



February 21, 2024

We at Invenco by GVR deeply value transparency and customer support across all our software versions. We are committed to being there for you, no matter which version you are using. Our Passport Help Desk is always on standby, ready to offer patient and dedicated assistance with your "how-to" queries. However, we must acknowledge that extensive troubleshooting and fixing issues on older software versions can limit our capacity to innovate and deliver new features and enhancements. These are essential for improving your business operations and customer experiences. To address this, we are providing clear guidance on the level of support available for each software version. This ensures that you receive the best possible service while also encouraging the adoption of the latest software updates, which offer superior functionality and security.

For the most recent versions, we may escalate product issues to specialists for troubleshooting and bug fixes. For earlier software versions, we will escalate only critical issues (those with a financial or security impact). To resolve less critical issues, we may ask you to upgrade to the latest software version, which enables the Passport Help Desk to troubleshoot the issue more effectively. ***For the earliest software versions, we will require an upgrade to the latest software version before we troubleshoot any issue.***

End-of-support dates are based on the release date of a software version and the availability of newer versions. Below are the support periods for existing software versions:

- **V20.03 and earlier:** We will no longer provide software support for critical issues after today.
- **V20.04:** We will provide limited support for critical issues through March 31, 2024. For other issues, we may ask you to upgrade to the latest version.
- **V21.02:** We will provide limited support for critical issues through September 31, 2024. For other issues, we may ask you to upgrade to the latest version.
- **V21.03:** We will support non-critical issues until March 31, 2024. We will continue to support critical issues until further notice.
- **V22.01 and later:** We have not yet determined end-of-support dates for more recent software versions. The date will depend on the release of future software versions.

An Authorized Service Contractor (ASC) can perform Passport software updates onsite, or you can remotely update via the Insite360 cloud portal with a paid Insite360 Instore remote management subscription. For most retailers branded with a major oil company, the Insite360 subscription is included with the Passport Service Offering (PSO) subscription. For instructions on registering a Passport to Insite360 or scheduling a software download, please reference the Insite360 Passport Software Download Quick Reference Guide [MDE-5595](#). To create an Insite360 account or to link sites to your account, please visit [www.gilbarco.com/IS36Opassportsignup](http://www.gilbarco.com/IS36Opassportsignup). For additional assistance, please contact the Passport Help Desk at 1-800-800-7498.