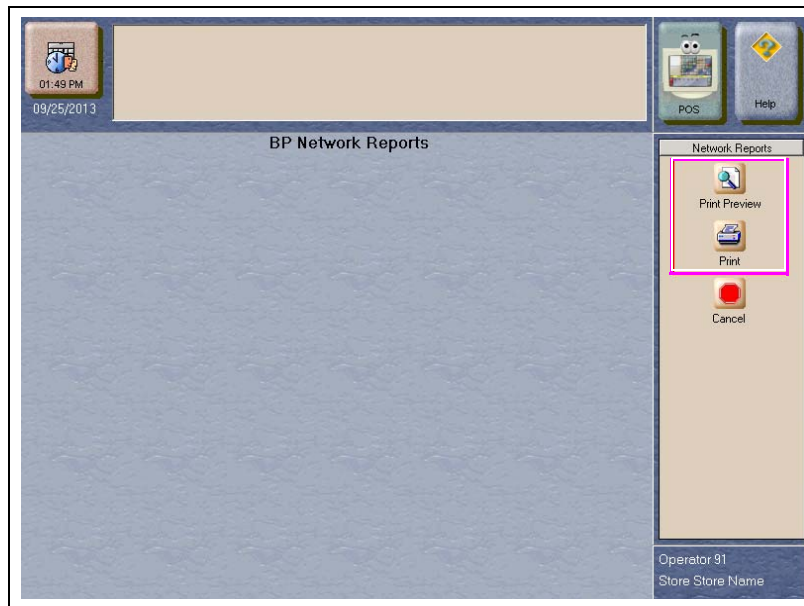
**Figure 14: Network Reports Screen**



The BP Network Reports screen opens.

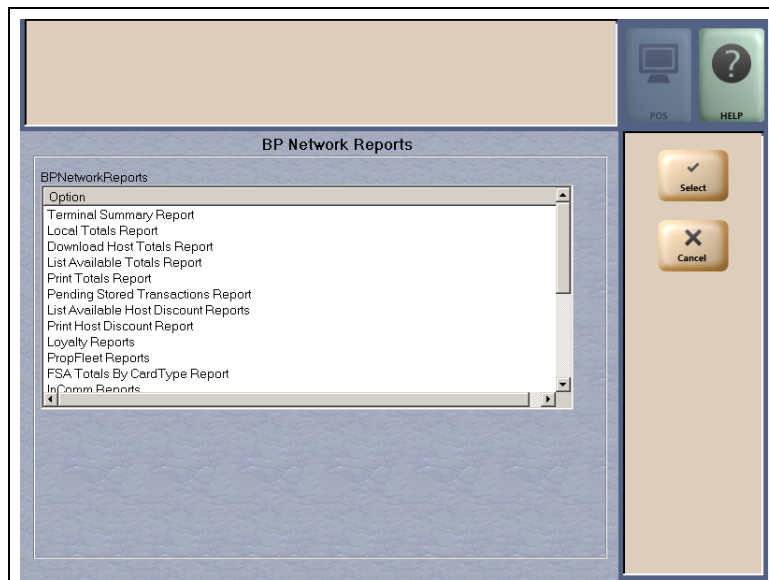
3 Select **Print Preview** or **Print**.

**Figure 15: BP Network Reports Screen - 1**



A screen opens that contains all the available report categories from the EPS. The EPS controls the number and format of these reports; therefore, the reports that display on this screen may change at any time through an EPS download.

**Figure 16: BP Network Reports Screen - 2**



*Note: This screen is an example. The reports listed on the actual screen may display differently.*



# CWS Network Functions

To access Network Functions on the CWS, proceed as follows:

- 1 Select **More** until the **Network** button is displayed.
- 2 Select **Network**. The Network Status screen opens.

**Figure 17: CWS Network Status Screen**



## Network Functions Buttons

Button	Behavior
Reconcil	Causes the current network batch number to display on the yellow bar.
Recon w/Close	Causes the current network batch to close before displaying the number on the yellow bar.
Reset PIN Pad	Causes the Passport system to request the EPS to send a reset command to the PIN Pad.
EPS Connect	Causes the status of EPS connectivity with the BP network to display on the yellow bar.
Gift Card Balance	Causes the Passport system to perform a balance request for a gift card.

## Additional Information

### Card-based Local Accounts

For detailed information regarding Card-based Local Accounts, refer to *MDE-4826 Passport Card and Face-based Local Accounts Setup and Operations Manual*. This feature allows the manager to define prompts to be displayed on the PIN Pad when a Local Accounts card is swiped. The BP architecture restricts prompts available for the PIN Pad. If an invalid prompt is programmed in Local Accounts Maintenance, Card-based Local Accounts will not function correctly. If this occurs, the CWS yellow bar displays the message “Customer canceled. Do you want to retry? YES/NO” when a customer enters the card.

If this message displays, compare the prompts programmed for Card-based Local Accounts to the list of acceptable prompts in the following table. Correct any programmed prompts that do not match an entry in the table.

Prompt	Prompt	Prompt
AHORRO	ENTEREMPLOYEE	ENTREIDCHOFER
BADGE	ENTEREXPIRATION	ENTREIDUSARIO
CASHBACK	ENTEREXPIRATIONDATE	ENTRENUMVEHIC
CHECKING	ENTEREXPIRDATE	ENTREODOMETRO
CLIENT	ENTERFLEET	EQUIP
CLOCK	ENTERFLEETDATA	EQUIPCD
CLOCKNO	ENTERFLEETNO	EQUIPCODE
CODE	ENTERFLEETNUMBER	FINANCE
CONTROL	ENTERFLEETPIN	FLEETNUMBER
CORRIENTE	ENTERFOOD	GOV
CUSTOMER	ENTERFREQUENT	GOVBADGE
CUSTOMERCODE	ENTERHUB	IDNO
CUSTOMERID	ENTERHUBNUMBER	IDNUMBER
DATA	ENTERHUBOMETER	JOB
DATE	ENTERID	JOBNO
DATEMMYY	ENTERIDNUMBE	JOBNUMBER
DEPT	ENTERJOB	MMDYYYYY
DEPTNO	ENTERJOBID	MOSYN
DIGITZIP	ENTRJOBNO	NO
DIVISION	ENTERKEYFOB	NUMBER
DIVNO	ENTERLIC	ODOMETER
DRIVER	ENTERLICENSE	ODOMETERNUMBER
DRIVERLICENSE	ENTERLOCATION	ODOMETERREADING
DRIVERNUMBER	ENTERLOYALTY	PAYROLL
DIVERSID	ENTERMEMBER	PLEASEENTER
EMP	ENTERMEMBERSHIP	PLEASEREENTER
EMPNO	ENTERMENU	PO
ENTER	ENTERMESSAGE	PONO
ENTERACCOUNT	ENTERODOMETER	PONUMBER
ENTERAMOUNT	ENTERODOMETERREADING	POSTAL

Prompt	Prompt	Prompt
ENTERAUTH	ENTERPERSONAL	POSTALFINANCE
ENTERAUTHNUMBR	ENTERPHONE	PREVIOUSSTREET
ENTERBIRTHDATE	ENTERPOINTS	PREVIOUSZIPCODE
ENTERCARD	ENTERPRODUCT	READING
ENTERCARDID	ENTERRC	REENTER
ENTERCARWASH	ENTERREF	REENTERCNTRL
ENTERCASHBACK	ENTERREFERENCE	REENTERCONTROL
ENTERCHARGETO	ENTERRESTRICTIONCODE	REENTERDRIVERID
ENTERCLIENT	ENTERROUTE	REENTERDRIVID
ENTERCLUB	ENTERROUTENUMBER	REENTERODOMETER
ENTERCODE	ENTERSECCODE	REENTERSECCODE
ENTERCONTROL	ENTERSECURITYCODE	REENTERVEH
ENTERCUSTCODE	ENTERSERVICE	REENTERVEHICLE
ENTERCUSTDATA	ENTERSOCSEC	REENTERYOUR
ENTERCUSTID	ENTERSS	REENTERZIPCODE
ENTERCUSTOMER	ENTERSTORE	REMAININGBALANCE
ENTERCUSTOMERCODE	ENTERSTREET	RESTRICTIONCODE
ENTERCUSTOMERDATA	ENTERTAG	ROUTENUMBER
ENTERCUSTOMERID	ENTERTRALER	SAVINGS
ENTERCUSTREF	ENTERTRAILERID	SECURITY
ENTERDATA	ENTERTRAILERNO	SECURITYCODE
ENTERDEPT	ENTERUSERDATA	SERIAL
ENTERDEPTNO	ENTERUSERID	SOCSEC
ENTERDIGITZIP	ENTERVALUE	USER
ENTERDOBMMDDYY	ENTERVEHICLE	USERID
ENTERDRIVER	ENTERVEHICLEID	VEHICLE
ENTERDRIVERID	ENTERVEHICLENUMBER	VEHICLEID
ENTERDRIVERLIC	ENTERVERIPASS	VEHICLENUMBER
ENTERDRIVERLICENSE	ENTERYOUR	VEHTAG
ENTERDRIVERNUMBER	ENTERZIPCODE	WORKORD
ENTERDRVR	ENTREDATOS	WORKORDER
ENTEREMP	ENTREDEPTO	ZIP

## Cash/Credit Pricing

Passport for BP supports cash/credit pricing modes for the CARD Tender with Indoor Sales, as well as for Outdoor CRIND sales.

Figure 18: Site Options - Pricing Levels

Site Options

Cash/Credit pricing is enabled

Tender Group	Cash	Credit
Cash	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Check	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Local Accounts	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Integrated Debit	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Non-integrated Debit	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Integrated Credit	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Non-integrated Credit	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Imprinter (Integrated)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Imprinter (Non-integrated)	<input type="checkbox"/>	<input checked="" type="checkbox"/>

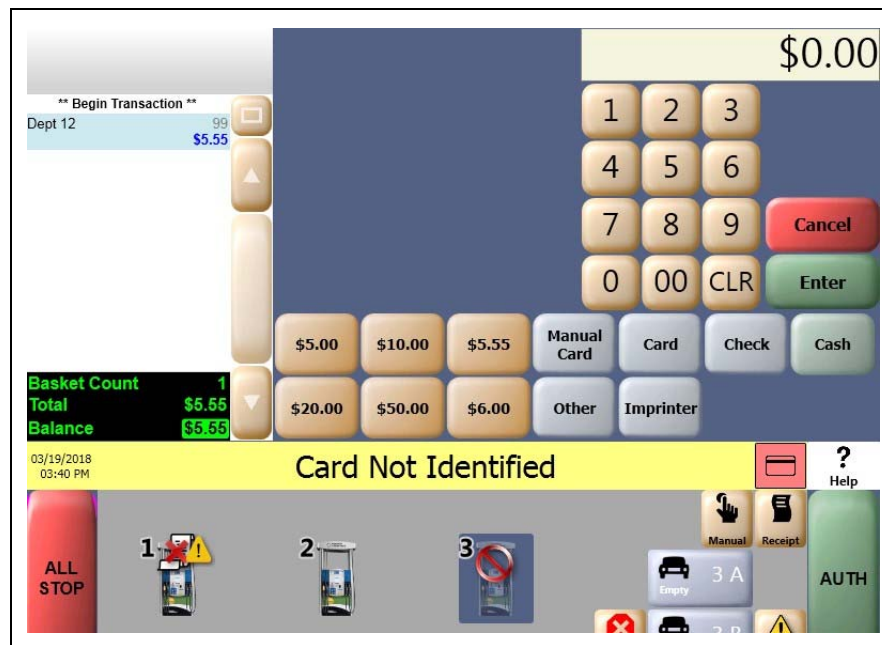
PPU Format: \$ 0.000    High PPU Lockout: 9.999    Low PPU Lockout: 0.750

Save    Cancel

## Manual Entry

BP does not allow manual entry of payment cards authorized through BP network. If the cashier uses the Manual Card tender key for a payment card to be authorized through the BP network, the CWS yellow bar displays the error message “Card Not Identified” and the cashier must select another tender.

**Figure 19: Card Not Identified Message**



## Partially Approved Sales

If a customer presents a card payment method that has insufficient funds to complete the purchase, the customer may be given an option to apply the funds available on the card to the transaction and then complete the transaction with another payment media. This option is at the discretion of BP; it is not controlled by the Passport system. After the customer has accepted this option on the PIN Pad, the Passport system behaves in the following manner:

- Outside at the CRIND: The dispenser is armed for the partially approved amount. The dispenser stops fueling at the partially approved amount or when the customer replaces the nozzle, whichever occurs first.
- Inside for post pay sales: The partial payment is accepted and the Passport system prompts the cashier for additional tender. If the customer has no additional tender, the cashier may void the transaction. The Passport system sends a reversal message to the BP network to return the partially approved funds to the customer’s account.
- Inside for prepay fuel sales: The Passport system declines the tender and sends a \$0.00 transaction message to the BP network to return the funds to the customer’s account. The Passport system does not allow split tender for prepay fuel transactions. It does not allow split tender for transactions that contain Cash Back. If the BP network responds with partial payment on a transaction that includes Cash Back, Passport sends a reversal message to the BP network to return the partially approved funds to the customer’s account. The cashier may tender the transaction with a different method of payment or void the transaction.

# Appendix A: Upgrading to Passport V20

This section provides BP-specific information to the ASC for upgrading to V20.

## Before beginning the upgrade

The ASC must perform the following steps before the upgrade:

Step	Task Description
1	Ensure that all the dispenser software and firmware meet applicable requirements to support loyalty and other fuel discounting functionality (including support of \$0.000 PPU).
2	Print the <b>Network Configuration Report</b> . This will be helpful if a clean install is required and to confirm all network settings (including Host Connection Type and other parameters in Global Information).
3	Perform Store Close and ensure all network transactions have completed by checking the Batch Summary Report for fallback transaction information.
4	Go to <b>MWS &gt; Set Up &gt; Network &gt; BP</b> and select the <b>Send Offline Transactions</b> key to ensure that the current EPS transmits all offline transactions before beginning the upgrade.
5	Assist the merchant or store manager to print additional accounting and network reports as needed.
6	Ensure all file transfers from Passport to the BOS have completed.

## After the upgrade

The ASC must perform the following steps after the upgrade:

Step	Task Description
1	If Commander is already installed, confirm with BP that it is compatible with the latest version.
2	If installing the Commander EPS, after completing the Passport upgrade go to <b>MWS &gt; Set Up &gt; Network &gt; BP</b> and select the <b>Commander Interface</b> key to assist the merchant or store manager to perform <b>Commander Interface Configuration</b> . For more information on Commander Interface Configuration, refer to " <a href="#">Access Commander Interface through Passport</a> " on page 10.
3	If enabling EMV, confirm the following configuration settings: <ul style="list-style-type: none"> <li>• <b>MWS &gt; Set Up &gt; Network &gt; BP &gt; Network Site Configuration &gt; TCP/IP</b> <ul style="list-style-type: none"> <li>- EPS IP Address: 192.168.9.30</li> <li>- POS IP Address: 10.5.50.2</li> </ul> </li> <li>• <b>MWS &gt; Set Up &gt; Network &gt; BP &gt; Commander Interface &gt; Interface Configuration</b> <ul style="list-style-type: none"> <li>- IP Address: 192.168.31.11</li> </ul> </li> <li>• <b>MWS &gt; Set Up &gt; Network &gt; BP &gt; Commander Interface &gt; Commander Configuration</b> <ul style="list-style-type: none"> <li>- Commander IP Address: 192.168.31.11</li> </ul> </li> </ul>
4	Assist the merchant or store manager in verifying <b>MWS &gt; Set Up &gt; Network &gt; BP &gt; Card Types</b> .

If the store manager or owner has operational questions outside of Passport behavior, refer them to their BP representative.

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