



**EXPERIENCE RETAIL  
MADE EXTRAORDINARY**

# Passport® Retail Platform

Your Complete C-Store Suite:

Passport® Point of Sale | Express Lane™ Self-Checkout | Express Ordering™ Foodservice Solution



# The C-Store Business Platform You Need to Grow Your Business

Building your convenience store (c-store) business requires a retail solution designed for the way you work that keeps your store running and your customers happy.



## DESIGNED EXCLUSIVELY FOR C-STORE OPERATORS

Passport connects with your systems on the forecourt, inside the store, and to critical back-office processes. It features:

- Industry-leading help desk who answers questions quickly so you can focus on serving customers.
- Room to **grow to fit your current and future business needs**, supporting additional cashier workstations, self-checkout and food ordering.
- Patented architecture is built for security and has never had a data breach.

## WHAT'S INCLUDED

The **Passport Retail Platform** includes the following solutions that seamlessly work together:

- **Passport Point of Sale**, which makes operating your c-store more efficient and profitable
- **Express Lane Self-Checkout**, which enables your customers to pay for fuel and c-store items without a cashier, including automated cash payments
- **Express Ordering**, enhancing the convenience of food prepared exactly as your customers

## Passport® Point of Sale



## A POS System That Works Like You Do

The foundation of the platform is the proven point of sale solution for c-store retailing, **Passport POS**. It's helping c-store operators to succeed in more than 40,000 locations in the United States.

### THE POS YOU LOVE. THE EXPERT SUPPORT YOU WANT.

Passport POS is unlike anything else on the market because we've worked alongside owners, managers and c-store employees for decades. That gives us a deep understanding of what you need to achieve your business objectives.

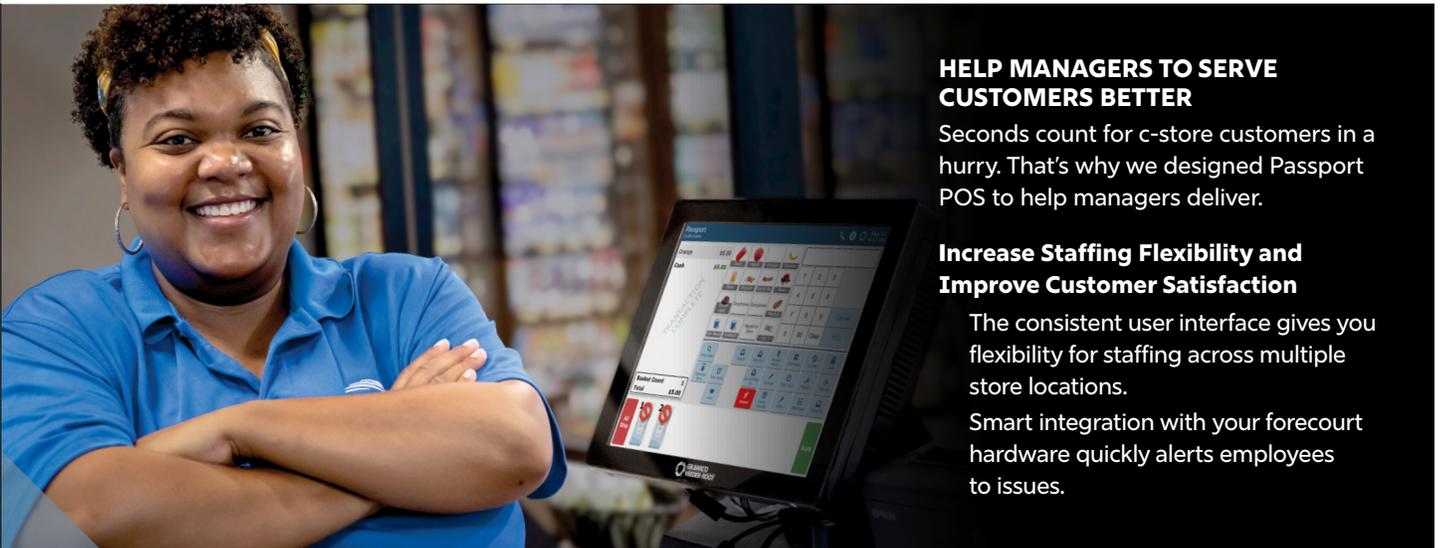
- A world-class help desk that's always there (24x7x365) to minimize downtime
- Remote troubleshooting to expedite resolution
- Simple integration with a wide range of fuel dispensers and 120+ partners, including loyalty programs, back office, signage and security cameras
- The flexibility to grow your business with self-checkout and made-to-order food

## ▶ Passport® Point of Sale

# Learn Passport in 20 Minutes or Less

Passport is easy to learn which will streamline your operations. In some cases, employees can even train themselves. Passport offers customizable tips and prompts making the user interface even easier for your individual employees.

The system's touchscreen and intuitive design makes cashiers more efficient because there's no need to constantly switch between a keyboard and screen.



### HELP MANAGERS TO SERVE CUSTOMERS BETTER

Seconds count for c-store customers in a hurry. That's why we designed Passport POS to help managers deliver.

### Increase Staffing Flexibility and Improve Customer Satisfaction

The consistent user interface gives you flexibility for staffing across multiple store locations.

Smart integration with your forecourt hardware quickly alerts employees to issues.

### STAY SECURE AND COMPLIANT

Sophisticated alerts and safeguards help employees perform at their best and secure your investment.

- Includes easy-to-search electronic journal logs, cashier snapshot reports and a remote manager suite
- Passport POS is EMV-ready, certified for all major payment networks.
- A unique system architecture isolates all payment activity in the dispenser hub, leaving the POS free from PCI requirements. This makes it easier to meet today's requirements and stay compliant in the future.
- A secure system that accepts all payment methods
- Passport POS offers peace of mind with data backups that provide **built-in reliability to enhance security.**



**Continuous backup  
for easy recovery**



## PASSPORT SOFTWARE OFFERING

# Software upgrades and unmatched support to keep c-stores running efficiently



Your annual subscription to Passport Software Offering (PSO) provides ongoing software upgrades and 24x7x365 access to our knowledgeable help desk team.

Software upgrades ensure Passport POS will always have the latest enhancements and security updates to keep your c-stores running efficiently and in compliance.

With PSO, 80% of calls may be resolved over the phone without ever having to dispatch a technician to your c-store.

**ONE YEAR OF SUPPORT IS INCLUDED WITH YOUR PURCHASE OF A PASSPORT POS SYSTEM AND SHOULD BE RENEWED ANNUALLY.**

<b>CHOOSE THE PSO LEVEL THAT MEETS YOUR SERVICE NEEDS</b>	<b>PSO PREMIUM</b> Ultimate peace of mind with on-site support and extended hardware warranty	<b>PSO PLUS</b> Our most popular plan – more than 70% of sites choose PSO Plus
<b>24x7x365 help desk support</b>	Check	Check
<b>Passport POS software updates</b>	Check	Check
<b>Extended hardware warranty</b>	Check	

## Express Lane™ Self-Checkout

# Satisfy Customers and Tackle Labor Shortages With Express Lane

Your customers don't want to wait in checkout lines. And your c-store managers don't belong behind the counter running cashier stations. Self-checkout is becoming the new normal and an expectation in customer convenience.

Add Express Lane to Passport POS to keep shoppers on schedule, even during rush hours. You can provide a great customer experience, despite labor shortages.

Express Lane also frees up managers to focus on building customer loyalty and cashiers to complete tasks that enhance shopper satisfaction.

### SIMPLIFY YOUR C-STORE OPERATIONS

- Works seamlessly with Passport, allowing retailers to use the same reports, payment systems and loyalty configurations.
- Control/supervise from the cashier workstation. Express Lane is the only self-checkout with this option.
- Support **age restrictions** on alcohol and tobacco sales.
- Configure for pre-pay and post-pay **fuel sales**.
- Allow customers to pay using **cash**, credit, debit and **EBT**.
- Grab customers' attention with marketing media display.



**73% of c-store customers favor self-service checkout.<sup>1</sup>**

### AUTOMATE CASH PAYMENTS FOR CUSTOMERS WHO PREFER THEM

Nearly half of c-store purchases under \$10 are paid in cash. You can easily handle these transactions by pairing Express Lane with cash payment automation. You can **serve every customer better – regardless of their payment method** – while streamlining your cash management and other operations.



Discover how to automate cash payments with Paypod from our partners at CPI: <https://learn.cranepi.com/C-StoreSCO>

1. Marianne Dempsey/Jenna Beaucage, '87% Of Shoppers Prefer to Shop in Stores With Touchless or Robust Self-Checkout Options During COVID-19 Pandemic', BusinessWire, last modified 7 April 2020

## Express Ordering™ Foodservice Solution



## Convenience to Go With Express Ordering

Give customers what they want with short checkout lines and foodservice choices by combining Express Ordering with Passport POS. Customers can purchase fresh, made-to-order food at a self-checkout kiosk or from a cashier.

This complete and flexible retail system can also free up your employees to pay more attention to what keeps hungry shoppers coming back. With Express Ordering, powered by Xpedient®, c-stores can optimize management of the made-to-order foodservice portion of their business.

### HELP CUSTOMERS ORDER AND PAY ANYWHERE IN YOUR STORE

- Order and pay for made-to-order food at the Express Ordering kiosk.
- Add Express Lane to the kitchen area, enabling customers to order and pay for food, fuel and all c-store items at one kiosk.
- Take orders via a drive-thru, on the phone or at the cashier station.

### IMPROVE EFFICIENCY AND ENHANCE PROFITABILITY

- Easily manage menus and prices based on time of day and location.
- Remotely deploy and monitor all locations from anywhere.
- Works seamlessly with Passport's existing back-office/home-office systems.
- Efficient solution that improves profitability with upselling and add-ons
- Free up staff to focus on shopper satisfaction.



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# The Right C-Store Solutions. Superior Support. No Surprises.

Your customers deserve more convenience. Your investment in the Passport Retail Platform can give them the best experience, best service and best value. Get it all – with the Passport Retail Platform.

1. Learn more at [Invenco.com](https://www.invenco.com)
2. Contact your local Invenco by GVR distributor or sales representative



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