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# Passport® Tips & Tricks

## Training resources for your Passport Point of Sale



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## User Training Opportunities

Classes are scheduled on as-needed basis.

If you are interested in a two day Passport class or an upcoming webinar go to the Gilbarco web site for updated information on scheduled classes, special sessions and webinars ([click here](#))

Contact  
PassportSessions@gilbarco.com for more information.

## Videos make learning easy

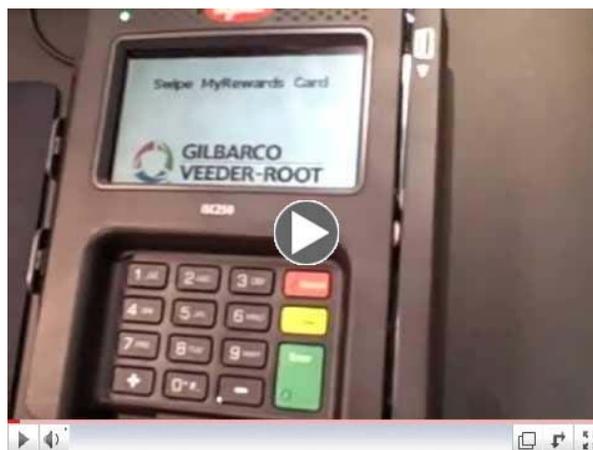
There are some great, new YouTube videos for you to learn more about your Passport system. Look for Passport Point of Sale or join the Gilbarco YouTube channel to be notified of new videos when they arrive.

[Here](#) is a great video about the latest Passport patches that are being deployed to the field right now.

## NACS 2011 - Experience the Show!

The NACS Show 2011 was a great success for Passport. We demonstrated new software, showed our readiness for upcoming payment application changes, and showcased several of our solution partners.

First we showcased some of the new features in upcoming releases of Passport. As the loyalty initiatives continue to grow, we have many customers who are looking to participate in multiple loyalty programs at the same store. Passport has the ability to support more than one generic loyalty provider as shown by the video below. We also demonstrated the new Ingenico ISC250 pinpad that has native NFC capability along with color screens and EMV capabilities.



Dual Loyalty Demo - Passport Point of Sale

Another significant demonstration was our full enterprise level remote management web-hosted application that allows our customers to make significant changes to all their locations remotely. At the show, we demonstrated how to make a fuel price change from your home office and showed how this would be seen and implemented at the store. Please take a look at the video below.

Or scan the QR code below.  
Download the free Scanlife QR code reader App at 2dscan.com on your mobile phone or download any QR code reader from your Mobile App store.



Remote Manager Demo - Passport Point of Sale

## Patch Update

Most of the credit networks have approved and released the latest patch for version 8.02/03.

- For Shell customers you have received the Q patch (8.02.XX.03Q)
- For BP, ExxonMobil and customers on the NBS network you will need the R patch (8.02.XX.03R)
- For Chevron customers, you have been receiving the T patch (8.02.XX.03T)
- For customers on the Concord Bypass network you will need the S patch (8.02.XX.03S). This patch has not been officially released.
- For Conoco Phillips, RBS, and Heartland networks, you have the K patch (8.03.XX.02K)

Along with demonstrating our latest production level patches which includes fuel flow-rate integration with our Wisdom product, we demonstrated our existing support for RFID devices and full EMV solution that is currently running in the Canadian market. We also showcased one of our 3<sup>rd</sup> party partners, Lift Retail, with a very creative upsell solution.



Encore S & Passport POS - Your best choices for EMV compliance

## Sign up!

Was this newsletter forwarded to you? Would you like to sign up to receive it directly instead? It's

easy, just send us your email address and phone number at:

[PassportSessions@gilbarco.com](mailto:PassportSessions@gilbarco.com)

Put "Passport Tips & Tricks" in the subject line.

### Join the conversation!

More than 5,000 followers are talking on our social media pages and groups. Join the conversation.

Click the buttons below to join Gilbarco Veeder-Root's forums.



Increases in-store sales; requires minimal counter space.

### Partner Showcase - LIFT Retail

Gilbarco Veeder-Root has certified up-selling technology from [LIFT Retail Marketing Technology Inc.](#) for use with [Passport](#) point of sale system. The unique integrated solution increases in-store sales and minimizes the amount of valuable counter space required by consolidating the POS customer display and up-selling functionality onto shared hardware.

"LIFT suggestive selling program increases in-store sales by 2 - 5% by improving cashier performance and up-sell conversion rates, while providing value to the shopper," according to Rob Drew, SVP and Co-Founder at LIFT. "Retailers benefit from LIFT's smart suggestions as well as daily electronic up-sell reports."

"Passport's innovative integration of LIFT technology enables retailers to leverage Passport's loyalty and social media support into authentic consumer interactions using the LIFT Station. Consumers can now easily join loyalty programs or select an active promotion to add to the transaction in progress," said Andrew Robinson, Director, POS Marketing at Gilbarco Veeder-Root. "The return on investment is easily verified."

The LIFT/Passport integrated solution is currently in field trials with several leading retailers across the U.S. All Passport users, on any payment network, will have the option to add the integrated LIFT functionality when it is broadly available at the end of this year.

Passport's unique PCI compliant architecture allows a seamless integration with LIFT without any concern of cardholder data being visible. Passport complements the LIFT system with a highly intuitive touch screen interface that minimizes training time, errors and shrinkage. Watch a brief demonstration of the Lift System from the NACS 2011 below.



LIFT &amp; Passport POS - Demo from the 2011 NACS Show



## Help Desk Corner

Our Top Help Desk call this issue is about cashiers not being able to sign-on Passport due to forgetting their password or being locked out. For store managers, there are some good points that will help you with this issue.

### Calibration contributes to the problem

Many cashier's login problems begin with not touching the correct numbers on the screen. If they are miskeying their ID, they may need to first check that they are calibrated with the touchscreen correctly.

### Raise your Lockout Number

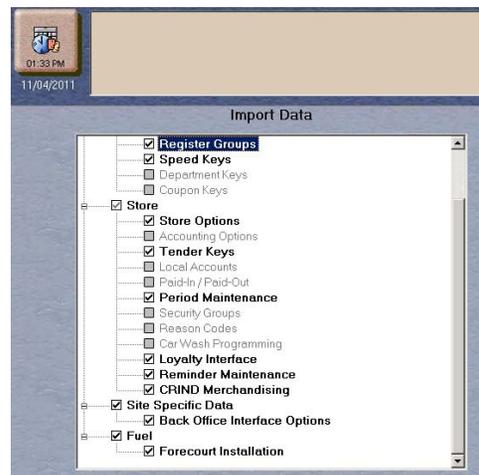
One common issue is that customers keep our default settings for password Invalid Sign-On Attempts Allowed under the Store Options application. It defaults to three invalid attempts before locking the account. This particular setting could put undue pressure on the cashier in case they mis-key due to a touchscreen calibration issue. We recommend bumping this number up just a bit to alleviate this issue. The maximum for this setting is nine attempts.

### Keep an Emergency ID

Another common issue is the cashier forgets or locks his account and has no way to get into the system during a critical period of time. We recommend having a backup account on the system that the manager keeps in a sealed envelope at the store. If a situation should occur that a cashier gets locked out due to forgetting their password, they could use this backup ID until the end of their shift. The manager would notice in the day close paperwork that the emergency ID was used and could reset it for the next situation. This is an easy way to ease concerns about not being able to sign-on while waiting for our help desk to dial into your system and reset the password.

### Secure Passwords - Keep them Safe

With all the PCI security concerns, the issues around secure passwords have become an entity unto itself. There are two key passwords to remember, the Secure Reports password which could be used for certain network reports (different for each network) where you may want to print unmasked card data. The Security Manager password is primarily needed to allow the Gilbarco Help Desk or a field technician to service the Enhanced Dispenser Hub. The report that was printed when you upgraded to this version of software has probably been kept in a safe or at the main office. One thing many Passport users do not know is that a store owner/manager can create multiple Secure Manager Ids that can be given minimal security rights. These ID's can only have the ability to allow Gilbarco to access the EDH to collect logs and troubleshoot issues. The PA-DSS Implementation Guide that arrived with your Passport 8.02/03 software has this information included.



## The Passport Extraction Tool

There have been some rumors that Passport users are being instructed to not use our Passport Extraction Tool located in the Setup-Store-Extraction Tool. This tool can be used to help create a Gold Copy for many of your store settings such as your SpeedKeys,

Tenders, Discounts, and other Security Groups. This application was not designed to work outside of its designed credit network or current release version. We know you can manipulate the files to possibly make this work for different networks but operate at your own peril. This application will be the cornerstone for our Remote Management application coming in our next major release. Along with the current settings, we are adding the ability to save and restore your departments and PLU/SKU items.

If you are saving a configuration from one of your stores and want to move it to another location, you may want to use a USB memory stick. Remember, the USB ports on the front of the Passport server are disconnected and do not operate. You will need to use one of the USB ports located on the back of the server. If you have any issues with the Extraction Tool, please call our Help Desk.

## Tell us your story, and you could win!!

If you have used Passport in a creative way or utilized some of the functions we have discussed in our articles this month, let us know about it. Film a quick video telling your story and we may post it on our Social Media outlets. Send us a link to your video at [PassportSessions@gilbarco.com](mailto:PassportSessions@gilbarco.com). The best Passport story of the year will receive an incredible prize!!!

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