



Gilbarco Inc.
Veeder-Root Company
7300 West Friendly Avenue
PO Box 22087
Greensboro, NC 27420-2087
United States

www.gilbarco.com
www.veeder.com

January 25, 2010

Valued Passport Customer:

Thank you for your purchase of Gilbarco's Passport® POS system, your go-forward platform for PCI Compliance and powerful features to effectively compete in a challenging and changing environment.

The PCI Security Standards Council has Validated Gilbarco's Passport POS (Version 8.02) as meeting the Council's highest security standard, the Payment Applications Data Security Standard (PA-DSS). It is time for BP, Concord (including Generics, Gulf, Sinclair, Sunoco, and Valero), Chevron, ExxonMobil, NBS/Cenex, and Shell retailers to schedule the upgrade of your system to Version 8.02 software, the PA-DSS configuration.

If your Passport system shipped from our factory after October 1, 2008, Gilbarco will provide the PA-DSS upgrade components, software, and a payment towards the installation of the PA-DSS upgrade.

Please find attached some frequently asked questions and answers that will help you understand the details of this program. We sincerely appreciate the opportunity to serve you and look forward to working with you to upgrade your POS to Passport with PA-DSS validation. Again, thank you for choosing Gilbarco.

Best Regards,

A handwritten signature in black ink, appearing to read "David Haun", written in a cursive style.

David Haun
Program Manager, Service Operations

Frequently Asked Questions

What is Included in the Passport PA-DSS Upgrade?

Gilbarco will provide, at no additional cost to you, the system components required to upgrade Passports to the PA-DSS validated software and configuration. This will include:

- Enhanced Dispenser Hub -- replaces the prior "silver-box" Dispenser Hub and segments payment/network, forecourt, and PIN Pad functions and sensitive card-holder data
- Firewall router -- replaces the prior router with a business-class router to more securely segment communications within the Passport system
- PCI Upgrade kit -- includes cables, adapters and other items needed for the upgrade
- Version 8.02 software, documentation and licenses
- PCI Implementation Guide
- Additional components, such as LAN Hub or USB Converter where needed to accommodate your site's connectivity requirements

What is *not* included in the upgrade?

- Upgrade from prior-production versions of software. Gilbarco's Version 8.02 software is designed to automatically convert your configuration and historical non-network transaction sales data for software Versions 6 and higher (Version 7 and higher for Chevron, Version 5 and higher for Shell). If your site is currently operating on a prior version of software and you wish to maintain your configuration and historical transaction data, your technician will need to migrate your system to a current version of software prior to performing the V8.02 upgrade. Gilbarco will provide the software for this migration at no charge. You may be responsible for additional memory or components that may be required to bring your system to current operating specifications. You would be responsible for the technician's time to perform the migration.
- Basic station wiring such as LAN cabling is not included in the PA-DSS Upgrade that Gilbarco provides.
- Correction of a pre-existing condition is not included. Where applicable, correction of pre-existing conditions may be covered under your system warranty or PSO coverage.
- Installation of additional components and functionality not existing prior to the upgrade, such as the addition of a new third-party partner loyalty system at the time of the upgrade, is not included in Gilbarco's payment to the technician.
- Due to PIN Entry Device (PED) requirements, the prior Everest PIN Pad is not supported by Passport with PA-DSS validation. Everest PIN Pads will need to be upgraded to Ingenico i3070 or i6550 PIN Pads at the time of the upgrade.
- Other PCI upgrades such as SDES to TDES PIN Pad changes or Encrypting PIN Pad installations at the dispensers.

We expect the majority of sites will not experience these situations. However, should any of these apply to your site, please contact your distributor for more information and a quotation.

Can I schedule the upgrade to accommodate my site's business needs?

Gilbarco will alert your Distributor of upcoming upgrades approximately one month in advance of the targeted upgrade date. This should provide ample time for you and your distributor to schedule the upgrade at a convenient date and time. However, in order for the upgrade to be included within the Gilbarco-paid Upgrade Program (as well as to meet PCI upgrade deadlines for all customers),



Gilbarco will require our Distributors/Authorized Service Contractors complete the upgrade within 14 days of our dispatch. All Gilbarco-paid upgrades must be completed prior to June 1, 2010.

In addition, you and your distributor should schedule the upgrade for normal business hours, for many reasons:

- Communication with the Network Help Desk is often required during an upgrade. Network Help Desk expertise and staffing are most readily available during normal business hours.
- Gilbarco Help Desk, TAC, and Engineering expertise and staffing are most readily available during normal business hours.
- Gilbarco has agreed to pay your Authorized Service Contractor (ASC) a fixed fee towards upgrade installation costs. The payment is designed to cover most installation costs for upgrades performed during standard business hours. If you schedule an upgrade outside of normal business hours, the ASC may invoice you for the difference.

What is involved in the upgrade?

Ask your Distributor for detail regarding your specific site(s). Upgrade times vary by site, but will *average* 6 hours for most sites using current-production software. Additional time may be required for sites migrating prior-version software.

During the upgrade, your site will be *closed for sales* while the technician:

- Assists you, as necessary, in closing the forecourt, closing the store and printing all network, auxiliary network, and business reports
- Installs the PA-DSS configuration components and cabling
- Installs the Version 8.02 software
- Configures and tests your system
- Prints your Passport Security Manager Report
- Assists you in restoring and re-opening your site to normal business operations

You can assist in reducing the technician's time on-site by having the following preparations completed by the technician's scheduled arrival:

- Close islands and bag-off pumps
- Ensure no pending transactions, close the store and print all network, auxiliary network, and business reports (Network transaction and Auxiliary network transaction data will not migrate to Version 8.02, so it is essential that you print all required network and auxiliary network reports prior to upgrade).
- Ensure the area under and around the Server and Cashier Workstations is clear and clean.
- Ensure third-party systems such as your back office, third-party loyalty, and/or IP Security Camera suppliers are aware of the upgrade and prepared to adjust their settings to communicate with the new router at the appropriate time.

What support will the technician have during the upgrade?

Gilbarco will only dispatch Authorized Service Technicians who are specifically certified to do this work. Additionally, Gilbarco's TAC professionals will be on standby to assist the technician with any questions during the upgrade. Gilbarco's standard escalation procedure for technical assistance will be available in the unlikely event it's needed.

What support will I have once the upgrade is complete?

As always, please call Gilbarco's 24x7x365 Help Desk with any questions or concerns. If your PSO is current at a level of PLUS or PREMIUM, we will remotely diagnose and resolve your issue if possible. (All systems include PREMIUM PSO in the first year after sale/commissioning of the server). 90% of calls to our Help Desk are resolved remotely. However, Gilbarco will dispatch a technician to your site for troubleshooting and resolution if necessary.

How do I determine which of my sites qualify for the Gilbarco-paid upgrades?



Contact your Gilbarco Distributor. Each Distributor has a list of all Passport systems they've sold, including an indication of eligibility. Gilbarco will automatically supply Upgrade Kits and dispatch upgrades for sites that have been commissioned in our data base. However, we encourage you to contact your distributor to verify status of all of your sites.

What do I need to know about PCI PA-DSS?

As required by The PCI Security Standards Council, you will receive a copy of Gilbarco's PCI Implementation Guide during the upgrade. The manual includes important information about the impact of PA-DSS requirements, not only on the Passport system, but on your business processes for securing data at your site. The upgrade we provide is to a Passport system that is validated to the strict security standards required to achieve PA-DSS listing. However, **installing a PA-DSS validated POS system alone does not guarantee your site will be PCI-DSS compliant.** For more information, and to access a self-assessment regarding your site's PCI-DSS status, visit www.PCIStandards.org.

Also please be aware that towards the end of your upgrade, your technician will ask you to program unique security passwords that only you as a Site Manager and those employees who may need to contact the Help Desk for service assistance will know. Please be aware that **Gilbarco will not know these passwords and cannot access them.** Further, you may be required to enter these passwords into the Passport for Gilbarco to provide specific remote diagnostics and remote fix services within the locked-down security areas of the system. You will further need these passwords to print certain network reports.

At the end of your upgrade, the technician will "lock down" your Enhanced Dispenser Hub for security purposes and will print a "Security Manager Report".

ALWAYS SECURELY STORE YOUR SECURITY MANAGER REPORT AND KNOW ITS LOCATION.

The Security Manager Report contains passwords that only you will know. These passwords will be required for future security and diagnostics access to the system. Gilbarco cannot restore these passwords in the event that they are lost.

What are my next steps?

Schedule your upgrade with the Gilbarco Distributor or Authorized Service Contractor who commissioned your Passport system.

Contact your Gilbarco Distributor, or call Gilbarco Inside Sales at (336) 547-5000.