

Interfacing to Gilbarco Passport®

Frequently Asked Questions





Frequently Asked Questions Interfacing to Passport®: Back Office

LICENSE AGREEMENT/GILBARCO APPROVAL

Q: What is included with the Gilbarco License Agreement?

- A: Your license agreement provides you with the following:
- Interface specifications
 - Supporting documentation
 - Sample files
 - Discounted pricing on Passport lab units
 - Software updates, as required, throughout the year for your lab Passport
 - Access to the new Passport Partner User Portal (expected availability September 2009)
 - Eligibility for Gilbarco engineering development support
 - Listing on the Gilbarco website and sales collateral as an approved solution

Q: What is the difference between Gilbarco Approved and a Gilbarco Certified?

- A: Gilbarco currently only “approves” back office solutions—meaning you have our latest interface specifications and we can support you with any customer issues that may arise during your development.

We will be adding a full certification program towards the end of 2009/beginning of 2010 in order to offer a more formal testing environment for these types of solutions. The objective of a certification program would be to act more proactively to issues you may see in the field with the interface you have developed. [Full certifications also allow us to more easily promote and support your solution as a certified partner.](#)

Q: Where should I test my back office interface?

- A: Because applications change over the years, Gilbarco always recommends you obtain a Passport lab unit for testing purposes versus installing and testing in a live site environment.

FUNCTIONALITY / DEVELOPMENT

Q: The Back Office has sent updates to the Passport and the Passport is processing the pricebook files but several items are not recognized by the POS, why?

- A: If the site has Generate Acknowledgement Files selected in the Back Office Interface on the Passport Server then please review the ACK file that Passport created upon completion of processing the XML files(s). These files were placed into the BOOutBox.



Q: The Back Office has sent updates to the Passport and I see the files(s) going to the BOInBox but the file immediately goes to the DeadLetter directory, why?

A: An xml file will go to the DeadLetter directory if it is not well-formed or it's contents have invalid characters. The most common invalid characters sent in the xml files are the cents symbol and accent mark.

Q: What XML versions are available in which Passport versions?

A: Passport versions 7 and above → NAXML v1.0, 3.2, 3.3 and 3.4
Passport versions 4.03 to 6.01 → NAXML v1.0, 3.2 and 3.3
Passport versions 3, 4.0 and 4.01 → NAXML v1.0 and 3.2

Q: What XML versions allow the Back Office the ability to send and manage promotions (combos/mix & match)?

A: NAXML v3.3 and 3.4

Q: In what order do I need to send promotional xml files to the POS?

A: The items must either reside on the system first and must be flagged as discountable or an ITT.xml file can be sent to complete this task. Next the item lists will need to be sent in the ILT.xml. Then you can send either the combo file, CBT.xml, or mix & match file , MMT.xml.

Q: Can the BOS send multiple pricebook files at once?

A: Passport has always been able to process multiple pricebook files that are placed in the BOInBox. Although, XMLGateway would process the XML files in no particular order which could cause numerous errors. For example, if the CBT is processed before the list is defined in the ILT.

In Passport version 7 and above, a manifest file can be placed in the BOInBox along with the pricebook files and XMLGateway will look to the manifest file to dictate the order in which the pricebook files are processed. The Use Manifest field has to be enabled on the Managers Workstation to allow this functionality.

Q: What does the Use Manifest field in the Back Office Interface do when checked?

A: This field was added in Passport version 7. When checked, XMLGateway will allow several pricebook files to be placed into C:\Passport\XMLGateway\BOInBox and will process them in the order defined within the Manifest file that will also be placed in the BOInBox along with the pricebook files. *If the field is checked and a Manifest file is not placed in the BOInBox then XMLGateway will not allow any other xml files to be processed.*

Q: I have sent the items, item lists and combo or mix-match files and the Passport is still not recognizing the promotions, why?

A:

- Is the item marked as discountable? If not, it must be to be eligible for the promotion.
- The Passport does not make the promotion visible to the cashier or manager until the Tender button has been pressed on the POS.
- Promotions are defined with a start and stop date/time. Are the promotions being sold within that time frame?
- Did the acknowledgement files report any errors when the ITT, ILT, CBT or MMT files were sent?

Q: How does the BOS know what promotions are active or pending on the Passport?

A: The site can view the Promotional Report available on the Manager's Workstation under Reports→Scheduled Events will provide this information.

Q: Does Gilbarco offer sample XML files?

A: Yes, Gilbarco has enhanced their offering of sample files for our BOS vendors. We now offer sample export and import files for NAXML versions 3.2 and above. Please contact Jessica Sebok if your organization is interested in these sample files.

Q: Does Passport allow the BOS to export items (PLU or UPC)?

A: No

Q: Can Gilbarco offer a work around for exporting items from the POS? How?

A: Yes A Gilbarco Helpdesk associate will need to dial into the Passport Server and print preview the PLU Listing Report. Doing so will save off an html version of this report on the hard drive. The associate will transfer the html version of the file to their local machine and at then e-mail the report to whomever is requesting it. The BOS vendor may have to convert the file from html to xml.

Q: What information is available in the PLU Listing Report?

A: The PLU Listing Report provides the following information about the item; department assignment, PLU or UPC number, description, unit price, discountable (y/n), restriction group, qualifiers (y/n) and tax group.

Q: Is there a way to adjust the amount of time it takes Passport to process a price book file? How?

A: Yes. Log on to the Managers Workstation and go to Setup→Store→Back Office→Back Office Interface. Below the Document Generation section is a field that says Process "x" item records then pause for "x" milliseconds.

Q: What are the recommended process/pause rates?

A: The default values are 1 item record/300 milliseconds. This rate can be modified to 10 item records/300 milliseconds without seeing any performance issues on the Server. If the store is not open and the Server is not being used for any other tasks then you could throttle this rate to 10 items/100 milliseconds to increase the price book update immensely. Please note that these values need to be changed back to one of the previously mentioned rates once the price book update is complete to prevent performance issues on the Server.

Q: Is the BOS able to update/manage local accounts on the Passport in XML?

A: No

Q: Does Passport allow a FTP connection?

A: Yes, in Passport version 6 and above. Is there any work required on the Passport to establish the FTP connection? No. Beginning in Passport v6 there is a default user programmed for FTP communication.

User Name = GilbarcoFTP
Password = XMLUser4FTP
FTP Root = C:\Passport\XMLGateway

CUSTOMER SITE REQUIREMENTS

Q: What is required with Passport for my customer to begin using my back office solution?

A: There is nothing additionally required on a Passport to interface to a back office solution.

Q: What version of Passport is required at my customer's site for back office?

A: Passport version 4.02 and above supports the XMLGateway version 3.3 and below. Passport version 7 and above supports XMLGateway version 3.4 and below. Most versions currently in the field will support one of these two XMLGateway versions.

SERVICE AND SUPPORT

Q: Who should I contact if I have questions on the development of the interface?

A: Contact Jessica Sebok at Jessica.sebok@gilbarco.com. Your question will be forwarded to the best available engineering support team member for a timely response.

Q: What information should I supply if I have a problem that requires Gilbarco Engineering to investigate?

A: Any files to support your case during your thorough investigation of the issue which helped you determine the issue to be either POS related or something you need Gilbarco input on in order to move forward. Examples are pricebook files (sent to the POS), acknowledgement files (from the POS), DEAD files (from the POS).

If you would like Gilbarco to investigate an issue at a Passport location, please provide the site name, address, phone #, contact name and number along with any supplemental information or files.

Q: Who should I contact for Passport enhancement requests?

A: Contact Jessica Sebok at Jessica.sebok@gilbarco.com. Your request will be forwarded to Passport product management team for roadmap review.

Q: What level of support will I receive if I am having difficulties installing Passport software in our lab?

A: Back Office vendors will receive basic support assuming the RAS modem on the Passport Server can be connected to an analog line to allow for Engineering to dial in. If more than minimal assistance is required then a Gilbarco ASC will need to be contacted to service the Passport.

Q: Who should I contact if I need additional help installing my Passport system in my lab?

A: Contact your local Authorized Service Contractor (ASC) for assistance. If you need direction on whom this is, please visit <http://www.gilbarco.com/Support/contactaRep.cfm> or contact Jessica Sebok at Jessica.sebok@gilbarco.com.

Q: Where should I direct mutual customers for Gilbarco Support?

A: If you are not contacting Gilbarco for help with mutual customers then the customer should direct their problems to the Gilbarco Helpdesk (1-800-800-7498) or their local Gilbarco ASC.