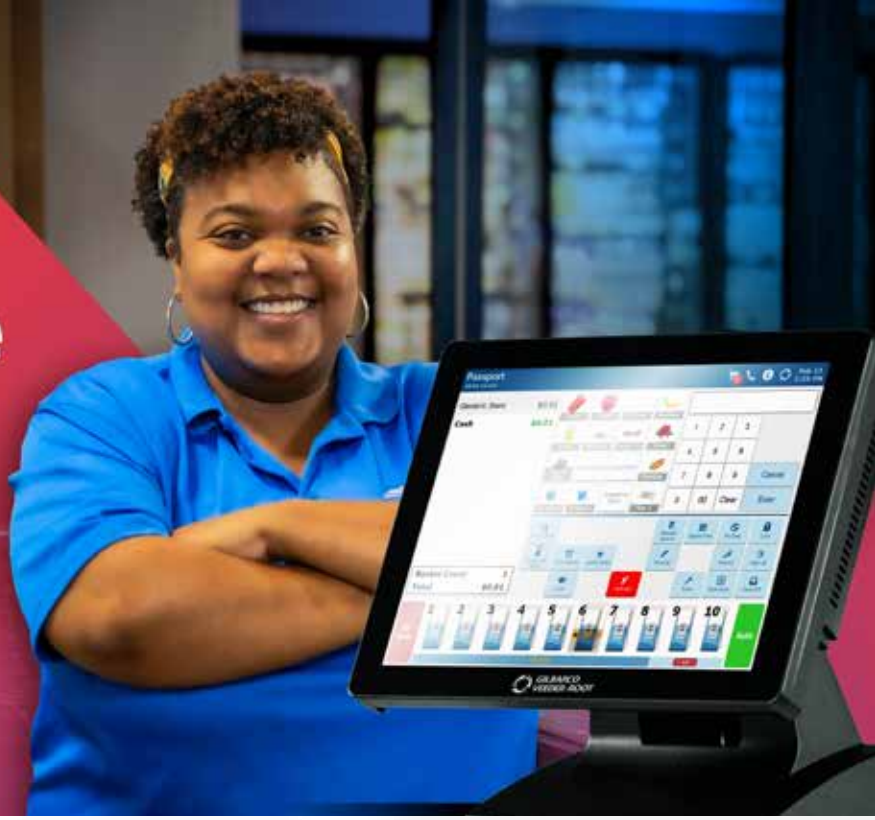
Passport Service Offering (PSO)

Now One Plan



Passport Service Offering (PSO) is now consolidated into a single plan - PSO Plus - that bundles helpdesk, remote service, software upgrades, and maintenance while adding remote management via Insite360 Instore. Built to help you solve problems faster, PSO Plus centralizes support and monitoring so your sites stay secure, updated, and operational.

Key Benefits of PSO Plus

Minimize Downtime

Remote diagnostics and rapid fixes that reduce on-site visits and restore service fast

24/7/365 Helpdesk

Always-on expert support for faster answers and case handling

Centralized Monitoring & Management

Monitor, orchestrate, and update all Passport POS sites from Insite360 Instore

Stay Up to Date

Regular software upgrades and maintenance packs for new features, security, and stability

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PSO PLUS Coverage Chart

SERVICE	WHAT'S INCLUDED	CUSTOMER ACTIONS / NOTES & LIMITS
Helpdesk	24 x 7 x 365 specialist support for Passport Point of Sale and Express Lane	Calls on PLUS routed to specialists for fast answers and issue resolution
Remote Service & Diagnostics	Help Desk can dial into site to diagnose and attempt fixes remotely	If Help Desk cannot resolve, customer is given a Gilbarco Authorized Service Contractor (ASC) number to contact (customer pays ASC)
Gilbarco determines eligible updates. Advanced software modules may require purchase.	Eligible for certain Passport software updates, select enhancements and docs	Gilbarco determines eligible updates. Advanced software modules may require purchase. Third party license updates (e.g., Windows) may incur a nominal charge. Hardware not included. Software ordered by distributors for covered sites at no charge.
Maintenance Packs	Maintenance releases and related documentation	Options to receive: (1) electronically with install instructions for self install or ASC install (customer pays ASC); (2) via MOC push to Sites under contract; (3) at Gilbarco's discretion, delivered and installed remotely via the site phone line
NEW! Passport remote management via Insite360 Instore	Remote monitor, configure, control Passport POS from tablet/PC/phone	Requirements: Active PSO contract and Passport v23.01 or higher. Enables remote installs/management when applicable

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