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Passport® Tips & Tricks

Training resources for your Passport Point of Sale



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Thanks & Congratulations

Thanks again for everyone who participated in our Spring Passport Survey. Two people were winners of a \$100 Gift card. They were Monica Calcote and Hoss Mohseni. Stay tuned for another Passport survey later this year. You could win just for giving us your honest feedback.

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



Latest Passport® service packs bring new benefits

Running on either Passport version 8.02 or 8.03? Watch for a service pack release that will provide additional features and improvements. Service Pack "Q" and "R" for Version 8.02 are targeted to be released this

summer.

- "Q" will be released for Shell customers
- "R" will be released for BP, Chevron, ExxonMobil, and NBS/Cenex
- "S" will provide the enhancements and performance improvements for Concord customers

Passport's segregated architecture allows Gilbarco to bring Point-of-Sale *enhancements* to our customers in **Service Pack "Q" and Service Pack "R"** - without requiring a full release or PA-DSS (PCI Payment Application-Data Security Standard) re-validation. To find out more about the enhancements and performance improvements included in Version 8.02 Service Packs "Q" and "R" and which Service Pack will be released for your network, reference [SP-3520A](#). The enhancements include:

- New **"Support"** button available on the Cashier Workstation **"Tools"** Menu which works like the current "Ctl-Alt-P" to enable Help Desk remote dial in for faster service
- You can reuse the old car wash port on the Combo box for security camera interface. No need for additional USB box to support Security Camera.
- Reduce print time for CRIND® receipts by 30%
- Automatic sign off Manager Workstation after store close
- Automatic print Shift Reports at store close
- You can exclude car wash taxes in wash package programming
- You can reprint paid-in/out transactions
- You can sort Local Account Transactions by Account in Account Transactions Reports
- Improved CRIND® Sales Report -- it now sorts sales in numerical order
- Print special receipt when cashier *tries to* balance outside of balancing parameters
- Various improvements from user feedback

If you are interested in receiving this upcoming Passport service pack, stay tuned. Gilbarco Help Desk will contact you to assign a time over the next

video on our Loyalty offering .
<http://youtu.be/mriVaktQa-w>

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.



Training classes make it personal

There are two great training opportunities coming up.
Passport User Guide training at our Greensboro facility

September 20-21
November 15-16

Go to our [training web page](#) for more information. If you would like a custom training class for your company, please contact us at PassportSession@gilbarco.com

Locked account? Need your password reset?

The Gilbarco Help Desk can help reset your password, but there are some other suggestions:

1. Check your settings

In Store Options (Setup - Store menu) under the Password tab, please check your settings. By default the Invalid Sign On Attempts is set to 3. This can be as high as 9 before it auto locks your account.

few months to upgrade your location. Some network customers, like ExxonMobil, will receive these upgrades via their satellite interface while others will receive an upgrade CD in the mail.



Remote Management with Passport® is hot topic at NACStech, Retail Technology Conference

One of the premier benefits of being a Windows-based application is the ability to use

"off the shelf" applications that help customers operate their business more effectively. Since November, Gilbarco has been demonstrating, documenting, and training our customers to effectively manage their Passport® locations from anywhere, using very inexpensive 3rd party applications. This solution centers around using a VNC application running on the Passport Server. A document detailing this solution is available on the main [Gilbarco web site](#). Then, click on MDE-4941 *Passport VNC* at the bottom.

Why it Works: Many of you have invested in high speed access at your stores and have already implemented VNC (Remote Access) applications for your back office systems. You may have made the simple jump from accessing your back office to connecting to the Passport server using the same methodology. Since the back office systems already reside on the Passport network, it's simple to gain access from the back office PC. Some of you wanted to connect directly to the Passport system through your secure VPN tunnel at your locations. This method works as well, but you must have your own secure router that connects into the Passport secure router. Neither solution affects your PCI compliance because you are not accessing a device that stores critical card holder information.

It Gets Better: Not only can you remotely access and control your Passport systems through this application, by upgrading to the paid version of this software, you can also remotely print documents at your home office, send extraction tool files to the stores, and chat with store employees.

Want to know more? Keep posted to our Passport Facebook and Twitter accounts for more information concerning upcoming webinars.



How to handle power outages with Passport®

It's summer, and afternoon and evening storms can really disrupt business. The National Sever Storms Laboratory (NOAA) estimates that \$4-\$5 billion in damages occur each year due to lightning strikes. This does not take into account lost business due to power outages at your stores.

We just wanted to provide a few tips help you prepare for storms and power outages.

Also you can turn this off if you don't want to lock the account.

Password reuse does not need to be set at 3, but can be as low as zero so that you can change your password to the previous password when it expires if you wish. Neither of these settings are bound by PCI rules. You do need to keep minimum to 7 and the best practice is to change it every 90 days.

2. Have a backup ID

Have a backup ID at the store that staff can use in case someone gets locked out. This can be stored in a sealed envelope and once used the manager will reset to another password for the next time it's needed

3. Have a backup person

If you are the manager and you forget your password, it may be good to give someone else within your store access to employee maintenance so he or she can reset passwords as well.

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

Join the conversation!

More than 3,900 followers are talking on our social media pages and groups. Join the conversation. Click the buttons below to join Gilbarco Veeder-Root's forums.

Tip 1 - Invest in a quality Uninterruptible Power Supply (UPS) and use it. Although Gilbarco distributors do sell UPS units, many of you have invested in these devices independently of your Passport purchase. Make sure you check the battery often. These batteries typically last about two years. Many of the UPS suppliers have a battery testing feature that helps you to determine if your battery is failing.

Tip 2 - Make sure you have optimized your UPS. Make sure to plug the critical items into your battery back-up feature of the UPS. These include your main Passport CPU, touchscreen, and EDH. If you are running everything from the UPS ports, your battery will drain faster if it is running all the components. Please do not plug your Passport report printer into the battery back-up plugs on your UPS. When reports print on the Passport, the laser printer pulls so much electricity, it can fool the UPS into thinking there is a power drop.

Tip 3 - When power is out, have a plan for shutdown. If the power goes out at the store, have a plan for completely shutting down your Passport system. If the power is out for more than five minutes, start powering down your systems safely. You can shutdown the Passports by accessing the System Maintenance application (Using CTL-ALT-P) on your Passport. You can enter the user name of Gilbarco and password of Passport to access this application. On this menu you will find the buttons to stop Passport and shutdown Passport. According to our experts, it is best to shutdown the EDH first, the Passport clients second, and the server last. Remember, since the EDH does not have a monitor, you will need to press the power button to shut it down. Make sure nothing is going on when you do this. Since you have no power, I doubt you will have any fueling transactions in process at that time.

Tip 4 - When power is back, bring it all back up in sequence. When the power is restored, please start up the systems in the following order: Passport Server, EDH, Passport clients. Make sure to check your UPS to guarantee it is charging again after the outage. Also check all your Passport peripherals to make sure nothing was damaged due to the storm.



Join the user community

Gilbarco wants to hear from you and help you learn from other Passport® users. Tens of thousands of stores across North America use Passport. All

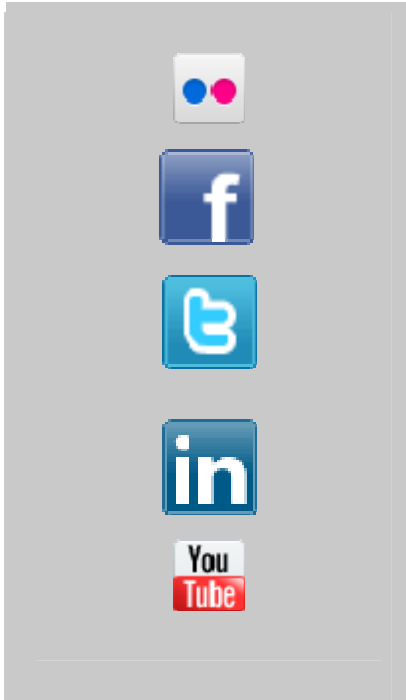
those users are always coming up with creative and effective ways to use Passport to make their operations more efficient and profitable. Learn from them and share your insights on the forums we have created.

For Facebook users, become a fan of Passport and Gilbarco to receive updates, tips, and see what others are saying about Passport and our products. Follow Passport at www.facebook.com/Passport.POS and Gilbarco at www.facebook.com/GilbarcoVeederRoot

For Twitter users follow Passport @PassportPOS and Gilbarco @gilbarcoinc

For LinkedIn users become a part of the Gilbarco User Group at [Gilbarco Veeder-Root users](#)

Also go the [Gilbarco YouTube channel](#) to look for Passport POS for updated videos and information.



Tell us your story, and you could win!

[Click to play](#)

If you have used Passport® in a creative way or used 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.

The best Passport story of the year will receive a choice of either:

1. One free year of Secure High Speed Support for one of your stores
- OR
2. Two Advanced Software Modules of your choosing.

Be creative, and remember we will be posting some of these videos on our YouTube channel and Facebook. This contest will go throughout the summer and we will announce the winner. [Read contest rules.](#)

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