



Passport® Point-of-Sale

Benefits of Version 8.02 Service Pack Q, R, S, and T

Passport Point-of-Sale (POS) Service Packs are primarily designed to improve performance and enhance troubleshooting capabilities. Passport’s Service Pack “K”, available since August 2010, reduced service call rates by up to 50%.

Passport’s segregated architecture also allows Gilbarco to bring Point-of-Sale *enhancements* to our customers in **Service Packs Q, R, S, and T** - without requiring a full release or PA-DSS (PCI Payment Application-Data Security Standard) re-validation.

These Version 8.02 Service Packs will be released for the following networks:

Network	Next Production Patch Level	Target Production Release Date
Shell	Service Pack Q	Available
BP, ExxonMobil, NBS/Cenex	Service Pack R	Available
Concord <i>(includes Generics, Gulf, Sinclair, Sunoco, Valero)</i>	Service Pack S	Available
Chevron	Service Pack T	Available

Service Packs are available at no charge for Passport locations currently covered under a Passport Service Offering (PSO) agreement. Gilbarco’s Support Center will pro-actively provide Service Packs Q, R, S, and T to customers. Gilbarco Help Desk will contact you once your site’s Service Pack is available to assign a time over the next few months to upgrade your location.

Sites with an expired PSO may also contact the Help desk to renew their PSO (at Basic, Plus or Premium level). In addition to receiving the software patch, your site will also be eligible to receive 24x7x365 Help Desk Support for one year. With Plus PSO, your site will also receive Remote Diagnostics/fix support.

System Enhancements

Facilitate Remote Diagnostics Dial-In Eliminates the need for cashiers to press Cntrl-Alt-P and enter User/Password to enable remote dial-in by Gilbarco’s Help Desk. From the Cashier Workstation, Cashiers simply select More – More – Tools then select “Support” and “Enable Dial-in.” The buttons are coded with colors and icons, making it more intuitive to enable dial-in.

Re-configure Enhanced Dispenser Hub (EDH) COM6 port for security camera EDH COM6 port was previously reserved for Car Wash only – whether your site had a car wash or not. With the new Service Pack, the site can re-configure COM6 for use with serial-based Security Camera connection when the site does not have a car wash. In some cases this will eliminate the need for the additional purchase of a second USB Converter.

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Reboot single CRIND® rather than whole forecourt The new Service Pack provides Gilbarco's Help Desk the ability to re-boot only a single CRIND rather than requiring a re-boot of the entire forecourt during troubleshooting. This improvement speeds resolution for our customers while minimizing disruption to the site.

Shorten time to print CRIND receipt by an estimated 30%

Provide exclusion or inclusion of tax for car wash When excluded, car wash tax will be printed as separate line on receipt. When included, tax is included in the total car wash price and cannot be set to a separate tax rate.

Enhance Passport Reports

- **Sort Local Accounts Transaction Report by Account** rather than by transaction sequence, improving usability.
- **Sort CRIND Sales Report by numerical order**, making report easier to read.

Automatically sign off Manager Workstation after store close The last step in store close will be to automatically sign off the Manager Workstation. This improves security and convenience for managers who will now have the flexibility to leave the Manager Workstation prior to finalization of Store Close.

Beeping Removed During Store Close Eliminate the beeping when Passport combines PJR files for Back Office consumption during store close.

Shell Network Loyalty Enhancement Shell customers will see the "You Saved...", showing the amount of savings received from using Shell network loyalty program for their purchases.

Cash Patronage The new Service Pack adds Cash Patronage for NBS network member co-operatives that reward benefits at year-end to members based on total purchases. Passport will identify and pass transaction data to the Back Office for loyalty customers paying in cash. *Independent development by Back Office systems will be required to administer the Cash Patronage tracking and reporting.*

Ability to reprint paid-in/paid-out transactions from Passport's receipt search has been added

Competitive Pump Control Enhancements

- Added ability to manually enter loyalty ID at Wayne iX dispensers
- Improved receipt printing when reverse-coupon printed on the Wayne pay-at-pump dispensers

Critical PCI Security Updates.

Service Packs Q, R, S, and T provide enhanced data migration for customers that upgraded to V8.02 from previous versions of Passport, with improved performance and elimination of sensitive information.

Per PCI-DSS requirements, application of security updates is mandatory in order for customers to maintain their compliance. INSTALLATION OF THIS SERVICE PACK (Q,R,S, or T) IS MANDATORY.

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Performance Enhancements

- Included additional troubleshooting and diagnostics tools to speed Help Desk Remote Diagnostics.
- Implemented enhancements to ensure better reliability to patch loading in future patches.
- Cashiers/Managers will experience fewer system error messages. The improvements reduce Cashier confusion, eliminate the need for sites to call the Help Desk, and improve up-time and system reliability:
 - Reduced server alerts and errors, including: SR 14 false positives; SR16 errors resulting from safe drop exception conditions; eCRIND2001 error processing where customer raises handle when dispenser is lowering prices for fuel discounts; transaction logging; PIN Pad and dispenser configuration, price change and authorization errors; reduction in locked CRIND buffers and “All Pumps Off-Line” and cash acceptor when LRC is removed during CRIND sale; reduced EDH errors and lock-ups; and local accounts transaction processing improvements.
- Enhance Passport’s third-party Loyalty and Back-Office interfaces, including more robust operation when Passport receives erroneous input or syntax errors.
- Provide improvements to system functionality, including:
 - Alerts and Reminders cannot be set to occur within 30 minutes before or after Watchdog. System will enforce.
 - Improved handling of an off-line pump to eliminate delays experienced when Passport detected an off-line pump.
 - Corrected “Please see cashier” message immediately after card swipe when not applicable
 - Corrected “User not authorized” message when logging onto Manager’s Workstation when not applicable
 - Ensured that accounting for loyalty pre-pay transactions in Passport reports matches the sales booked and charged to the customer.
 - Corrected reporting of fuel discounting in Fuel Sales/Pump Totals Report and Store Sales Summary Report.
 - Improved printing of Shift Close Reports at store close – all reports will consistently print as programmed
 - Addressed consistent completion of prepays at sites with heavy prepay volume
 - Permit number entry corrections, multiple pricing levels (when operating with both day/night and full/self), Summary Fuel Reconciliation Reporting.
 - Passport will natively support Gilbarco Fixed Blenders and will facilitate configuration of non-Veeder Root Tank Monitors.
 - Enhanced system speed after configuration updates to the forecourt
 - Improved printing of till report for token attendant when site using tax-exclusive car wash and CRIND merchandising
 - Improved functionality of prepaid transactions with merchandise promotional pricing discounts
 - Improved consistency in coin-accepting with Gilbarco car wash kiosks
 - Improved system performance when noise present on the line between the Enhanced Dispenser Hub and the dispenser
 - Improved enable/disable car wash sale of unconnected car wash from Cashier Workstation
 - Improved performance of pre-paid card approvals for sites selling pre-paid cards
 - Improved prepay performance with CRIND transactions
 - Improved system and forecourt performance during Back Office downloading of Card Based Local Accounts configuration

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Performance Enhancements, continued

- Shell-specific performance enhancements:
 - Mapping between NACS and Shell product codes
 - Handling of fuel preset functionality by Shell network and 3rd party loyalty systems (non-Kroger market loyalty). This change reduces transactions exceeding a loyalty-driven gallon restriction.
 - Provide additional data required by Shell host when Passport sends Store and Forward transactions
 - Expanded reports available for Shell network loyalty
 - Improved Shell loyalty receipts on debit with change back

Service Pack “Q”

Service Pack “Q” has been released for Shell network customers only and includes all of the enhancements and performance improvements listed above.

Service Pack “R”

Service Pack “R” has been released for BP, ExxonMobil, and NBS/Cenex network customers only and includes all of the enhancements and performance improvements mentioned above for Service Pack “Q”, and in addition will include:

- Hot-authorization timing performance improvements for ExxonMobil Speedpass
- Further enhancements to improve system performance where noise is present on the communication line between Enhanced Dispenser Hub and the forecourt

Shell customers (receiving Service Pack “Q”) will receive the additional “R” features in their next Service Pack release.

Service Pack “S”

Service Pack “S” is available for Concord network customers only (*including Generics, Gulf, Sinclair, Sunoco, Valero*) and includes all of the enhancements and performance improvements in Service Pack “Q” and “R”.

Service Pack “T”

Service Pack “T” is available for Chevron network customers only and includes all of the enhancements and performance improvements in Service Pack “Q”, “R” and “S” and additionally includes the following Chevron-specific feature:

- Support for Chevron Universal MasterCard