

Passport[®] POS

Point-of-Sale Systems for C-Stores



No site like yours. No system like ours.

Passport POS

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Unmatched simplicity.

Intuitive. Intelligent. Unbeatable.

Your cashiers have just seconds to process each transaction, connect with the customer and suggest upsell items that boost your margins. There's no time to waste. So it's critical that your point-of-sale system enables cashiers to focus on customers, not the screen.

With that in mind, we've spent decades creating the most user-friendly cashier interface you can buy. Passport gets new cashiers up to speed in minutes, with no codes to remember and no awkward toggling between screen and keyboard. Customizable tips and prompts help even seasoned cashiers serve customers better. When seconds count, Passport delivers.

- > **20-minute learning curve** gets new cashiers up and running faster
- > **Consistent graphical user interface** across multiple sites for maximum staffing flexibility
- > **Smart forecourt integration** quickly alerts cashiers to forecourt issues, improving customer satisfaction
- > **All-touch interface** means no need to constantly switch between a keyboard and screen
- > **Tip bar and help features** teach new cashiers quickly and make seasoned cashiers more effective
- > **Intelligent display** only shows buttons when they can be used, improving accuracy and transaction speed
- > **See It/Touch It buttons** mean no codes to remember

Flexible Merchandising.

Sell it your way.

Every sale is an opportunity to learn from your customers. And we've given Passport the flexibility to put that knowledge to work building relationships, improving loyalty, increasing customer satisfaction and maximizing every sale. You'll have the marketing tools to get the job done in exactly the way you choose for every site.

An unbeatable variety of loyalty partners enables you to choose programs that set your sites apart. Smarter pricing and promotional options let you structure promotions in exactly the way you choose and make every transaction go more smoothly. And integration with a variety of back-office systems keeps you in control of it all. Because we think a POS system should adapt to your sites — not the other way around.

- > **Two-level price posting**, including different prices for debit and cash
- > **Flexible fuel discounting options**, including discounting by payment type, car wash, local accounts, loyalty-based and support for cumulative roll-back discounts
- > **Support for sophisticated mix-&-match and combo pricing**, all with back-office control
 - > **Automatic best-deal calculation for merchandise**, independent of cashiers
 - > **Unlimited active promos and PLUs** per promo
 - > **Sophisticated car wash merchandising** that supports car wash-based fuel discounting and collaboration with off-site car washes
 - > **Integration with a wide variety of food service options**, from prepackaged food menus, kitchen systems, self-serve ordering touch screens, and made-to-order options, all is possible through Passport and Gilbarco Veeder-Root's Express Ordering equipment





Smart Management.

Manage smart. Stay secure.

Managing employees is one of the most challenging aspects of fuel retailing. So Passport provides you with a higher level of control that enables you to observe, analyze and control—all in less time.

Passport also provides sophisticated alerts and safeguards that help your employees perform at their best and secure your investment. It all adds up to tighter security, fewer surprises and better results for you, your employees and your customers.

- > **Searchable electronic journal** logs cashier keystrokes and can be reviewed and printed from the Passport Electronic Journal
- > **Blind balancing** enables you to require cashiers to balance the till without knowing the correct balance
- > **Up to 99 security roles** enable you to create customized security groups for tighter control over permissions and functionality
- > **Cashier snapshot reports** enable you to quickly evaluate performance
 - **Cashier Statistics Report** shows snapshot of count and value for each cashier's refunds, voids, no sales and drive-offs
 - **Cashier Over/Short Report** shows till close over/short statistics across all cashiers
- > **Alerts and reminders** can be programmed to appear once or recur on both cashier and manager workstations
- > **Remote Manager Suite** enables you to control, configure and monitor sites from nearly any Internet-enabled device
- > **Quick age verification** enables you to verify a customer's age by scanning their driver's license, reducing risk and liability

Unbeatable Support.

Backed by the best in the business.

You don't have time for downtime. That's why we protect your Passport point-of-sale with multiple levels of technical expertise. Our Help Desk provides immediate assistance with routine questions, while the experienced Gilbarco Field Engineers in our Technical Assistance Center provide a more advanced level of remote support. Our network of Authorized Service Contractors is available for on-site work when necessary. And the Help Desk is available 24 hours a day, seven days a week.

Our staff of seasoned professionals resolves nearly all issues remotely, with no need to send out a technician. They measure time-to-resolution in minutes, not hours or days. That means less time waiting and more time selling at every site, every day.

- > **Industry-leading knowledge** of the link between the forecourt and the point-of-sale
- > **Fault-tolerant Enhanced Dispenser Hub** can continue to dispense fuel and manage network transactions even in the event of a server failure
- > **Redundant hard drives** automatically back up system image and transaction data, for a more secure system and less downtime
- > **Easy system recovery tools** get you up and running quickly after system maintenance or repairs
- > **Rugged design** stands up to the harsh retail environment
- > **24-7 Help Desk support** available from our Greensboro, North Carolina headquarters in multilingual support
- > **60-second or less time to answer on 88% of service phone calls**
- > **90% of issues solved remotely**, reducing the downtime and expense associated with dispatching an on-site technician



Advanced architecture.

PCI Compliance that's built-in, not bolted on.

No one knows PCI compliance like we do. And with Passport, we've created a simpler, smarter architecture that builds in PCI compliance from the ground up. This makes it easier to meet today's requirements, stay compliant in the future and maintain the flexibility you need to add new features and stay ahead of the competition.

Passport's unique system architecture isolates all PA-DSS activity in the dispenser hub, leaving the point-of-sale free from PCI requirements. The result? A point-of-sale that's more open to future improvements, components that can be updated rather than replaced as requirements change, and a system that runs more smoothly. It's your most reliable, most flexible, most future-proof route to PCI compliance.

- > **PCI compliance that lasts** — Passport has been PCI compliant since the DSS standards were created
- > **Validation on all certified networks**
- > **PA-DSS that runs independently from the POS**, reducing PCI footprint and adding flexibility
- > **Small PCI footprint** for easy adaptability to any future PCI changes
- > **Secure printing of full network reports**, with all data included
- > **Designed for EMV** — Passport POS and Enhanced Dispenser Hub (EDH) were designed to meet the demanding EMV performance requirements — lowering total cost of ownership
- > **Field-proven EMV compatibility** — Current Passport platform has been processing EMV transactions, both inside and on the forecourt, for more than two years



More third-party options.

More partners. More possibilities.

Passport is compatible with more third-party partners and devices than any other point-of-sale. No other system even comes close. That means easy, seamless integration with a wider variety of loyalty programs, kitchen systems, car wash controllers, fuel management systems and much more. You get more options, more ways to grow your business and set your site apart.

But Passport doesn't just offer more integration. It offers better integration, with a higher level of compatibility and less downtime. That's because we created many of the industry-standard interfaces used by third-party devices. We know them better than anyone else. Which means more reliable devices and a system that works flawlessly, day in and day out.

- > **More third-party loyalty partners** than any other point-of-sale system
- > **Modular architecture** provides greater flexibility and expandability than proprietary systems
- > **Certified partner program** keeps integration running smoothly through new service packs and software versions
- > **More marketing partnership options** with industry-standard interfaces that make it easy to get new marketing programs up and running fast
- > **Direct and detailed data transfer** to loyalty partners creates a thorough basket analysis with relevant promotions and more flexible, meaningful back-office reporting

More partners. More possibilities.



All-in-one Convenience.

No undercounter PC.

The Passport PX60 all-in-one packs full-size power into a sleek, simple countertop unit. It provides a bigger, more durable screen, record-breaking response times and lightning-fast data imports. And there's no undercounter PC to take up space and add complexity.

With fewer cables and no bulky 8-port USB converter, Passport PX60 is an attractive package that offers a lot more power in a lot less space. You'll enjoy a better-looking counter area, more space to sell, a simpler install and faster transactions.

- > **Improved response time** from a system rated 13 times more powerful than the previous Passport hardware
- > **Big, bright screen** increases cashier productivity, requires no calibration and will not show wear on frequently touched areas
- > **Powerful Intel® Q67™ chipset** with multi-core processor and advanced SATA drive technology
- > **Enhanced price book import process** runs in 10 minutes (14,000-item price book), without interrupting sales operations
- > **Rapid day close and reopen processes** run in just 17 seconds
- > **Simplified cable management** reduces complexity and saves space
- > **Serviceable internal components** make it easy to upgrade or replace parts
- > **Integrated COM** ports provide four built-in connections, eliminating the 8-port USB converter

Engage your customer:

Every interaction. Every Transaction. Every Time.

Impulse™ Countertop Merchandising for Passport®

The counters of your c-stores are where profits are won or lost. Therefore, Gilbarco Veeder-Root's countertop merchandising platform - Impulse - works every moment of every day to make sure you get the most out of every in-store transaction. Its exclusive affinity engine uses sophisticated algorithms, purchase history, pricebook information, promotion schedule, time of day, and more to suggest precisely the right upsell item to every customer. It automatically tailors graphics and messages to each customer, yet gives you complete control over content.

Studies have found that Impulse consistently increases basket size and boosts in-store sales by 3-5% for targeted categories. But that's just the beginning. Impulse also works to create more loyal customers and higher profit margins:

- > **Automatically upsell** customers with targeted merchandise offers driven directly by POS pricebook integration. Additionally, Impulse's affinity engine delivers powerful, same-store market basket analytics to automatically drive relevant upsell combinations
- > **Digitalize your loyalty programs** and replace physical punch cards to engage your customers with interactive gaming
- > **Engage your customers** with interactive gaming
- > **Post-transaction surveys** provide real-time customer feedback so that you can newfound knowledge of your customer base
- > **Replace the standard customer pole display** with a color, 10.1" interactive system
- > **Add-to-basket functionality** enhances ease of checkout and speed of transaction
- > **Configure manual promotions and messaging** via Insite360 Impulse™ Management application



