Passport® Tips & Tricks
Training resources for your Passport Point of Sale

GILBARCO VEEDER-ROOT

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Help us serve you better!

Gilbarco Veeder-Root invites you to take a survey for Passport users. Telling us about your Passport Help Desk experience will help us serve you better.

Click Here to Take Survey.

We will keep your responses and information confidential.

As a thank you for completing this survey by February 25th, we will enter you into a drawing for a chance to win a $100 gift card.

Training Resources Website is there for you 24/7

Don't forget to check out the Passport Training Resources Website. There you'll find quick answers to your questions and helpful tools, like Quick Reference Sheets, Manuals and "How to" videos.

2011 Retail Technology Conference registration now open

Ballantyne Resort, Charlotte

Registration for the 2011 Retail Technology Conference, scheduled for June 1 - 3, 2011, is now open.

This year's conference theme '**Driving decisions. Driving profits.**' focuses on how retailers can lift profitability at their sites in three main areas:

- Loyalty & Social Media
- Forecourt Marketing
- Operational Marketing

We will host the conference at The Ballantyne Resort in Charlotte, North Carolina. Early-bird registration is $300 per person through March 18. After this date, registration is $350 per person.

For more information, or to sign up today visit www.gilbarco.com/rtc2011/index.html

Questions? Contact Megan Pence at megan.pence@gilbarco.com or 336-547-5522.

Be the expert: Month Reports made easy with Passport

For many organizations, monthly reports are an important part of managing the business. Passport makes the setup easy.

Follow these steps to set-up your reports:

- Sign on to the "Manager Workstation" and go to Setup>Store>Period Maintenance.

- On the "General" tab make sure the option for "Monthly" is selected.If it is not, select it and save. Passport will now automatically capture data at the end of the calendar month every month. No need to remember to "close the month."
- Once each month is over, you can select which reports to print. Refer to your BLUE "Setting up Reporting Periods" shortcut sheet to see which reports are available by "Month." If you are unsure which reports to print, you can always preview before printing.
- Using your YELLOW "Manager Workstation Menu Tree" quick reference sheet, navigate to each report and select "month" as the period type. You will then choose the month you want to print from the available options.

Once you have printed each report you want, you have your set of month reports.

Month Report FAQs

How do I close my month?
With Passport there is no need to close the month each month. By selecting "Monthly" on the "General" tab on "Period Maintenance," you have already told Passport you want to capture the information every month.

What does Passport consider a month?
Passport captures "Monthly" data based on the calendar month. This means November monthly reports will run from 11/1 at 12am through 11/30 at 11:59pm. You will need to wait until December 1 at 12am before you can print monthly reports for November.

My month report total doesn't seem right. Why is that?
Passport begins automatic capture of month data as soon as you select "Monthly" and save. For example, if "Monthly" was selected and saved on the 11/5/2010, the monthly reports for November will begin on the 5th. Data prior to the 5th will not be included. However, going forward, you will receive full month information.

Why doesn't Passport automatically print my month reports?
While Passport automatically captures the month data, there currently is no option to automatically print month reports. Printing each report you want lets you customize the monthly reports to only include the reports you want to see.

What if I don't have the color coded shortcut or reference sheets?
If you do not have the set of colored reference sheets please download them from the left side of this newsletter or visit our website at www.gilbarco.com and choose "SUPPORT" then "Frequently Asked Questions."

Becoming social media savvy

Retailers of all kinds are now successfully using social media tools to build or enhance their loyalty programs. In our industry, Mid Pac Petroleum LLC

in Honolulu, Hawaii is a great example:

"We use social media like Facebook and Twitter as well as SMS, email and Smartphone Apps to send special deals, offers and promotions to our loyal customers," said Nathan Peters, Manager of IT at Mid Pac Petroleum. "Soon we will send bar-coded coupons to our social media fans and when customers bring their mobile coupon to our stores on their cell phones we simply scan the coupon from their phone at our Passport POS. Customers are excited to receive special discounts, and their phones are always convenient."

You may already have most of the tools you need to implement simple social media tactics. You have a computer, Internet access, a back-office system and a telephone. You may also already have an image scanner.

Using social media to build a loyal following at your store doesn't have to be expensive or complicated.

Read detailed steps on how to implement social media at this link.
http://www.retailtechnology.csnews.com/top-story-becoming_social_media_savvy-103.html

Join the conversation!

More than 1,500 retailers and distributors are talking on our social media pages and groups. Join the conversation. Click the buttons below to join Gilbarco Veeder-Root's forums.

Become a fan today at:

Also follow us on Twitter @PassportPOS

And join the Gilbarco Veeder-Root users on LinkedIn at:

Being part of our user communities means you'll be the first to get news. And, you'll be able to share information with other users and learn from them. Join the discussion today!

Forward email