

Passport® Express Ordering™ Frequently Asked Questions

With the launch of Passport version 21.03 and MP22, the Express Ordering solution provides payment options when a c-store customer places a food order.

What are the new payment options?

Order and pay for made-to-order food at the Express Ordering kiosk with any of our convenient payment options, including contact credit/debit, and contactless credit/debit.

- Guests can order and pay for food at an Express Ordering kiosk.
- Guests can order and pay for food, c-store items, and fuel at an Express Lane when Express Ordering is activated.
- Cashiers can order food for customers using the “Order Food” button on the cashier workstation. Also gives cashiers the ability to take orders on the phone or via a drive-thru.

What version of Passport does a site need in order to add new payment options?

Passport version 21.03, MP22, or higher.

How many kiosks can a site install at one location?

Passport version 21.03 supports up to 8 self-serve kiosks (Express Lane and/or Express Ordering).

What happens if an existing Express Ordering site doesn't upgrade to the new Xpedient software?

Sites can continue to run on earlier versions without payment options. However, as of December 31, 2023, Xpedient will no longer support previous software versions.

Do existing Express Ordering sites have to buy a new bump bar and printer?

No, you can use your existing bump bar and printer.

Can a cashier place an order for a customer?

Yes, with the Order Food Button enabled on the Manager Workstation, the cashier has the ability to place an order for the customer.

Can a c-store customer still pay at the cashier workstation

Yes. If a customer chooses to pay for food with a cashier, they will receive a ticket with a barcode. They will present that to the cashier and pay for their order.

What is the Xpedient Start-Up Service Kit?

This is a valuable training and support service. Xpedient works directly with the c-store owner to create an optimized menu and design that follows their branding guidelines and flows well. Once the menu is approved, Xpedient loads the content onto the server and trains staff how to use the software. This is a one-time purchase.

Is the Start-Up Service Kit required?

Yes, the Start-Up Service Kit is required and should be started as soon as possible.

Is there a fee for the Start-Up Kit?

Yes, there is a one-time fee for the Start-Up Kit, and it will be quoted by Xpedient.

Can Express Ordering still be installed if the site is not on version 21.03, MP22, or later?

Yes, customers may still use earlier software versions and maintenance packs, however the new payment options will not be available. USB drive (S708401027F) that contains a Win7/PK65 image will be needed and ordered as a spare part. All PK65 servers are shipped with a Win10 image that is not compatible with earlier software versions and maintenance packs.

Do sites have to offer payment options at an Express Ordering kiosk?

No, sites can continue to offer food ordering only at a kiosk. Xpedient recommends upgrading Express Ordering software as support for the current version will discontinue on December 31, 2023.

Do existing Express Ordering sites have to upgrade their Order Fulfillment Server?

No, sites do not have to upgrade their server. However, they should upgrade to a PK65 if they want the new audio and visual alerts that alert staff when a new order arrives. NOTE: Sites with a MicroPlus server need to be replaced with a PS65 or PK65 server.

When does the Xpedient upgrade discount end?

Orders must be placed by December 31, 2023, to take advantage of the 25% discount offered by Xpedient. Support for current version will expire on December 31, 2023.

What is the difference between Order Fulfillment System and Kitchen Management System?

Kitchen Management System is now called Order Fulfillment System (OFS) – new name for the same system.

Is an Order Fulfillment System needed at each site? What if there is more than one kitchen or prep area?

One Order Fulfillment System is needed for each kitchen. Larger kitchens that want separate screens specific to each prep area will need an Order Fulfillment System for each area. Contact Xpedient for pricing.

What are the hardware and software requirements for an **EXISTING** Express Ordering site upgrading to v21.03 and MP22 and higher?

	Order food only (Already owns hardware and software)	Order and pay for food at Express Ordering Kiosk (Updates Required)	Order food and pay for c-store items & fuel
EXPRESS ORDERING KIOSK All-In-One Client, Receipt/Ticket Printer	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Upgrade to Passport v21.03 and MP22, Solid State Drive with Windows 10	<input checked="" type="checkbox"/>
ORDER FULFILLMENT SYSTEM (FORMERLY KMS) Server, Bump Bar, Receipt/Ticket Printer, and kitchen monitor (supplied by retailer)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Upgrade server to Windows 10 (see note 1)	<input checked="" type="checkbox"/>
Xpedient License and Support*** and Start-Up Service Kit (Upgrade will be required by 12/30/23) Go to: https://www.xpedientsoftware.com/	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Update License and Support** and Start-Up Service Kit	<input checked="" type="checkbox"/>
Passport Foodservice Suite* Free for existing customers through 12/31/23		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
PIN Pad and Mounting Arm		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Express Lane Self-Checkout Activation & License Paypod cash acceptor can also be implemented. Go to: https://learn.cranepi.com/C-StoreSCO			<input checked="" type="checkbox"/> (See note 2)

Notes:

1. All sites running 21.03 and MP22 or later and offering our new payment options will need the Win10 image. A USB drive (USB S709B21003FD) that contains both a Win10/PS65 and Win10/PK65 image can be ordered as a line item. Existing Express Ordering customers that don't need payment options at the kiosk do not need Win10.
2. Select Express Lane bundle during the Express Ordering configuration process and change the Express Ordering Kiosk to O under Bundle Items.

OFFER FOR EXISTING EXPRESS ORDERING CUSTOMERS IF ORDERED BY 12/31/23

* Existing customers receive free Foodservice Suite from Gilbarco if upgraded to v21.03

** Existing customers receive up to a 25% discount from Xpedient if upgraded to v21.03. Software support will end December 31, 2023.

What are the hardware and software requirements for a **NEW** Express Ordering site?

	Order food only	Order and pay for food at Express Ordering Kiosk	Order food and pay for c-store items & fuel
EXPRESS ORDERING KIOSK All-In-One Client running v21.03 and MP22, Receipt/Ticket Printer, 1-year hardware warranty	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
ORDER FULFILLMENT SYSTEM Server, Bump Bar, Receipt/Ticket Printer, and kitchen monitor (supplied by retailer)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Xpedient License and Support** and Start-Up Service Kit Go to: https://www.xpedientsoftware.com/	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Passport Foodservice Suite*	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
PIN Pad and Mounting Arm		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Express Lane Self-Checkout Activation & License Paypod cash acceptor can also be implemented. Go to: https://learn.cranepi.com/C-StoreSCO			<input checked="" type="checkbox"/> (See note 1)

Notes:

1. Select Express Lane bundle during the Express Ordering configuration process and change the Express Ordering Kiosk to O under Bundle Items.

For detailed ordering instructions, see SP-5263 Express Ordering Distributor Ordering Instructions on GOLD.

Will franchise food services work with Express Ordering?

That will depend on the franchise. Many have their own food service ordering and payment requirements. However, many allow the retailer to use their preferred food service solution.

Can we accept mobile (online) food orders?

Yes! When you integrate with either Paytronix or Vroom Delivery, any order placed will be injected directly into the Order Fulfillment System. These orders will also be tagged to indicate they are Vroom or Paytronix orders on the kitchen screen.

How long does it take Xpedient to create a site's content?

Typically, a menu can be created in 4-6 weeks as long as menu items, branding, and food images are provided quickly. Retailers who engage with Xpedient earlier in the process will have the quickest delivery.

How many Xpedient licenses does a store need?

A seat license will be required for every Express Ordering, Express Lane, or cashier workstation that allows food ordering. Licenses are renewed annually. Contact Xpedient for pricing.

Can I use Express Ordering at drive-thru?

With version 21.03 and MP22, c-stores can offer drive-thru food ordering four different ways. The best option will depend on the customer's site and requirements.

Option 1

Install an **Express Ordering** kiosk in the drive-thru lane and a **Cashier Workstation with the Order Food button configured** in the cashier/pick-up window.

1. Driver places the order on the Express Ordering kiosk. IMPORTANT: the Express Ordering kiosk is not outdoor rated. The retailer needs to make sure it is protected from the environment and moving vehicles.
2. Once the order is complete, the order ticket is printed at the Cashier Workstation at the pick-up window and the order is automatically sent to the Order Fulfillment System in the kitchen.
3. Driver advances to the cashier/pick-up window.
4. Cashier scans the ticket on the Cashier Workstation, and the driver pays.
5. The driver sits at the window (or designated parking spot) until the order is ready and cashier hands them the food.

Option 2

Install an intercom in the drive-thru lane, and an **Express Ordering** kiosk and **Cashier Workstation with the Order Food button configured** in the cashier/pick-up window.

1. Driver places the order with the cashier via the intercom.
2. Cashier uses an Express Ordering kiosk to enter the order.
3. The Express Ordering kiosk prints the order ticket, and the order is automatically sent to the Order Fulfillment System in the kitchen.
4. Driver advances to the cashier/pick-up window.
5. Cashier scans the ticket with a Cashier Workstation, and the driver pays.
6. The driver sits at the window (or designated parking spot) until the order is ready and cashier hands them the food.

Option 3

Install an intercom in the drive-thru lane and a **Cashier Workstation with the Order Food button configured** in the cashier/pick-up window.

1. Driver places the order with the cashier via the intercom.
2. Cashier uses a Cashier Workstation to enter the order. The order is placed on hold until the driver advances to the window.
3. Driver pays, and the order is then sent to the Order Fulfillment System in the kitchen.
4. The driver sits at the window (or designated parking spot) until the order is ready and cashier hands them the food.
5. If space and personnel resources allow, use a 2-window approach. The driver orders directly with a cashier and pays at the first window using a Cashier Workstation. The order is sent to the Order Fulfillment System in the kitchen. The driver advances to the pick-up window (or designated parking spot) until the order is ready and cashier hands them the food.

Option 4

Install a **Cashier Workstation with the Order Food button configured** in the cashier/pick-up window.

1. Driver pulls up to the cashier/pick-up window and orders directly from the cashier.
2. Cashier uses a Cashier Workstation to enter the order.
3. Driver pays, and the order is then sent to the Order Fulfillment System in the kitchen.
4. The driver sits at the window (or designated parking spot) until the order is ready and cashier hands them the food.
5. If space and personnel resources allow, use a 2-window approach. The driver orders directly with a cashier and pays at the first window using a Cashier Workstation. The order is sent to the Order Fulfillment System in the kitchen. The driver advances to the pick-up window (or designated parking spot) until the order is ready and cashier hands them the food.