

Express Ordering and Passport POS New Features and Migration Path

**For New and Existing Customers
Feb. 2023**

Three Components of Current Express Ordering Solution

1



Express Ordering Kiosk

PC60 All-in-One Client with 15" Pro Cap Touch Screen
+
Epson TM-70ii Receipt Printer

2



Order Fulfillment Stations

Supports Multiple Screens
Supports visual and audible notifications
Paid Indicator
Purchased from Gilbarco
Integrates to Xpedient Order Cloud

3



Start-up Service Kit

THROUGH XPEDIENT
Menu Flow Creation
Screen Creation
Installation support of Architect software
Web training for using Architect Tool

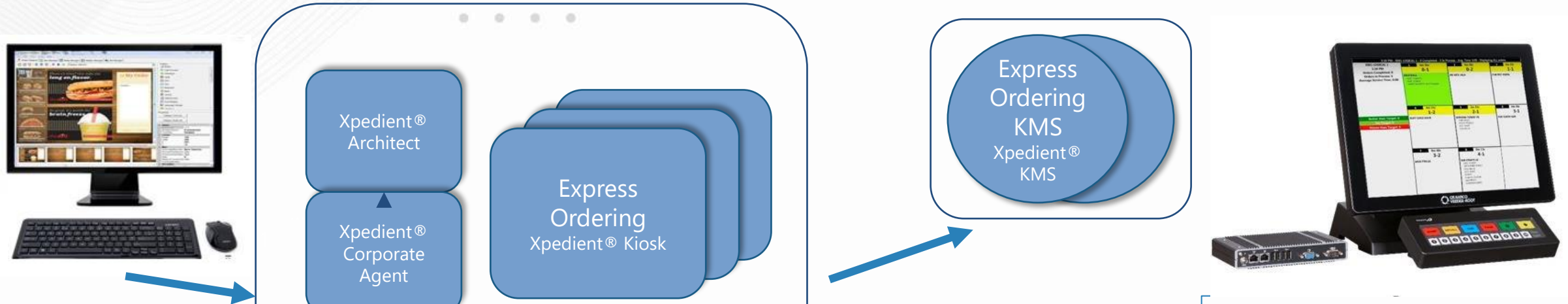
Current Integration Points with Passport POS



Key Integration Points prior to Passport Version 21.03

- Hardware Synergy (Passport POS PX-60 Hardware)
- Honeywell Xenon Scanner on Passport (QR Code reader)
- Pricebook integration (Third Party Data Interface)
- Paid Indicator support (Kitchen Monitor System)

Your Current Xpedient (Express Ordering) Offering



Xpedient® Pro Plus Kiosk Software 1 to 8 clients (Kiosks)

- Kiosk software resides Gilbarco (PX-60) Hardware
- Xpedient® Architect software & Corporate Agent software resides on customer server preference

Xpedient® KMS
Order Fulfillment Stations
1 to 8 clients (Bump Bars)
Software resides on PX-65
Hardware in Kitchen



Express
Ordering

New
Features
Enabled

With
Passport
Version 21.03+



Feature 1

Card Payment
At
Express
Ordering

Support for
Card Payment

Flexibility to Pay
at Main Counter

Paid Indicator in
Kitchen

Feature 2

Order Food
From
Passport POS
Cashier Terminal

Passport Button
"Order Food"
added for Cashier

Speed Key
Alternative for
Busy Sites with
Sophisticated
Menu

Same Menu as
Customer would
see at Ordering
Kiosk

Feature 3

Express Lane
"Self Checkout"
Integration

Convert Any
Express Ordering
Kiosk to Express
Lane Self
Checkout

Scan items and
Order Food in
same transaction

Feature 4

PCI Compliance
Requirements
and seamless
POS Integration

Express Ordering
is integrated into
Passport network

Windows 10
Version

Easy Price Book
Synchronization

Eliminate existing
3rd Party Interface

Spring 2023

Options For
Growing
Food Program
*Last Mile
Delivery*

Last Mile
Integrations
(with / Passport)

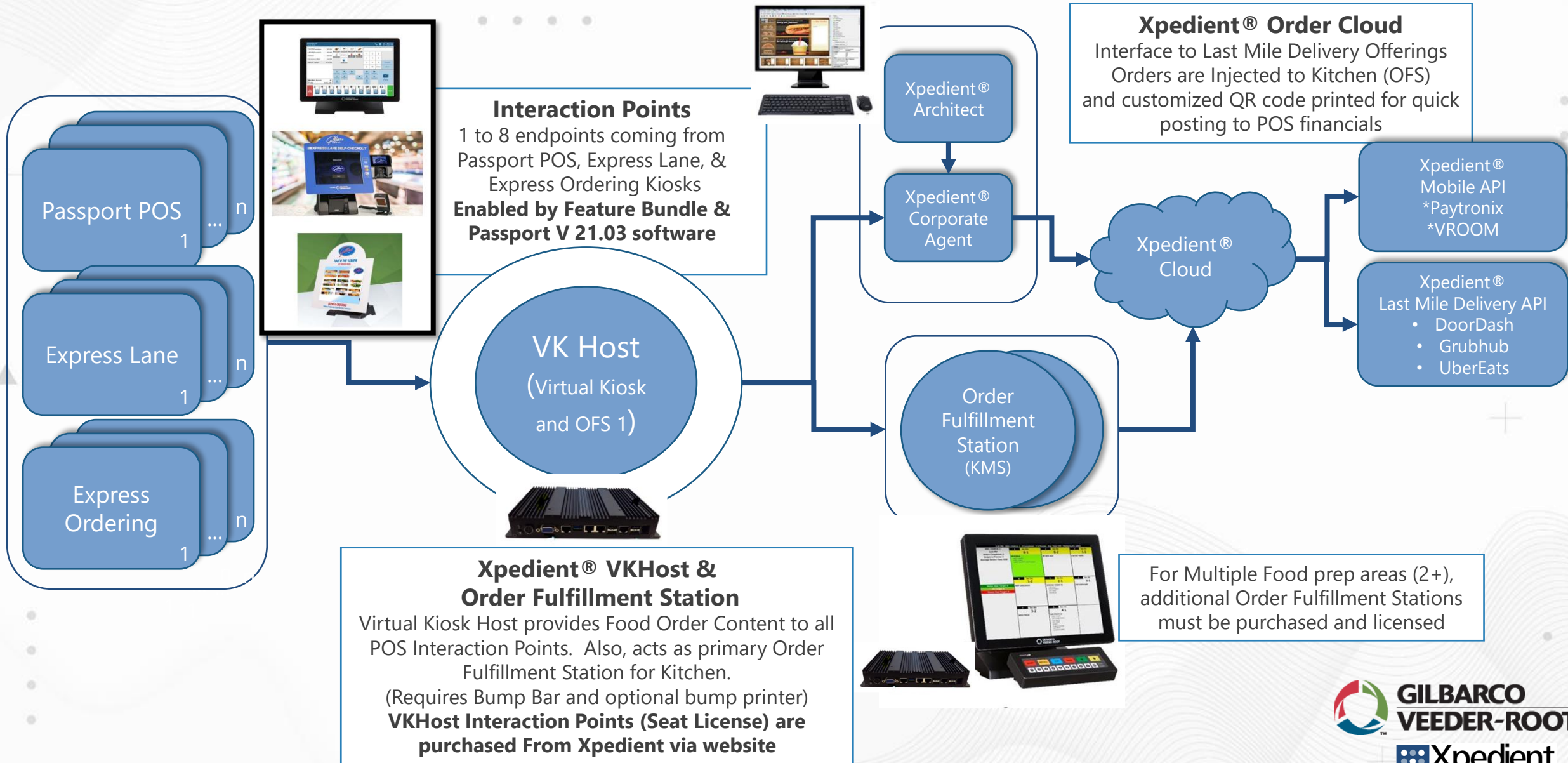
- Door Dash
- Uber Eats
- Grub Hub
- Paytronics
- VROOM

Customizable
Receipts for
Curbside Pickup

Easy Entry into
Passport POS
for sales
consolidation

Confidential

New Xpedient (Express Ordering) Offering



Upgrade to New Integration with Passport POS



Existing Sites - Next Steps Checklist

- ☐ Order VKHost Hardware (PX-65) Upgrade Kit
 - ✓ Order from Gilbarco Distributor
 - ✓ Legacy KMS Hardware not supported (Microplus, DFI)
 - ✓ Acts as first Kitchen Order Fulfillment Station (Includes bump bar)
 - ✓ Need additional units for more than 1 Order Fulfillment Stations
- ☐ Upgrades existing Express Ordering Kiosks to Windows 10
 - ✓ Order Win10 kit from Gilbarco Distributor
- ☐ Update Express Ordering Architect/Corporate Agent
- ☐ Feature Bundle for Food Service Interaction Points
 - ✓ Order from Gilbarco Distributor
 - ✓ Waived for Existing Stores if upgraded by June 2023
- ☐ Purchase Seat Licenses for VK Host
 - ✓ Purchase directly form Xpedient
 - ✓ Discounts for Existing Sites if purchased by June 2023
 - ✓ Multi-year License Discount option available

Upgrade to New Integration with Passport POS



New Customer - Next Steps Checklist

- ☐ Order Start-up Kit through Xpedient (First Site Only)
- ☐ Order Express Ordering Hardware and Peripherals
 - ✓ Order from Gilbarco Distributor
 - ✓ Express Ordering Kiosk Solution hardware
 - Use existing Passport POS, Express Lane or New terminal
 - ✓ VKHost / Order Fulfillment Station (PX-65)
 - Includes Bump Bar
 - Optional Bump Printer (Epson)
 - Does not include Monitor/Screen (Customer supplies)
- ☐ Order Feature Bundle for Food Service Interaction Points
 - ✓ Order from Gilbarco Distributor (Per Site Fee)
- ☐ Purchase Seat Licenses for VK Host
 - ✓ Purchase directly form Xpedient
 - ✓ Multi-year License Discount option available

Xpedient Licensing Process

https://www.xpedientsoftware.com


Xpedient

Contact Us

Express Ordering NEW FEATURES ENABLED


with Gilbarco Veeder-Root®
Passport POS Version 21.03 or higher

[Get Quote](#) [Learn More >](#)




Card Payment at Express Ordering

- Support of Card Payment
- Flexibility to Pay at Main Counter
- Paid Indicator in Kitchen



Order Food on Passport POS Terminal

- "Order Food" added for Cashiers
- Speed Keys for Busy Sites with Complex Menus
- Same Menu as Customer sees at Ordering Kiosk



Express Lane "Self Checkout" Integration

- Convert any Express Ordering Kiosks to an Express Lane Self Checkout
- Scan Items and Order Food in the Same Transaction

Confidential

Xpedient Licensing Process

→ ↻ xpedientsoftware.com/customer-quote

Bookmarks Oakes Bookmarks Member Access - St... Chase Bank NC Farm Bureau Belk Credit Card The Home Depot®... American Express US ADP-AdvancedSolu... Musicians Friend Identity Protection...

Xpedient [Contact Us](#)

Get a Quote:

This form has six sections, all located on this page, from which we will be able to build a custom quote specific to your needs.

Who is filling out this form?

First Name * Last Name *

First Name Last Name

Email *

Email

Phone *

Phone

What company do you represent?

Company *

Add your name

Xpedient ID (if known)

Xpedient ID

Confidential

Xpedient Licensing Process

Tell us about your Site:

Store Number

Store Number

Street Address *

Street Address

Street Address Line 2

Street Address Line 2

City * State * Zip Code *

City State Zip Code

Site Phone *

Site Phone

Gilbarco ID (if known) Gilbarco Distributor (if known)

Gilbarco ID Gilbarco Distributor

Passport Version *

Passport Version

Brand/Credit Network *

Brand/Credit Network

Customer asked (Site Level Info)

- Store Info
- Gilbarco ID (If they know it)
- Gilbarco Distributor
 - Important for hardware
 - Xpedient does not order the hardware
- Current Passport Version
- Credit Network Brand
 - Not all networks are released on same version

Xpedient Licensing Process

Now, let's learn a little bit more about your site:

How many locations at your site do you currently order (or would like to order) food? (Interaction Points) *

Choose an option

How many order fulfillment (kitchen monitoring systems) do you have? *

Choose an option

Are you interested in Mobile Ordering through Xpedient Order Cloud?

Choose an option

Are you interested in Package Deals? *

Choose an option

Are you interested in a 3 Year Contract Discount? *

Choose an option

If this is your first location with Express Ordering, have you ordered a Start-Up Kit yet?

Choose an option

When is your estimated start up date? *

Select a date

Customer asked:

- How many places they may order food?
- How many kitchen monitors needed? (Order Fulfillment Stations)
- Have they ordered a Start-up Kit?
- When do you estimate start-up date?

A generated quote will be sent to customer directly from Xpedient that needs to be signed and paid prior to start-up

Xpedient Packages needed for Upgrade

	PRICING
Xpedient Food Ordering Interaction Annual Subscription (Per Interaction Point)	GET QUOTE
Xpedient Food Ordering Interaction Annual Subscription - 5 session bundle (Bundle Option)	GET QUOTE
Xpedient Food Ordering Interaction Annual Subscription - 10 session bundle (Bundle Option)	GET QUOTE
Xpedient Order Fulfilment Station Annual Subscription (Per Kitchen Station)	GET QUOTE
CLOUD ORDERING	
XPD-0115634 : Xpedient Cloud Platform Annual Subscription (Per Site)	GET QUOTE
XPD-0115632 : Xpedient Cloud / Startup Kit (Mobile Menu Content Development, Training, Provider Onboarding)-	GET QUOTE

*Pricing will be discounted for existing customers until June 2023 and long-term contract options. This is only a MSRP, and final pricing will be negotiated and quoted directly to the customer and not through a Gilbarco distributor.

FAQ for Express Ordering Upgrade

Question	Answer
What is the VK Host and how does it relate to Passport and Express Ordering?	The Virtual Kiosk Host (VK Host) is software that resides on the PX-65 hardware from Gilbarco and provides Express Ordering food service content to the all devices that reside on the Passport network. <u>Express Ordering content no longer resides</u> on each individual Express Ordering terminal. The PX-65 hardware can also function at the primary <u>Kitchen Monitor as well (Order Fulfillment Station)</u> to save overall hardware cost. You must have at least one Order Fulfillment Station per location.
What is New? What is No Longer Supported?	Order Anywhere and pay Anywhere. You have the option to order your food from any available Passport terminal. <u>You are also operating under a Windows 10 platform meeting PCI security guidelines.</u> Older Kitchen Monitor systems like Microplus, Avnet/DFI are no longer officially supported with this new version. You must have upgrade to the Gilbarco PX-65 hardware to run this new configuration and software.
I can order food from Passport POS now?	From your Passport Cashier workstation, you can press the Order Food Button and immediately have access to the complete Express Ordering content. This is great for stores that have sophisticated food menus not easily supported by the Speed Key menus. <u>For a Drive-Thru, you must still have an Express Ordering Kiosk to submit order to the kitchen.</u>
How do I connect from my Home Office?	The VK Host resides within the Passport network so you must have this configured within your MNSP device to allow the ability to access this box from your corporate office. This is a VPN service that your MNSP provider supports like your Backoffice/Home Office connections. (This is important to do prior to upgrade)

FAQ for Express Ordering Upgrade

Question	Answer
What if I don't want to do payment at the kiosk?	This is completely optional. If you want to continue to pay at the main counter, the customer will still receive a special ticket that will scan at the main counter for instant recall and payment.
Can I decide to keep everything the same and not upgrade?	If you upgrade to Passport Version 21.03 or higher, <u>you can elect to keep current configuration model</u> however, support for this version of Express Ordering will end in December 2023 . The new features and hardware eliminates security concerns, maximizes connectivity with Passport, and meets Windows 10 compliance requirements.
Who do I contact first to get these features and get this upgrade going?	<u>You need to start with your Gilbarco Distributor</u> to order any necessary components. For existing sites, the one-time Food Service Feature Activation fee is waived if upgraded by <u>June 2023</u> . You will purchase your Express Ordering seat licenses directly from Xpedient and not from your distributor. For existing customers, the seat activation will be discounted until June 2023. Go to https://www.xpedientsoftware.com/ to start the quote process.
Do I need a bump printer to run my kitchen effectively.	You only need a bump printer if you are wanting a paper copy of a completed order to place with an order to be picked up. Also, with our mobile ordering solution (cloud ordering/last mile delivery), the paper ticket will also include pertinent order information that would need to be scanned at the Passport POS.

FAQ for Express Ordering Upgrade

Question	Answer
Why do I have to order multiple PX-65 Order Fulfillment Stations?	If you have more than one area in your kitchen where you need prep food and see the order, you need additional Order Fulfillment Stations. You pay a license for each Order Fulfillment Stations. As an alternative, Xpedient has worked with Epson to also qualify a ruggedized kitchen printer that could work in extreme conditions in lieu of an Order Fulfillment station. These printers must be ordered through your Gilbarco distributor. <u>Model Number is Epson TM-U220 network printer.</u>
How do seat licenses (Interaction Points) work with Xpedient?	For every Interaction point (seat) you have one active session available at your store. Any POS device at store (Passport, Express Lane, Express Ordering) can utilize this interaction point at any single time. Xpedient offers bundles as well as single interaction points for purchase. You could have more terminals than interaction points and not have any problems if everyone is <u>not ordering food at the same time.</u>
How does the Xpedient Order Cloud work with instore processing?	Order comes from Xpedient Order cloud which interfaces directly with the last mile or mobile provider. Payment occurs "above site" and the order is injected into the Order Fulfillment Station along with other orders occurring at the store. A special header will show on the screen to denote a special "above site" order depending on provider. When you bump the order, the bump printer includes a QR code that is scanned at the Passport POS to capture the sale of the item at the site.