Introduction

Purpose

This manual provides network-specific information for Passport™ systems at stores that use the Shell® network that are:
- Upgrading from Passport V10.10 with Service Pack E with MP1 or later
- Installing Passport V11.04 for the first time

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IMPORTANT INFORMATION

Passport V11.04 software requires PX60 hardware platform. Do not upgrade to V11.04 if the store is not already running on PX60 hardware or you will be installing new PX60 hardware.

Upgrading from Passport V10.10 to V11.04 requires notice to the Shell network that the site is implementing EMV® functionality at the dispenser on Passport. In this version, EMV functionality affects inside and outside transactions. At least two full days before the scheduled upgrade, advise the merchant that he must contact the Shell network and explain that the site is implementing an upgrade to Passport to enable outdoor EMV. The merchant should advise the network representative of the date the upgrade is to take place and request that the network prepare to enable EMV at the dispenser with appropriate parameter downloads to the Vantage™ Electronic Payment System (EPS) and Passport on that date. Ask the merchant to let you know if the network is unable or unwilling to make the necessary preparations for enabling EMV for the store.

On the day of the scheduled upgrade, ask the merchant or store manager if he notified the Shell network of the need to prepare to enable EMV network communication. If the merchant or store manager has not notified the Shell network, call the network on behalf of the merchant or store manager. Ask the network representative if he can expedite enabling EMV functionality for the store within four hours. If the network representative indicates he can prepare for enabling EMV on the network within the next four hours, continue with the upgrade. Otherwise, consult the merchant or store manager regarding your options:
- Upgrade without enabling EMV and return later for the Parameter Download (PDL) to enable EMV.
- Arrange a later date for the upgrade, after the network has sufficient time to enable EMV.

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Intended Audience

This manual is intended for merchants, cashiers, store managers, and Passport-certified Gilbarco® Authorized Service Contractors (ASCs).

Note: Leave this manual, at the site for the manager's reference. This manual is available for download by Passport-certified ASCs on Gilbarco Online Documentation (GOLDSM).

REVIEW AND FULLY UNDERSTAND THIS MANUAL BEFORE BEGINNING THE UPGRADE OR INSTALLATION OF PASSPORT V11.04 FOR SHELL.

Table of Contents

Related Documents

Document Number	Title	GOLD Library
MDE-3816	Passport Hardware Start-up and Service Manual	• Passport • Service Manual
MDE-4826	Passport Card and Face-based Local Accounts Setup and Operations Manual	Passport
MDE-4834	Passport System Recovery Guide for Passport V8.02+	Passport
MDE-4866	Passport Firewall Router Start-up and Service Manual	Passport
MDE-4954	Passport Start-up and Service Manual for the Cisco® Firewall Router (Q13708-08)	Passport
MDE-5025	Passport V9+ POS System Reference Manual	Passport
MDE-5026	What's New in Passport Versions 9 and 10	Passport
MDE-5083	Passport Hardware Start-up and Service Manual for PX60 Platform	• Passport • Service Manual
MDE-5167	Gilbarco Deployment Service (GDS) Start-up and Service Manual	Passport
MDE-5213	VeriFone® MX915 PIN Pad Kit Installation Instructions	Passport
MDE-5266	What's New in Passport Version 11	Passport
MDE-5382	Secure Zone Router (Acumera) Installation Instructions	Passport
MDE-5416	Passport V11.04 Upgrade Instructions for Passport Systems Operating on V9.05, 10.00, 10.10, or 11.01	Passport
MDE-5417	Passport V11.04 Upgrade Instructions	Passport
MDE-5418	Passport Software Installation Manual for V11.04 on PX60 Hardware Platforms	Passport
MDE-5441	Passport PA-DSS V3.2 Implementation Guide for Shell 09.26	Passport
SP-3803	Wiring Quick Reference for Applause and EMV Connectivity	N/A

Abbreviations and Acronyms

Term	Description
ASC	Authorized Service Contractor
BIR	Business Inventory Reconciliation
BIOS	Basic Input/Output System
BOS	Back Office System
BRCM	Back Room Communication Module
COM	Communication
CRIND®	Card Reader in Dispenser
CWS	Cashier Workstation
DHCP	Dynamic Host Configuration Protocol
DNS	Domain Name System
EBT	Electronic Benefits Transfer
EDH	Enhanced Dispenser Hub
EMV	Europay®, MasterCard®, and Visa®
EOD	End of Day
EPS	Electronic Payment System
FRN	Fuel Rewards Network
GDS	Gilbarco Deployment Service
GOLD	Gilbarco Online Documentation
ISD	In-station Diagnostic
MWS	Manager Workstation
PA-DSS	Payment Application Data Security Standard
PDL	Parameter Download
POS	Point of Sale
PPU	Price per Unit
RAS	Remote Access Service
SZR	Secure Zone Router
TCP/IP	Transmission Control Protocol/Internet Protocol
TLS	Tank Layer Security
W&M	Weights and Measures

Technical Support

If you are a store manager or merchant and you need assistance with your Passport system, Shell Vantage EPS, Shell network, Shell loyalty programs, or Cybera® device, call **1-866-HISHELL (447-4355)** and follow the prompts.

Note: If prompted for an account number, press # to bypass the prompt. For additional information regarding the HISHELL Call Tree, refer to the Shell Vantage Training.

If you are an ASC and need to verify RAS connection or activate a Passport feature, call Gilbarco at 1-800-800-7498. If you need assistance with an upgrade or installation issue, call Gilbarco at 1-800-743-7501. Be prepared to provide your ASC ID.

Network Data Retention

The Passport system's network database saves all transaction details for 180 days, which means Passport purges network transaction details older than 180 days. Passport does not provide a means to change the number of days of transaction details the Passport retains.

What's New in Passport V11.04 at Shell Stores

The following features have been updated or are new for the Shell stores:

Network Site Parameters

Beginning with V11.04, Passport supports EMV chip card transactions outside the dispenser, and inside the register. When Outdoor EMV is enabled, the following are some new behaviors you may notice:

- Receipts print at the CRIND when the customer uses his EMV chip card but cancels the transaction before fueling.
- Under certain circumstances, the customer may bypass PIN entry by selecting the "Credit" option on the PIN pad.

The Shell Vantage EPS device controls whether outdoor EMV is enabled at the dispensers. To determine whether the Vantage EPS device has enabled outdoor EMV, review the Outdoor EMV Configuration Report.

V11 Core Feature Enhancements

The following is a high-level description of core Passport features introduced in V11.01 through V11.04. For more information on any of these new features, refer to *MDE-5266 What's New in Passport Version 11*.

Clock In and Clock Out

The Clock In and Clock Out feature allows store employees to clock in and clock out from the Cashier Workstation (CWS) independent of signing into the CWS and store managers to update clock in and clock out records. Passport can be configured to make the clock in and clock out records and updates available to the BOS through the XMLGateway BOOutbox. Feature activation is not required to use the Clock In/Out feature; it is part of Passport base functions.

Dispenser Door Alarm

The Dispenser Door Alarm feature allows the merchant to configure Passport to receive and display opened dispenser door alarms on the CWS and Manager Workstation (MWS). This feature applies to Gilbarco Pump and CRIND devices only. Feature activation is not required to use the Dispenser Door Alarm feature; it is part of Passport base functions.

INCON Vapor Tank Monitor

Beginning with V11.01 Service Pack D, Passport supports configuration of an INCON Vapor Tank Monitor as a secondary tank monitor to meet In-Station Diagnostics (ISD) vapor recovery regulatory requirements in certain jurisdictions. The INCON Tank Monitor uses the Tank Layer Security (TLS) protocol that Veeder-Root tank monitors support. The ASC configures the INCON Tank Monitor with Type Business Inventory Reconciliation (BIR) only, which is a new tank monitor type introduced with this enhancement.

FlexPay™ IV Retrofit Kit for Wayne® Dispensers

Beginning with V11.01 Service Pack D, Passport supports configuration of Wayne dispensers equipped with the Gilbarco FlexPay IV Retrofit Kit for enabling EMV capability. An ASC must reconfigure the Wayne dispensers after installing the FlexPay IV Retrofit Kit.

Universal Dispenser Type in Forecourt Installation

Beginning with V11.01 Service Pack D, Passport supports the Universal Dispenser Type, which allows the ASC to program any dispenser based on its physical product meter arrangement (up to four products) rather than selecting a traditional pre-configured dispenser type that masks the underlying product meter mapping behind a logical representation of the dispenser.

CRIND via TCP/IP

Passport supports TCP/IP communication with the CRIND devices on the Forecourt. TCP/IP communication between Passport and CRIND devices on the Forecourt requires upgraded CRIND Basic Input/Output System (BIOS) and additional configuration on the CRIND device itself. Gilbarco dispenser platforms that support TCP/IP communication are FlexPay II and later. These devices can support either the traditional serial connection or the new TCP/IP connection today. However, if you configure the dispensers for serial connection, you will need to reconfigure them for TCP/IP when you are ready to enable EMV at the dispensers.

EMV at the CRIND requires TCP/IP communication with twisted pair or CAT 5/6 cabling for reliable, noise-resistant communication. For more information, refer to *SP-3803 Wiring Quick Reference for Applause and EMV Connectivity.*

New Passport Point of Integration with Impulse™

Passport can display on CWS, the content that usually displays on the Impulse cashier facing tablet for certain implementations of the Impulse service.

Conexxus Mobile Payment

Beginning with V11.01 D, Passport supports mobile payment using the Conexxus standard mobile payment interface. This feature allows the customer to use a mobile app on their smartphone for payment authorization inside at the register and outside at the dispenser. The merchant must contact with a mobile payment service provider and activate the Mobile Payment feature to provide this service to their customers.

For transactions that occur outside at the dispenser through the CRIND interface, Passport prompts the customer to enter a code, which displays on the mobile app, to validate their transaction with the mobile host. After the mobile host validates the code belonging to the customer's mobile app, Passport authorizes the dispenser. The customer may also add a car wash to their purchase, if available at the dispenser.

For transactions that occur at the register, the customer's mobile app displays a QR code, which the cashier scans to validate the customer with the mobile host. Passport originally supported the Conexxus standard QR Code format. Beginning with V11.04, Passport supports the EMVCo QR Code format, as well.

Back Office Interface Enhancements

Passport provides the following enhancements in BOS Interface Configuration programming. These enhancements include:

- Using the original Operator ID (CashierID) in PJR files for prepay fuel transactions that complete after the cashier who originally rang the transaction inside has closed the till. Previously the closing PJR file used CashierID of 0000 for these transactions. This enhancement provides a solution for BOS that do not support CashierID 000.
- Defaulting price book items to qualify for food stamps if there is no indication in the incoming ITT.XML file or Extraction Tool Import file, that the item should not qualify for food stamps. Historically, a price book item inherits the value of the Food Stampable flag of the Department to which the item is assigned, if there is no indication that the item should qualify for food stamps. This field provides a solution for stores that run with a BOS device that does not support the Food Stampable flag in the ITT file and requires items to be configured as qualifying for food stamps by default.
- Configure Passport to generate network batch totals through the BOS interface. To begin generating these files for the BOS to consume, go to the **MWS > Set Up > Store > Back Office > Back Office Interface > Generation Options** tab and select "Generate Network Batch Data Capture XML File".

EBT Food (Non-integrated) and EBT Cash (Non-integrated) Tenders

Passport provides new Tender Group selections that allow the merchant to program EBT Food and EBT Cash tenders for stores that use an external EBT terminal to authorize EBT Cash and EBT Food transactions when the primary payment network does not support EBT Cash and EBT Food card types. These new EBT tenders are available for inside transactions only. The EBT Food tender applies food stamp restrictions to items in the transaction and exempts tax for items that qualify for food stamps.

Addition of Line Item Tax Information in Electronic Journal

Passport now includes tax group information for each line item in a transaction in the Electronic Journal Reports.

Register Group Maintenance

Beginning with V11.02, Passport introduces two enhancements in **Register Group Maintenance**. The fields that enable these new features apply to all registers inside the convenience store. These new fields are:

- **Default for using promotional pricing when ringing refund transactions.**
  Historically, Passport allows promotional pricing for sales only. With the introduction of "Use promotional pricing for refunds" field on the **Sales and Refunds** tab, Passport will apply current promotional pricing to refund transactions and sales. By selecting this option under one Register Group, Passport applies the option to all registers.
- **Bypass prompting the cashier for opening and closing till counts.**
  Historically, Passport prompted for till count when the cashier opened or closed a till. With the introduction of the "Suppress opening/closing till counts field" on the **Till Counts** tab, Passport bypasses prompting the cashier for till count when opening a new till and when closing the till and assumes a zero till balance for these opening and closing tills. This new option is targeted to stores that prefer to float a set till amount across cashier shifts. To ensure all till cash is recorded before the cashier closes the till, the cashier must perform a final Safe Drop, counting all remaining cash in the till except for the float amount. For stores that program Passport to generate PJR files to be consumed by a BOS, with this option enabled, Passport generates PJR files for the zero till open, final safe drop, and zero till close. By selecting this option under one Register Group, Passport applies the option to all registers.

64 Fueling Positions

Beginning with V11.02 Service Pack D, Passport allows configuration and communication with up to 64 fueling positions at the forecourt. Support for over 32 fueling positions requires configuration in **MWS > Fuel > Site Options** and **MWS > Setup > Forecourt > Forecourt Installation.**

In addition, the CWS can be configured to control all or a set of the dispensers through **MWS > Setup > Register > Register Group Maintenance**. Use of multiple Register Groups requires the Enhanced Store feature.

The following limitations may prohibit use of 64 fueling positions at your store:
- 64 fueling positions is available only for Gilbarco dispensers.
- Currently, Shell network does not support more than 32 fueling positions; however, they are considering expanding support to 56 fueling positions as part of future network development. Before using more than 32 fueling positions (16 dispensers) at your store, contact your Shell representative to confirm the network supports the additional dispensers.
- The Veeder-Root TLS350 Tank Monitor supports up to 36 fueling positions and the TLS450PLUS Tank Monitor supports up to 72 fueling positions. Earlier versions of tank monitor do not support more than 32 fueling positions.

Receipt Printer Settings for Faster Printing

To increase the receipt printer speed, your ASC can change the settings on the Epson® receipt printer, which increases the baud rate of the printers.

CRIND Authorization Timeout Change to Meet Regulatory Requirements

Recent national Weights and Measures (W&M) regulations require CRIND authorization timeout to be no more than 120 seconds (two minutes). If your Passport is configured with a CRIND Authorization Timeout value greater than 120 seconds, upgrading to V11.02 Service Pack D or later will reduce the value to 120 seconds automatically.

Fractional Quantity

Beginning with V11.04, Passport supports item entry using a fractional quantity, for items such as yogurt or salad by the pound. The merchant may mark price book items as Fractional Quantity Allowed on the **MWS > Pricing > Item > Options** tab or through the XML Gateway Back Office Interface.

New Graphical User Interface

Beginning with V11.04, Passport supports a selection of updated user interfaces, along with the classic interface. At upgrade or install, Passport defaults to the new interface.

Figure 1: MWS Main Screen After Sign On
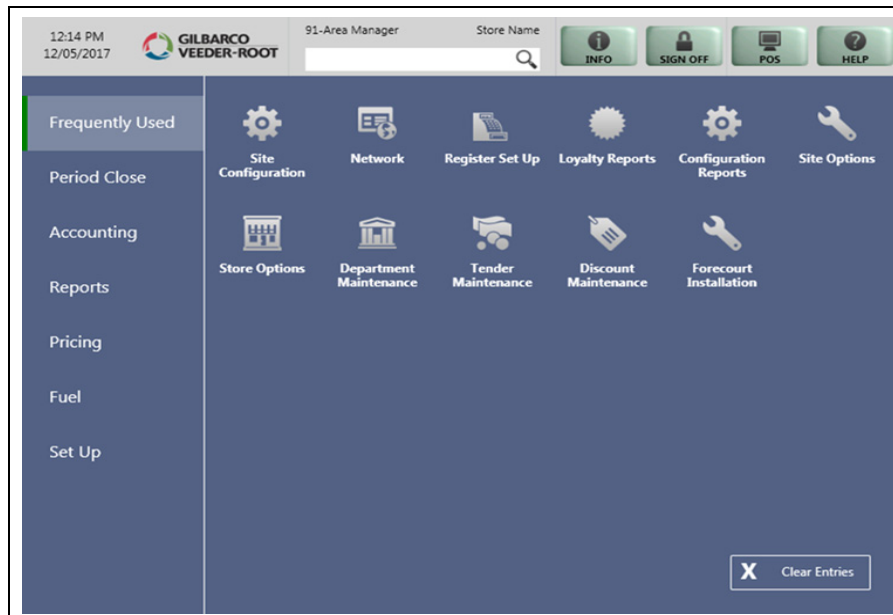
The user cannot configure the MWS to return to classic view; however, the CWS can be configured based on the user's preference. The merchant can configure the default interface for use in CWS and each user may configure a preference for use with the CWS in the **MWS** > **Set Up** > **Employee** > **Preferences** tab. Theme options for the CWS are Classic, Modern, and Retro.

Figure 2: CWS Classic Theme
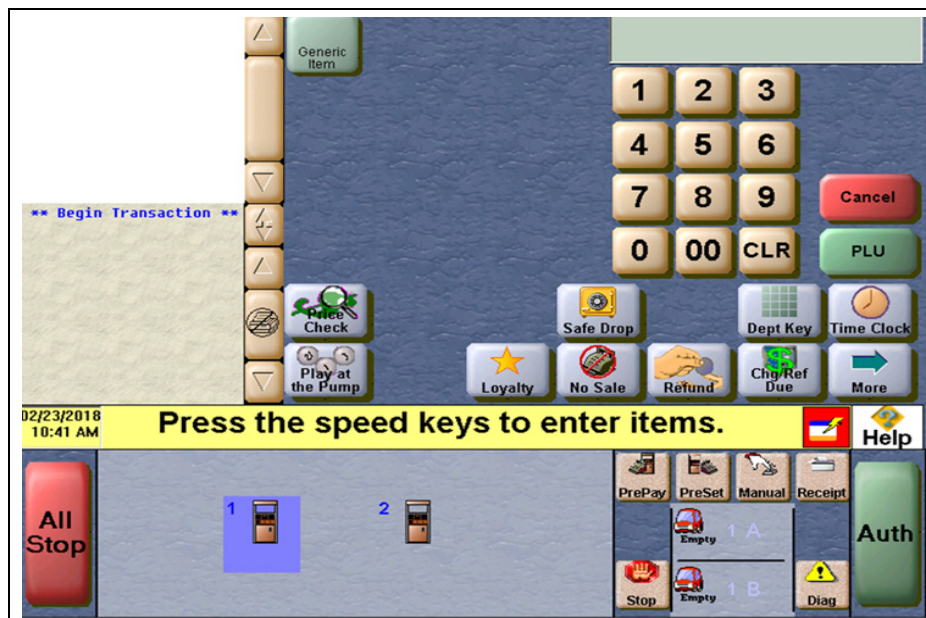
Figure 3: CWS Modern Theme
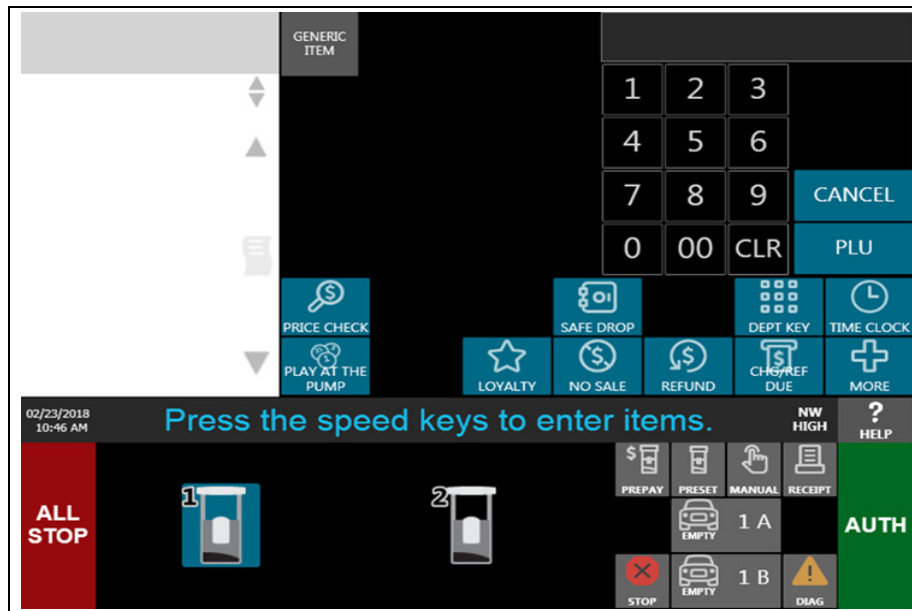
Figure 4: CWS Retro Theme
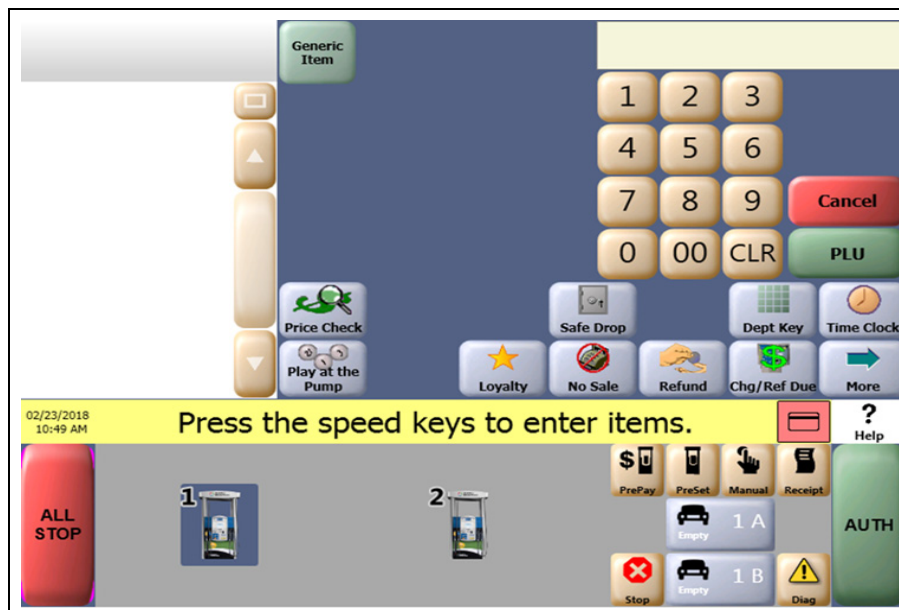
Assigning Product Codes

It is important to assign the correct Passport Product Code to items, especially fuel grades, as Shell reserves the right to reject transactions that are transmitted using incorrect product codes. In addition to the type and amount of network and loyalty discounts offered to customers, it depends upon the product code assigned to items in a transaction. Customers may not receive loyalty or network-based discounts if items do not receive the correct product code.

IMPORTANT INFORMATION

After configuring Passport fuel grades in **MWS > Set Up > Forecourt > Forecourt Installation** or upgrading from a previous Passport version to V11.04, ensure fuel product code configuration is correct by performing **Assign Network Codes** in **Forecourt Installation**.
Refer to Appendix A: Passport Fuel Product Codes on page 27 for a listing of fuel grades and their associated Passport Product Codes.

For quick reference, following is a list of the most common fuel grades and their associated Passport Product Codes.

Passport Fuel Grade Description (Other Description)	Product Code
Unleaded 1 (Unleaded Regular)	001
Unleaded 2 (Unleaded Plus)	002
Unleaded 3 (Unleaded Super)	003
Regular Diesel #2	019
Premium Diesel #2	020
Diesel #1 (Regular Diesel #1)	021
E85	026
Undefined Fuel 037 - 098 [DEF (Diesel Exhaust Fluid)]	062

Network Site Configuration Programming

IMPORTANT INFORMATION
The Enhanced Dispenser Hub (EDH) must be installed and running before programming Global Network Parameters in **MWS> Set Up > Network Menu > Shell**.

To establish communication with program Site Configuration for the Shell Vantage EPS, proceed as follows:

1 From the MWS main menu, select **Set Up > Network > Shell > Network Site Configuration**. The Global Network Parameters screen opens.

Figure 5: Global Network Parameters Screen - Site Tab

2 Select the **Site** tab.

The following table provides information for the fields on the Site tab:

Field	Description
Merchant ID	Numeric string, up to 11 digits, which the Shell network assigns to this store owner or company to uniquely identify it; received from the Shell Vantage EPS; field is not editable.
Merchant Name	Alphanumeric string with maximum length of 23 characters, received from the Shell network; the field is editable; if edited, the Passport system transmits the configured value to the Shell network.
Merchant Address 1	Street number and name where this store is located; alphanumeric field with maximum length of 23 characters; received from the Shell network; field is not editable.
Merchant Address 2	City, state, and ZIP where the store is located; alphanumeric field with maximum length of 23 characters; received from the Shell network; field is not editable.
Allow Cash Back	Yes/No selection field; defaults to "No"; controls whether Passport allows cash back on debit inside transactions; if this field is set to "No", the **Maximum Debit Cash Back Amount** field is inaccessible.

Field	Description
Maximum Debit Cash Back Amount	Maximum dollar amount the customer may request in cash back from an inside debit transaction; currency, whole dollars, up to $50.00; defaults to $0.00; a value of $0.00 prohibits cash back prompting. *Note: The amount entered in this field must be less than or equal to the amount in "Maximum primary change allowed" in* **MWS > Store > Tender Maintenance > Cash > Min/Max**.
EPS Secure Functions Password	Password that the manager creates for controlling access to the **MWS > Set Up > Network > Shell > EPS Secure Functions** screen; minimum length is 7 characters; maximum length is 20 characters; defaults to blank; the set of valid characters the manager may use to configure the EPS Secure Password are: • A .. Z • a ..z • 0 ..9 • Special characters of: ! = ? _ - + * , . ; : < > ' ~ @ # $ % ^ & ( ) [ ] \ / | " At minimum, the configured password must contain: • At least one upper case letter • At least one digit • At least one special character from the special characters set of: ! = ? _ - + * , . ; : < > ' ~ @ # $ % ^ & ( ) [ ] \ / | " The manager may leave the password fields blank; however, the Passport system prohibits access to EPS Secure Functions until the manager configures a valid password in the **Enter EPS Secure Functions Password** field, confirms in the **EPS Secure Functions Password Confirmation** field, and successfully saves the data.
EPS Secure Functions Password Confirmation	The manager enters the password again in this field to confirm; defaults to blank; this field must match the **Enter EPS Secure Functions Password** field; if the two password fields do not match, the error message "Confirmation Password does not match EPS Secure Functions Password" is displayed on the MWS message bar.

Note: If a field that is not editable contains incorrect information, contact the Shell Help Desk for assistance in resolving it.

3 Select the **TCP/IP** tab.

Figure 6: TCP/IP Tab

The following table provides information for the fields on the **TCP/IP** tab:

Field	Description
EPS IP Address	IP address for the Shell Vantage EPS device; defaults to 10.96.21.2
POS IP Address	IP address for the Gilbarco firewall router to which the Passport server is connected; defaults to 10.96.22.2

4 After validating the configuration, select **Save** to save the configuration and exit.

EPS Functions

EPS Functions allows the manager to perform activities on the Shell Vantage EPS device using the Passport system, as the interface to the Shell Vantage EPS device. The Shell Vantage EPS controls the sequence and content of the screens for these activities.

The store manager or merchant controls access to EPS Functions in **MWS > Set Up > Store > Security Group Maintenance**. By default at initial upgrade or installation, the Passport system limits access to EPS Functions in System Applications to Manager and higher security groups.

To access EPS Functions, proceed as follows:

1   Go to **MWS > Set Up > Network > Shell**. Select the **EPS Functions** key.

2   The EPS Functions screen displays a list of options received from the Shell Vantage EPS. Passport does not control the list of options available in EPS Functions.

3   Select an option and follow the prompts.
    *Note: The Shell Vantage EPS controls the options that display on the EPS Functions screen and they may change. For assistance with EPS Functions, call **1-866-HISHELL (447-4355)** and select **Gilbarco**.*

4   After performing an EPS Function, the Passport MWS displays the result of the request in the MWS message bar, such as:
    • EPS Function: Completed Successfully
    • EPS Function: EPS returned failure response

5   The MWS logs an entry to the System Events Report indicating the date and time as well as the operator ID of the person who enters or exits **EPS Functions**.

One function available in EPS Functions is configuration of Shell network reports to print automatically at shift or store close. The reports available for configuration to print automatically are:
    • Offline Settlement
    • In/Out Balance
    • Loyalty Fuel Rewards Network (FRN) Usage
    • Loyalty Summary
    • Gift Card Activation

The store manager or merchant may configure each of these reports to print automatically at shift close, store close, both shift and store close, or to not print. As appropriate, the store manager or merchant may access EPS Functions to change which reports print automatically at shift or store close.

In addition to these configurable network reports, the Shell Vantage EPS always prints the following Shell network reports automatically at shift and store close:
- Sales not Captured
- Stored Sales Declined
- Uncompleted Pre-Authorization Transactions (prints only at store close)

These reports do not require the manager or merchant to configure automatic printing parameters.

IMPORTANT INFORMATION

Passport does not control printing of Shell Vantage EPS network reports at shift and store close. The Shell Vantage EPS transmits the reports to Passport as part of the shift and store close process. If one or more of the configured or default Shell Vantage EPS network reports do not print, call **1-866-HISHELL (447-4355)** and select **Gilbarco** for assistance.

EPS Secure Functions

EPS Secure Functions allows the manager to perform certain activities on the Shell Vantage EPS device using the Passport system as the interface with the Shell Vantage EPS device.

The manager or merchant controls access to EPS Secure Functions in **MWS > Set Up > Store > Security Group Maintenance**. By default, at initial upgrade or installation, the Passport system limits access to EPS Secure Functions in System Applications to Manager and higher security groups.

To access EPS Secure Functions, proceed as follows:

1   Go to **MWS > Set Up > Network > Shell**. Select the **EPS Secure Functions** key.

2   As the access to **EPS Secure Functions** is password protected, the manager or merchant must configure the EPS Secure Functions password in **Set Up > Network > Shell > Network Site Configuration**. For more information and instructions for configuring the EPS Secure Functions password on the Site tab, refer to .

If the manager or merchant has not configured an EPS Secure Functions password, the MWS message bar displays the error message "Access denied. EPS Secure Functions password not configured." Otherwise, the **EPS Secure Functions** Password Entry screen opens.

Figure 7: EPS Secure Functions Password Entry Screen
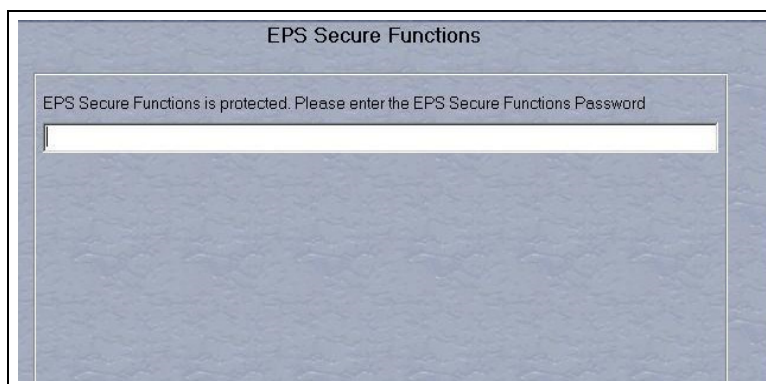
3 After the user successfully enters the EPS Secure Functions password, the **EPS Secure Functions** screen displays a list of options received from the Shell Vantage EPS.
*Note: The Shell Vantage EPS controls the options that display on the EPS Secure Functions screen. For assistance with EPS Secure Functions, call **1-866-HISHELL (447-4355)** and select **Gilbarco**.*

4 With advice from the Help Desk agent, select the function and follow the prompts that display in the MWS message area.

5 The MWS logs an entry to the System Events Report indicating the date and time as well as the operator ID of the person who enters or exits **EPS Secure Functions**.

The functions currently available in EPS Secure Functions are:
  • Delete Single File Dump: Purging a single stuck Shell network transaction from the Shell Vantage EPS
  • Delete Entire File Dump: Purging all stuck Shell network transactions from the Shell Vantage EPS
*Note: The Shell Vantage EPS controls the options that display on the EPS Secure Functions screen. For assistance with EPS Secure Functions, call **1-866-HISHELL (447-4355)** and select **Gilbarco**.*

IMPORTANT INFORMATION
DO NOT ATTEMPT TO PERFORM ANY EPS SECURE FUNCTIONS WITHOUT FIRST CALLING **1-866-HISHELL (447-4355)** FOR ASSISTANCE. TAKING ACTION WITHOUT ASSISTANCE FROM THE HELP DESK CAN CAUSE UNINTENDED LOSS OF NETWORK TRANSACTION DATA ON THE SHELL VANTAGE EPS.

Only after you have contacted the Shell Help Desk and the agent has advised you that you need to resolve a stuck Shell network transaction issue, you should attempt to perform **EPS Secure Functions**.

Network Reports

Most Shell network and loyalty reports originate from the Shell Vantage EPS with the Passport system acting as a pass-through device to aid the manager in selecting the desired report to view or print. The Passport provides this pass-through function to access Shell network e-mail, EPS Reports (secure and unsecure), and EPS Journal data (secure and unsecure).

To access Shell Vantage EPS network reports, proceed as follows:

1   Go to **MWS > Reports > Network**. The Network Reports screen opens. Among the selections on this screen are two selections relating to network reports the Shell EPS provides. These selections are **Shell Network Reports** and **Shell Network Reports (Secure)**. Select **Shell Network Reports** to view or print a network report that does not include unmasked customer sensitive data. Select **Shell Network Reports (Secure)** to view or print a network report that contains unmasked customer sensitive data. You must enter the secure report password before Passport allows you to view or print any of the reports under **Shell Network Reports (Secure)**.

2   Select **Print Preview** or **Print** to trigger the Shell Vantage EPS to download the list of network report options. The Shell Network Reports options screen opens.
Note: The Shell Vantage EPS controls the contents of this screen.

3   Select the option that best describes the activity you wish to perform. If you select a secure report from Shell Network Reports, you must input the Passport secure report password to view or print the report.

*Note: Shell controls availability of Shell Network reports, the report names, and report content. If you need assistance with Shell Network Reports, call **1-866-HISHELL**. For help reading or understanding a report, choose the "Shell Solution Center" option and follow the prompts. If you have a technical question regarding Shell Network Reports, select **Gilbarco**.*

Passport Shell Network Reports

Passport provides three Shell Network reports: Network Configuration Report, Unpaid Transactions Report, and Outdoor EMV Configuration Report.

Network Configuration Report
• Programmed in **Network Site Configuration**, except for the EPS Secure Functions Password configured in the **Site** tab
• Programmed in **Fuel Discount Configuration**
• Received from the Shell Vantage EPS device

Refer to your Passport **Network Site Configuration** and **Fuel Discount Configuration** screens for definitions of individual fields. A field's definition opens in the Manager message bar when you click the field.

Figure 8: Sample Network Configuration Report

Network Configuration Report

Site Information

Merchant ID:	60060060017
Merchant Name:	PASSPORT TERM #600
Merchant Address:	GVR SITE S1A0600
Merchant Address 2:	GREENSBORO, NC 27420
Allow Cash Back:	NO
Maximum Debit Cash Back Amount:	$0.00
Location ID:	1111111111
Rewards Button Label:	Rewards
Enterprise Header Narrow:	Shell Outside Header
Enterprise Footer Narrow:	Shell Outside Footer
Enterprise Header Wide:	Shell Inside Receipt Header
Enterprise Footer Wide:	Shell Inside Receipt Footer

TCP\IP Parameters

EPS IP Address:	10.96.21.2
POS IP Address:	10.96.22.2
Card Request Port:	20001
Service Request Port:	20001
Device Request Port:	4003
Device Waiting Port:	4004
Service Waiting Port:	4005
Mobile Listening Port:	4006
Response Timeout:	180 seconds

Card Types for Fuel Discounting

Card Label	Fuel Discount Group
TF	NONE
TE	NONE
SF	NONE
RF	NONE
SE	NONE
SH	NONE
AX	NONE
SG	NONE
DB	NONE
M	NONE
SM	NONE
VF	NONE
VG	NONE
FS	NONE
GV	NONE
BH	NONE
V	NONE
MF	NONE
DS	NONE
TX	NONE
WX	NONE

Network Loyalty Programs

Name	Program ID	Enabled	Manual	Manual Label	Barcode Scanning	Swipe
FRN	2001	YES	YES	Alt ID	YES	YES
KROGER	2002	YES	YES	Alt ID/Manual ID	YES	YES

For a listing of Card Labels and their description, refer to the Issuers Table within on page 33. These are also the card labels that are displayed in **MWS > Fuel > Set Up > Network > Shell > Fuel Discount Configuration** for configuring local fuel discounts by card type. Contact your Shell representative for additional assistance if you are unsure of the Card Label used for a particular card type.

Unpaid Transactions Report

The Unpaid Transactions Report provides information, by Network Day, on certain payment and loyalty transactions transmitted to the Shell Vantage EPS that failed to complete successfully. Select the Unpaid Transactions Report in Period Maintenance to print automatically at Store Close for assistance in settlement with the Shell network.

The Unpaid Transactions portion of the report lists outside CRIND and inside prepay fuel transactions for which the Shell Vantage EPS approved the preauthorization; but the transactions failed to complete successfully. The completion for these transactions failed because of a Shell Vantage EPS system error, loss of communication between Passport and the Shell Vantage EPS, or other exception that prevented Passport from successfully completing the Financial Advice request associated with the preauthorization.

The Unpaid Loyalty Transactions portion of the report lists Shell Loyalty transactions that failed to complete successfully because of a Shell Vantage EPS system error, loss of communication between Passport and the Shell Vantage EPS, or other exception that prevented Passport from successfully completing the Loyalty Award. In addition, this portion of the report contains transactions for which the Shell Vantage EPS returned a Failure to the Passport Loyalty Award request, which resulted in no Shell Loyalty for the transaction.

Each Unpaid Transactions entry provides the following information:

Field	Description
Date/Time	Date and time the transaction took place
Reference Number	Reference number the Shell Vantage EPS assigned to the transaction
Account Number	Masked account number the Shell Vantage EPS returned for the transaction
STAN	System transaction audit number assigned to the transaction
Account Type	Card type name the Shell Vantage EPS returned for the transaction
Terminal Batch	Network batch number in which the transaction occurred
Message Type	Passport request message type, such as Completion or Reversal
Approval Code	Network approval code the Shell Vantage EPS returned for the transaction
Overall Result	Transaction result; may come from the Shell Vantage EPS response or from Passport; values include: Aborted From S&F at End of Day (EOD) Timed Out Busy Logout Timed Out with EPS Device Unavailable Missing Mandatory Data Validation Error Failure Parsing Error Format Error Partial Failure
Amount	Transaction dollar amount; Reversal has no transaction a mount

Each Unpaid Loyalty Transactions entry contains the following information:

Field	Description
Date/Time	Date and time the loyalty award transaction took place
Reference Number	Reference number the Shell Vantage EPS assigned to the loyalty award transaction
Account Number	Customer's loyalty account number the Shell Vantage EPS returned for the loyalty award transaction
Reward ID	Identifier for each loyalty discount awarded in the loyalty transaction the Shell Vantage EPS returned; for each loyalty transaction entry, the final row contains Reward Total in the **Reward ID** column as a label for the sum total of all rewards in the transaction found under the **Reward Amount** column
Account Type	Abbreviation for the type of loyalty account, such as FR for Fuel Rewards
Terminal Batch	Network batch number in which the loyalty award transaction occurred
Overall Result	Loyalty transaction result; may come from the Shell Vantage EPS response or from Passport; values include: Aborted From S&F at EOD Payment Reject Busy Logout Timed Out Device Unavailable Missing Mandatory Data Timed Out with EPS Failure Parsing Error Validation Error Format Error Partial Failure
Amount	Sale transaction dollar amount
Reward Amount	Dollar amount of each loyalty discount awarded to the customer's transaction; for each loyalty transaction entry, the final row contains the sum of all loyalty rewards in the transaction

Figure 9 shows the report for unsecure Unpaid Transactions.

Figure 9: Unpaid Transactions Report

Outdoor EMV Configuration Report

The Outdoor EMV Configuration Report provides information governing how EMV chip card transactions occur outside at the dispensers.

Figure 10: Outdoor EMV Configuration Report

Outdoor EMV Configuration Report

Global Parameters

EMV Enabled:	True	Config Version:	22.0
Term Type:	25	Addl Capability:	6000F01001
Term Country:	840	Trans Currency:	840
Trans Curr Exp:	2	Merch Cat Code:	5541
Trans Cat Code:	R	Terminal ID:	000
Merchant ID:	0	Acquirer ID:	476173
Prefer US Common Debit:	True		

AID Parameters

AMERICAN EXPRESS CREDIT
(AID: A00000002501)

Term Type:	25	Term Capability:	6098C8
Term Country:	840	Trans Currency:	840
Addl Capability:	6000F01001	Merch Cat Code:	5541
TAC Default:	CC00FC8000	TAC Denial:	0000000000
TAC Online:	CC00FC8000	Partial Select:	True
Trans Curr Exp:		Trans Cat Code:	R
App Ver Num Pri:	0001	App Ver Num Sec:	0001
Term Floor Lim:	0	Rand Sel Thresh:	1250
Rand Sel Max%:	25	Rand Sel Target%:	10
AllowPINBypass:	False	Acquirer ID:	
Default DDOL:	9F3704	Default TDOL:	9F02065F2A029A039C0195059F3704

----- CAPK -----

CWS: Network Functions

At the CWS idle screen, when the cashier selects **More > Network Functions** or selects the
Network Status key, the CWS displays the **Network Status** screen and network function
keys. The **Network Status** screen displays the name and status of each network
communicating with the Passport system, along with the network function keys:

- Network Check
- Gift Card Balance
- E-mail

Figure 11: CWS Idle Screen - Network Functions or Network Status

Figure 12: Network Status Screen with Network Functions Keys
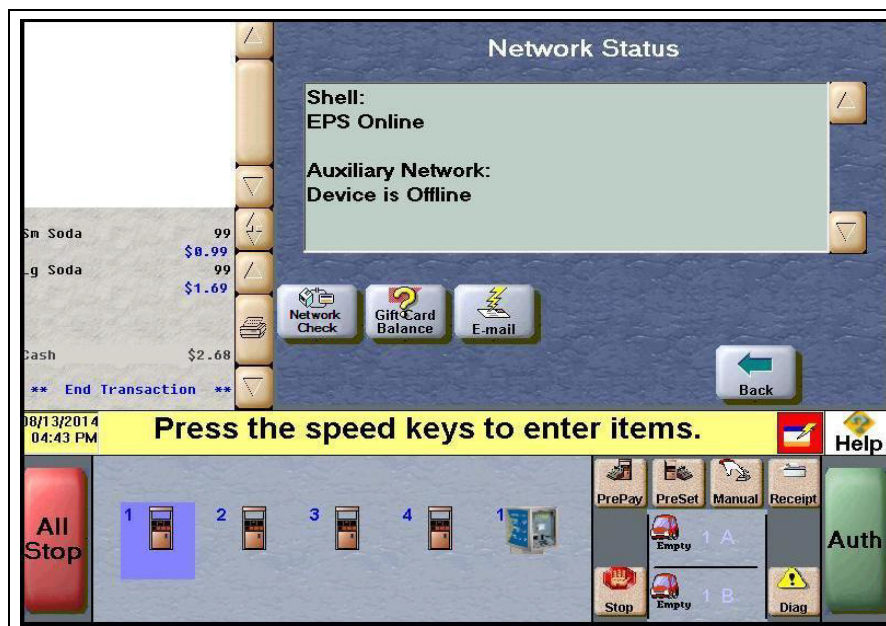
Checking Network Status

The cashier performs Network Check to determine the status of the connection between the Passport system, the Shell Vantage EPS device, and Shell payment network.

To perform a Network Check, proceed as follows:

1   Select **More** and then select **Network Functions** or **Network Status**. The **Network Status** screen opens.

2   Select **Network Check**. The status is displayed on the yellow message bar.

Figure 13: CWS: Network Check Completed Successfully
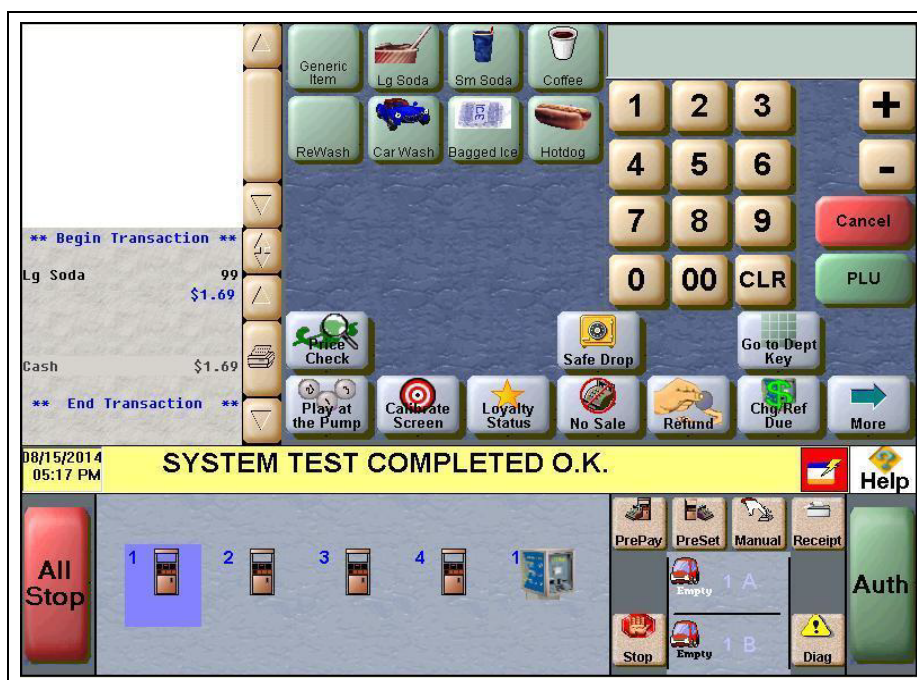
Gift Card Balance

The cashier selects the Gift Card Balance key to request a card balance on behalf of the customer. The CWS displays cashier information or instructions the Passport system receives from the Shell Vantage EPS. The PIN pad displays customer instructions to swipe the gift card. The customer swipes the card on the PIN pad magnetic stripe reader. The Shell Vantage EPS returns the card balance response, which may include customer messaging that displays on the PIN pad and customer receipt text, typically the card balance amount.

The CWS yellow message bar does not display card balance information and the CWS receipt queue only displays an indication as to whether the response from the Shell Vantage EPS was approved or decline. If the cashier uses the Receipt Search function for the Gift Card Balance transaction, the resulting receipt detail reflects what the Shell Vantage EPS returned in the Store version of the receipt. The Passport system does not keep or display card balance information.

E-mail

The cashier selects the E-mail function key to view Shell network e-mail. When the cashier selects the E-mail function key, the Passport system displays prompting received from the Shell Vantage EPS, which may include a listing of available e-mails. If the cashier selects an e-mail from the list to print, the Passport prints the e-mail to the receipt printer assigned to the client at which the cashier is performing the e-mail request.

Note: You can only receive e-mail; you cannot send.

Checking Network Status

The Network Status tool allows you to view a record of network events, such as communication errors that occurred. The Passport system assigns a severity rating (low, medium, and high) to each network event.

Color	Rating
Green	Low
Yellow	Medium
Red	High

If multiple events occur, the Network Status icon shows the color of the highest rated event.

Appendix A: Passport Fuel Product Codes

It is very important as part of an initial Passport installation for the ASC to assign correct fuel product codes to all fuel grades in **MWS > Set Up > Forecourt > Forecourt Installation > Assign Network Codes**. Incorrect assignment of fuel product codes can cause declined fuel transactions. In addition, the Shell network and loyalty providers may offer customer discounts based on the fuel grade purchased.

The following is the list of Passport fuel grade descriptions and their associated fuel product code. If you have a question about what product code to assign a particular fuel grade, contact Shell Technical Support by calling **1-866-HISHELL (447-4355)** and follow the prompts.

Passport Fuel Grade Description (Other Description)	Product Code
Unleaded 1 (Unleaded Regular)	001
Unleaded 2 (Unleaded Plus)	002
Unleaded 3 (Unleaded Super)	003
Unleaded 4	004
Unleaded 5	005
Do not use	006 - 010
Unleaded Ethanol 5.7% blend (Unleaded Plus Ethanol 5.7% blend)	011
Unleaded Plus Ethanol 5.7% blend (Unleaded Plus Ethanol 5.7% blend)	012
Super Unleaded Ethanol 5.7% blend (Unleaded Super Ethanol 5.7% blend)	013
Unleaded Ethanol 7.7% blend (Unleaded Plus Ethanol 7.7% blend)	014
Unleaded Plus Ethanol 7.7% blend (Unleaded Plus Ethanol 7.7% blend)	015
Do not use	016 - 018
Regular Diesel #2	019
Premium Diesel #2	020
Diesel #1 (Regular Diesel #1)	021
Compressed Natural Gas	022
Liquid Propane Gas	023
Liquid Natural Gas	024
Do not use	025
E-85	026
Unleaded-Reformulated 1	027
Unleaded-Reformulated 2	028
Unleaded-Reformulated 3	029
Unleaded-Reformulated 4	030
Unleaded-Reformulated 5	031
Diesel Off-Road (#1 and #2 Non-Taxable)	032
Ultra Low Sulfur Diesel Off-Road (Non-Taxable) [Diesel Off-Road (Non-Taxable)]	033
Biodiesel Blend Off-Road (Non-Taxable)	034
Do not use	035
Racing Fuel	036
Do not use	037 – 040

Passport Fuel Grade Description (Other Description)	Product Code
Undefined Fuel 037 – 098 [Unleaded Super Ethanol (7.7% Blend)]	041
Undefined Fuel 037 – 098 [Unleaded Ethanol (10% Blend)]	042
Undefined Fuel 037 – 098 [Unleaded Plus Ethanol (10% Blend)]	043
Undefined Fuel 037 – 098 [Unleaded Super Ethanol (10% Blend)]	044
B2 Diesel Blend 2% BioDiesel	045
B5 Diesel Blend 5% BioDiesel	046
B10 Diesel Blend 10% BioDiesel	047
B11 Diesel Blend 11% BioDiesel	048
B15 Diesel Blend 15% BioDiesel	049
B20 Diesel Blend 20% BioDiesel	050
B100 Diesel Blend 100% BioDiesel	051
Do not use	052 – 061
Undefined Fuel 037 – 098 [DEF (Diesel Exhaust Fluid)]	062
Undefined Fuel 037 – 098 (Premium Diesel #1)	063
Undefined Fuel 037 – 098 [Unleaded Ethanol (15% Blend)]	064
Undefined Fuel 037 – 098 [Unleaded Plus Ethanol (15% Blend)]	065
Undefined Fuel 037 – 098 [Unleaded Super Ethanol (15% Blend)]	066
Undefined Fuel 037 – 098 (Premium Diesel Blend <20% Biodiesel)	067
Undefined Fuel 037 – 098 (Premium Diesel Blend >= 20% Biodiesel)	068
Undefined Fuel 037 – 098 (B75 Diesel Blend 75% Biodiesel)	069
Undefined Fuel 037 – 098 (B99 Diesel Blend 99% Biodiesel)	070
Do not use	071 – 098
Miscellaneous Fuel	099
Do not use	100 – 149
Jet Fuel	150
Aviation Fuel Regular	151
Aviation Fuel Premium	152
Aviation Fuel JP8	153
Aviation Fuel 4	154
Aviation Fuel 5	155
Do not use	156 - 173
Miscellaneous Aviation Fuel	174
Do not use	175 – 224
Marine Fuel 1	225
Marine Fuel 2	226
Marine Fuel 3	227
Marine Fuel 4	228
Marine Fuel 5	229
Marine – Other	230
Do not use	231 – 248
Miscellaneous Marine Fuel	249

Passport Fuel Grade Description (Other Description)	Product Code
Do not use	250 – 299
Kerosene – Low Sulfur	300
White Gas	301
Heating Oil	302
Do not use	303
Other Fuel (Non-Taxable)	304
Kerosene – Ultra Low Sulfur	305
Kerosene – Low Sulfur (Non-Taxable)	306
Kerosene – Ultra Low Sulfur (Non-Taxable)	307
Do not use	308 – 310
Undefined Other Fuel 305 – 398 (Biodiesel Blend 2% Off-Road)	311
Undefined Other Fuel 305 – 398 (Biodiesel Blend 5% Off-Road)	312
Undefined Other Fuel 305 – 398 (Biodiesel Blend 10% Off-Road)	313
Undefined Other Fuel 305 – 398 (Biodiesel Blend 11% Off-Road)	314
Undefined Other Fuel 305 – 398 (Biodiesel Blend 15% Off-Road)	315
Undefined Other Fuel 305 – 398 (Biodiesel Blend 20% Off-Road)	316
Undefined Other Fuel 305 – 398 (Diesel #1 Off-Road)	317
Undefined Other Fuel 305 – 398 (Diesel #2 Off-Road)	318
Undefined Other Fuel 305 – 398 (Diesel #1 Premium Off-Road)	319
Undefined Other Fuel 305 – 398 (Diesel #2 Premium Off-Road)	320
Do not use	321
Undefined Other Fuel 305 – 398 (Unleaded Ethanol Blends E16-E84)	322
Undefined Other Fuel 305 – 398 (Low Octane Unleaded)	323
Undefined Other Fuel 305 – 398 [Blended Diesel (#1 and #2)]	324
Do not use	325 - 398
Miscellaneous Other Fuel	399

Appendix B: ASC Instructions for Upgrading to Passport V11.04

This section provides Shell-specific information to the ASC for upgrading to Passport V11.04 from V10.10 with Service Pack E or later:

<table>
<tr><td align="center">IMPORTANT INFORMATION</td></tr>
<tr><td>Upgrades to Shell V11.04 are supported only for locations running Shell V10.10 with service pack E with MP1 or later. If the store has an earlier version installed, then upgrade to V11.04 must not occur until the ASC upgrades the Passport system to this minimum version.</td></tr>
</table>

Before beginning the upgrade

Refer to the following check list to ensure performance of all before upgrading the tasks.

Step	Task Description	Done
1	**Dispenser Software and Firmware** Ensure all dispenser software and firmware meet applicable requirements to support loyalty and other fuel discounting functionality, including support of $0.000 PPU. Refer to *MDE-5416 Passport V11.04 Upgrade Instructions for Passport Systems Operating on V9.05, 10.00, 10.10, or 11.01* and *MDE-5418 Passport Software Installation Manual for V11.04 on PX60 Hardware Platforms* for information on the recommended dispenser software and firmware versions.	
2	**Register Set Up** Verify in **Register Set Up** that the Register Number assigned to each client is 99 or less. If the Register Number is greater than 99, assign register numbers within the limits of 001 and 099 before beginning the upgrade.	
3	**Perform Store Close** Close all tills and perform Store Close.	
4	**BOS** If the store uses back office software, ask the store manager to upload Passport XML Gateway back office files to the BOS	
5	**Network Reports** • Print the Network Configuration Report. • Assist the store manager in printing all network reports he needs for accounting and network settlement. • Review all Store and Forward reports to ensure all Shell and Auxiliary Network transactions have completed. • Print the Uncompleted Pre-Authorization Transactions Report. If it contains transaction entries, show the report to the store manage. The entries on this report are for lost or stuck CRIND transactions and may indicate a problem. Ask the store manager if you should print the secure version of the report.	

Appendix C: RV042 Firewall Router Configuration

For a new Passport installation with V11.04 Shell, update the Passport RV042 Firewall Router configuration by taking the following steps:

1 Configure the WAN1 Static IP connection with:
- **IP Address:** 10.96.22.2
- **Subnet Mask:** 255.255.255.128
- **Default Gateway Address:** 10.96.22.1
- **Domain Name System (DNS) Server 1:** 10.96.22.1

Figure 14: Cisco WAN Connection
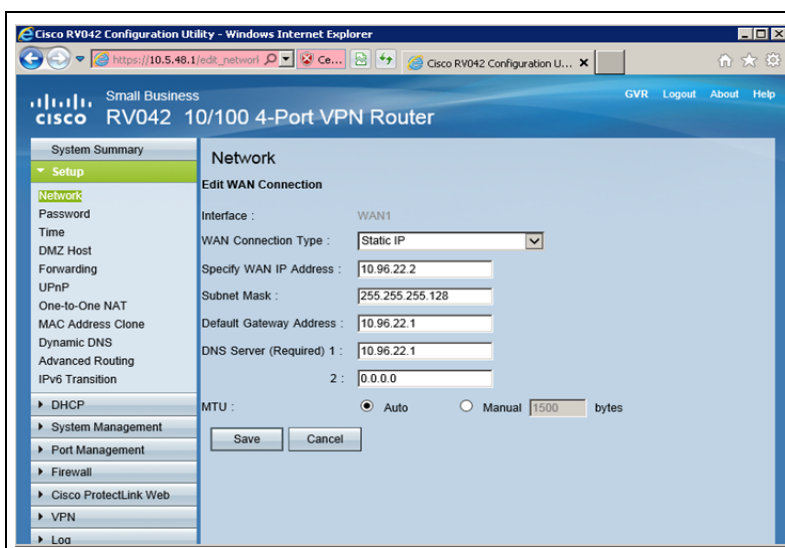
Figure 15: Linksys® WAN Connection
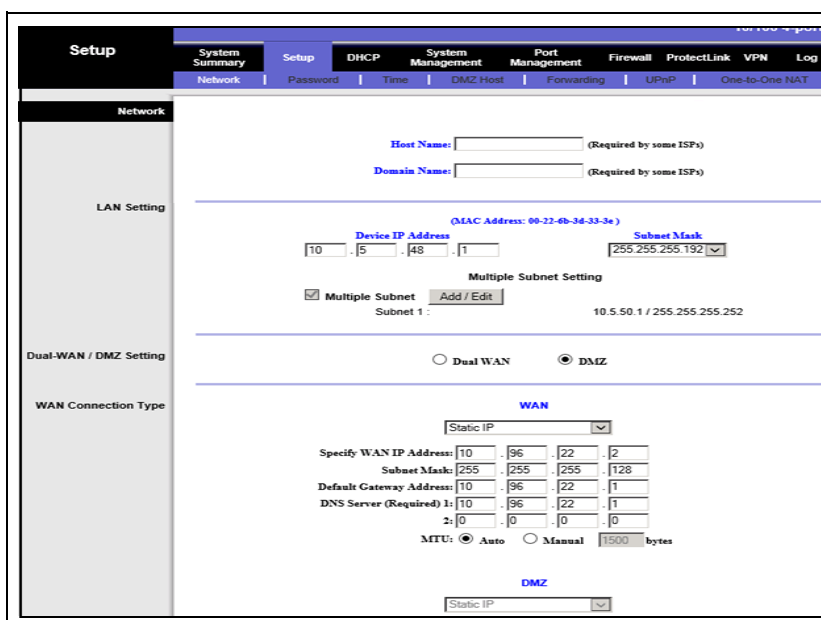
2   Add and enable three new UPnP Functions [EPS4004, EPS4005, and EPS4006] for ports 4004, 4005, and 4006 respectively.

Figure 16: Cisco - Three New UPnP Function Entries
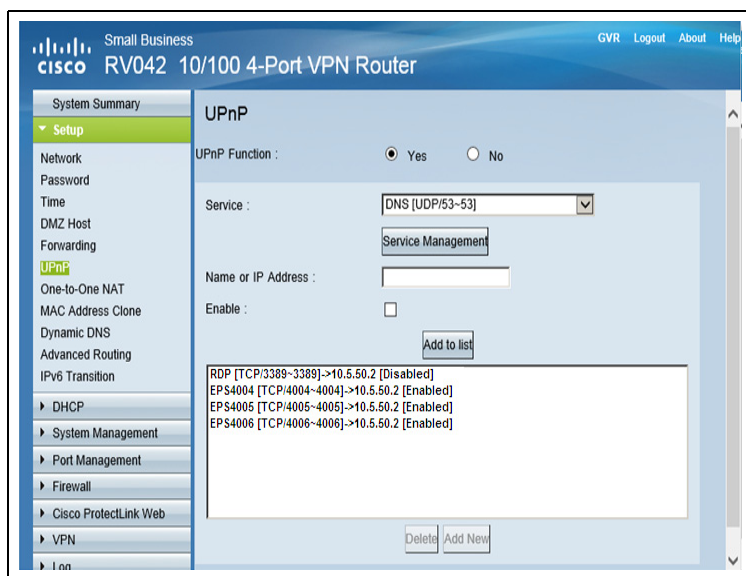
Figure 17: Linksys - Three New UPnP Function Entries
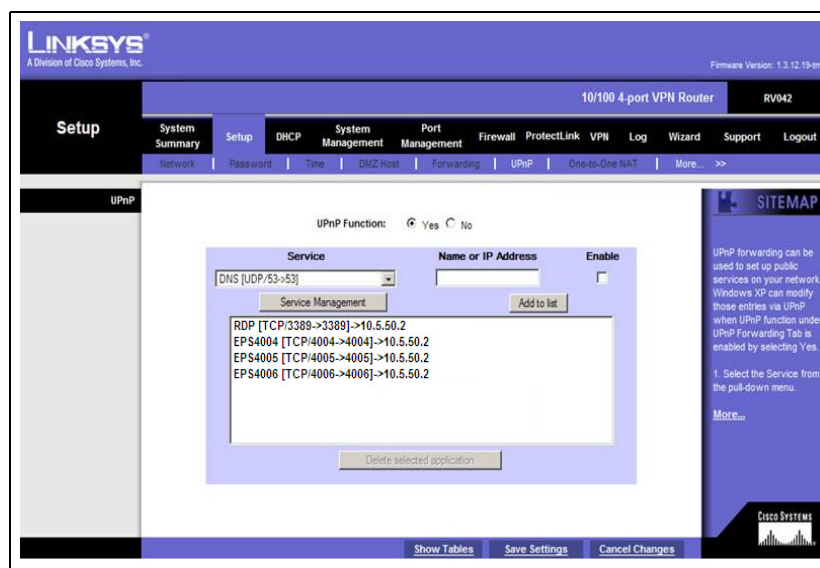
IMPORTANT INFORMATION

Ensure the UPnP Functions point to the EDH (10.5.50.2) and not the Passport Server (10.5.48.2).

3 Create and enable a Firewall Access Rule for controlling communication on ports 4004 through 4006, configuring the Source IP to 10.96.21.2. After saving the new Firewall Access Rule, ensure the Access Rule is marked as Enabled in the list of Access Rules.

Figure 18: Cisco - New Firewall Access Rule Configured
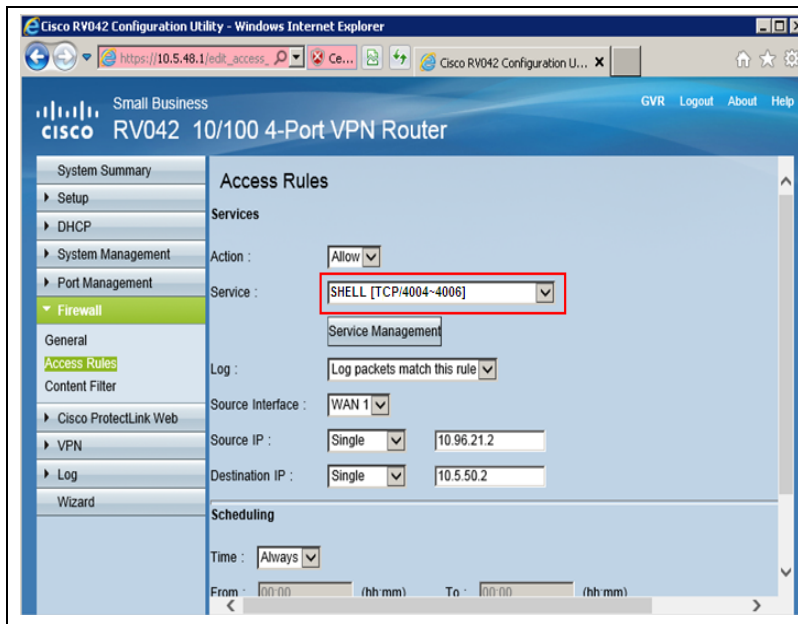
Figure 19: Cisco - New Firewall Access Rule Enabled
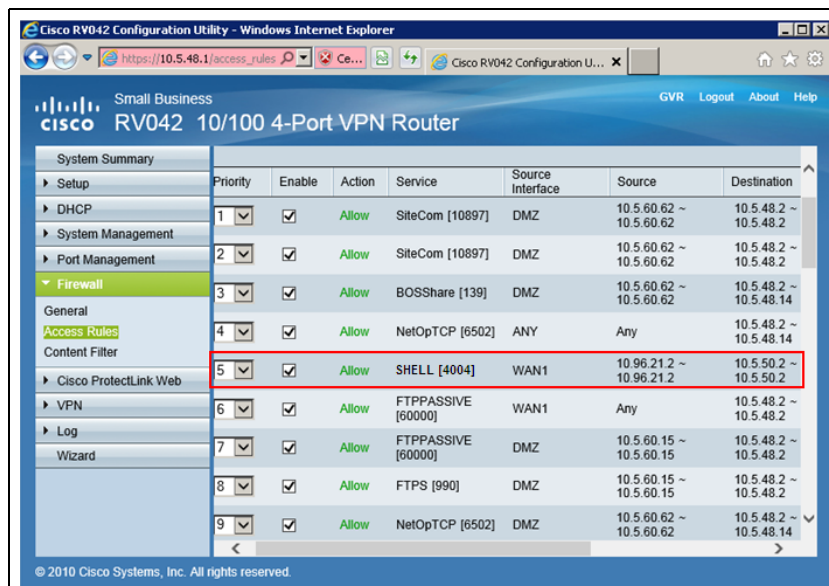
Figure 20: Linksys - New Firewall Access Rule Configured

Figure 21: Linksys - New EPS4004 Access Rule Enabled

For detailed instructions on configuring the RV042 Firewall Router for Shell Passport V11.04, refer to:

- *MDE-4866 Passport Firewall Router Start-up and Service Manual* if the site has a Linksys RV042 Firewall Router.
- *MDE-4954 Passport Start-up and Service Manual for the Cisco Firewall Router* if the site has a Cisco RV042 Firewall Router.
- *MDE-5418 Passport V11.04 Installation Instructions for PX60 Hardware Platforms.*

Appendix D: Shell Vantage EPS Reports User Guide

Shell Oil Products US provides the contents of Appendix D as an aid to the merchant for understanding Shell Vantage EPS device reports. Contact Shell for further assistance or updates.

For any queries related to Shell Vantage, proceed as follows:

Screen/prompt changes:
- The debit option will be removed from the home screen when outdoor EMV is enabled.
- The "Is this a debit card?" prompt will no longer be seen when outdoor EMV is enabled.

Functionality:
- Customers will not be able to start fueling until the card is removed from the card reader.
- Non-chip cards are still accepted. The magnetic strip must be facing the right. Follow the dispenser instructions/images.
- Dispensers with vertical card readers (FlexPay II) will clamp the card when inserted. If the card is removed prior to completing processing, screen instructions will prompt the customer to re-insert the card.
- Dispensers with horizontal card readers (FlexPay IV) will not clamp the card when inserted. If the card is removed prior to completion of processing, screen instructions will prompt the customer to re-insert the card.

Credit cards:
- Chip-enabled credit cards will no longer prompt for zip code entry.
- Some chip-enabled credit cards may prompt for the PIN at the dispensers. If a customer does not know their pin, instruct them to contact their issuer (bank).

Debit cards:
- Customers are still able to process debit cards as credit by pressing **ENTER** when prompted for pin.
- If a customer skips pin entry on a debit card and the card is declined, instruct them to contact their issuer (bank).

Other:
- Receipts printed outside will contain chip details, similar to indoor receipts (AUTH, INV, Mode, AID, TVR, etc.)
- Receipts print at the CRIND when the customer uses his EMV chip card, but cancels the transaction before fueling.

Appendix E: Secure Zone Router (SZR) Topology

For a new Passport installation with V11.04 Shell using a SZR, the network topology should be set up as per Figure 22 below. Refer to *MDE-5382 Secure Zone Router (Acumera) Installation Instructions* for installation details.

Figure 22: SZR Topology
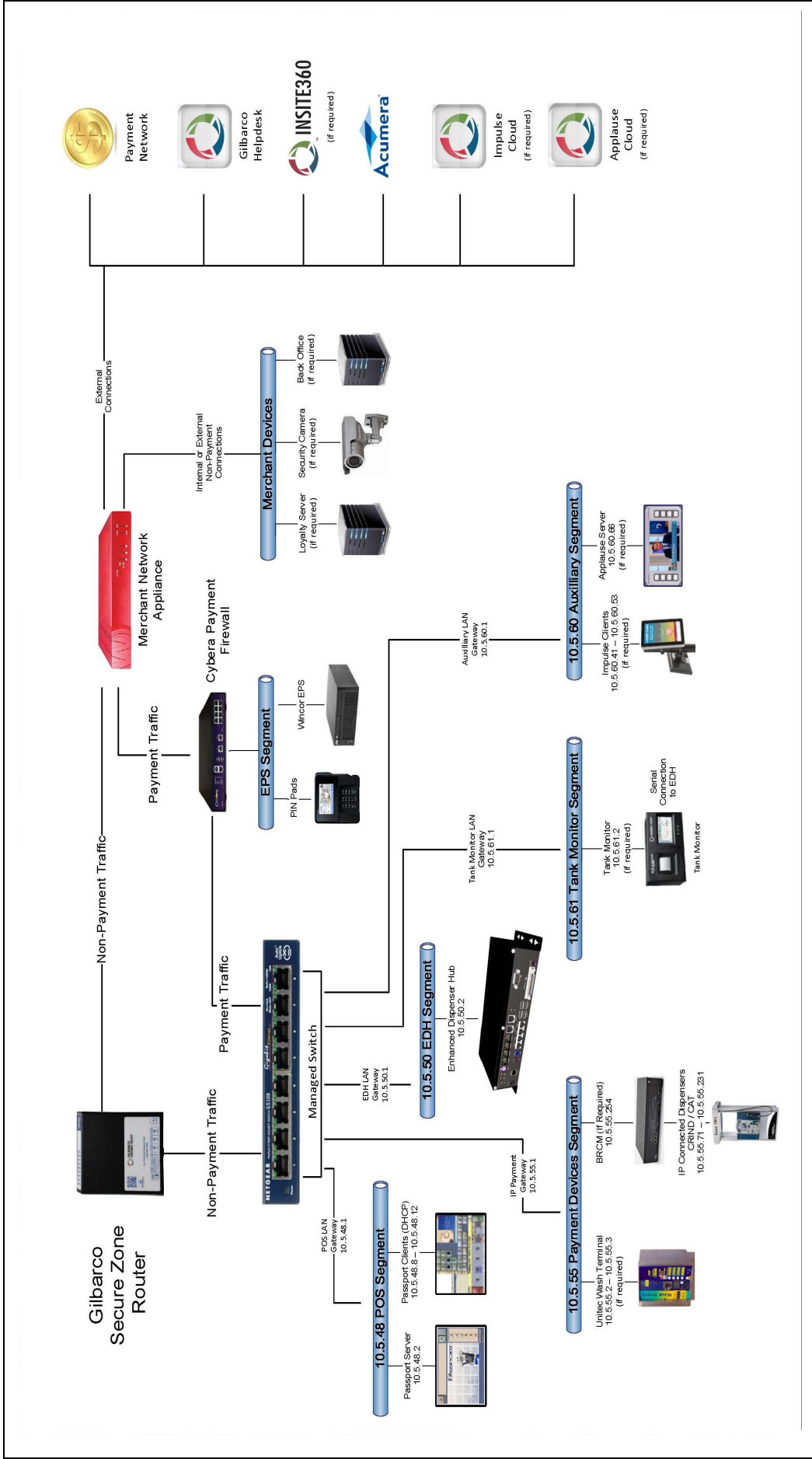
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GILBARCO
VEEDER-ROOT