FAST 5000/3000 FAQ

Pricing & Agreements

How will the store be affected?
- The actual cost of the machine(s) will be applied to Regions/Districts occupancy expense on the operations side of the business.

Who can sign the FAST SOLUTIONS AGREEMENT on behalf of Fastenal?
- Unedited agreements must be signed by a DM or higher or it will be rejected.
- Agreements with negotiated changes require an RVP's approval but can be signed by the DM.
- Agreements with no fees charged to the customer will need to be approved by your RVP.
- Consignment amendments will require approval from your EVP

How do the payment options work with the FAST SOLUTIONS AGREEMENT?
- Net 30 or **Current customer payment terms** with monthly billing. This option requires we bill them for the products as we put them in the machine. (No consignment)
- We no longer require ACH payment but it remains as an optional payment type. Customers choosing consignment with net 5 will need an efficient billing and payment method.

What if my customer wants net terms and consignment?
- Consignment with current terms should not be offered without your DM and RVP approval.

Why can't we sell the FAST 5000/3000 to our customer?
- In order to offer our customers solutions at the lowest possible price, we need to make sure our product is being sold through the machines. If we sell machines outright we lose control of what product is being vended.

Are there discounts for multiple machines?
- The FAST 5000/3000 is very aggressively priced to begin with. However, if your DM and/or RVP deem it to be a good business decision, email your request for an edited agreement to FastenalSolutionsSalesSupport@fastenal.com and an edited agreement will be emailed to you. DO NOT hand write the changes or edit the agreement yourself. This is a legally binding contract and it is imperative that any changes to the agreement be made by the proper parties.

Is there a separate pricing structure for Canadian customers?
- Canadian customers will be billed in CN dollars equivalent to the US pricing based on the current exchange rate.

What happens if a customer wants out of the agreement?
- With 60 days' notice, a customer can terminate their agreement. Any fees charged for web hosting will not be refunded or prorated.

How do we handle a Wells Technology customer that wants a FAST 5000/3000?

- If you have a Wells customer that wants a FAST 5000, they would need to sign a Wells FAST Solutions Agreement (contact FastenalSolutionsSalesSupport@fastenal.com for a copy). The vending account would also need to be set up to bill as Wells and not Fastenal.

Who is responsible for the machines if destroyed by natural disaster?
- We are responsible for the machines if destroyed by natural disaster. The customer is responsible only if they negligently damage/destroy the units.
- While we do have coverage for this property, we self-insure it because our deductible is high. As a result, if there are units destroyed we incur the cost of replacement. Depending on where the store is with paying down the cost on these units, we will assign the expense to the store/region for replacing these units (assuming the customer wants to continue using a unit).

Who covers the cost of the machine in case of theft?
- The machines may be covered by the customer's commercial general liability policy. They will need to check with their insurance agent.

Technical Information

What kinds of power/connections are required for the machines?
- Each machine requires an outlet and an internet connection. Multiple machines running on one internet connection would require a switch (or router) located inside the "master" machine.

What are the electrical requirements for the FAST 5000/3000?
- A single 110 AC outlet.

What operating system does the FAST 5000/3000 run?
- The machine uses an embedded processor with an industrial kernel and does not require a separate operating system.

What are the networking requirements?
- The FAST 5000/3000 requires a 10 Base-T Ethernet connection. You can also use a wireless bridge to connect to a Wi-Fi network. Apex recommends Linksys, but the customer can choose one that is most compatible with their local wireless network.
- A network connection that allows communication over port 80 (the same as all standard websites) is needed. As an alternative, we can use port 8576 or 443.
- A static IP or DHCP can be used. Each machine has a unique identifier used in communications with the server so that is does not require maintaining a specific IP. Please refer the customer to the Technical Overview Document for any further questions.

How does the FAST 5000/3000 communicate?
- The machines initiate all communication to our web server. Neither we nor anyone else can initiate a connection to the machine.
- The machine checks in with the server twice per hour to let the web software know that it is still operating correctly.

- The machine also initiates transactions with the web server every time a user dispenses something from the machine.
    - All transactions are encrypted with the AES encryption algorithm.
    - Transaction sizes average between 1 and 2 KB each.

Can the FAST 5000/3000 use proxy servers or firewalls that require authentication?
- Not currently. If you have such a system on your network we request that the machine(s) be placed in a DMZ.

How long will it take to deliver and set up a FAST 5000/3000 machine from the point of ordering?
- Approximately 45 days from the time the agreement is signed AND all of the Pre-Implementation documents are submitted.

Who installs the machine(s)?
- Fastenal has Build Centers at all of the DCs. We have dedicated installation personnel that assist with the install and provide training and support in the field.

How do I know what kind of card reader will be required?
- Two samples of the customer's current employee ID cards will be needed to be tested to determine the reader type.

What types of badges do FAST 5000/3000 series machines require?
- The machines can be used with only a keypad or they can use one of the following.
    - Barcode
    - Infrared barcode
    - Magnetic stripe
    - Proximity badges

A standard reader is included at no additional cost. Non-standard readers will require an additional charge based on reader type.

Can HR, ERP, or other system be integrated with the FAST 5000/3000 series machines?
- The FAST 5000/3000 series of machines can export several reports in xml or flat file that you can then import into your existing systems. These reports can be automated via email. Currently, the FAST 5000/3000 does not allow for automated data import from existing IT systems.

Does the FAST 5000 software program integrate with Customer systems like Oracle, Sap, and Ariba?
- These types of questions come up frequently. Typically the question is "Can you integrate with our software?" (The most common request is for SAP). Sometimes the question is expressed as "does your system 'interface' with or is it 'compatible with' these other systems."
- To appropriately respond to these types of general, loosely defined requests, it is necessary to move beyond the question to understand what the customer really wants/needs to accomplish from a business process perspective.
- There are very few cases where the customer needs to integrate with FAST 5000/3000. Processes that our customers are likely to need to integrate are ordering or settling the financial side of the transaction

through an ERP system. There are other valid reasons for data exchange between systems but they are not common. Since our stores actually bill our customers for the FAST 5000/3000 product through the stores POS/Store Solutions system, most integration would really be thru POS/Store Solutions.

- The ability to export transaction data is typically all that is necessary. This can be done through the standard export functionality of the software provided with FAST 5000/3000. The best practice for most cases is to send updates or transaction data by XML or CSV file to the receiving system. In cases where the customer "needs" to generate POs from its systems (Ariba, SAP, or other), you can often have the customer system issue a blanket PO for a period of time (often a year) and then treat individual restocks as incremental releases against the blanket. In the case where we are already integrated with the customer's ERP system, there could be multiple ways to pass information about POs etc. without directly connecting to FAST 5000. This should work for both consigned and non-consigned inventories i.e. billing is on the amount used (demand/pull). The only difference between consigned and non-consigned inventory is that in the non-consigned model you bill for the initial inventory.

How do I sign up to take online training courses?
- You can sign up to take Web Ex trainings by calling or emailing our Solutions Training Group.
  - Phone number is: 866-829-1564
  - Email is: fastsolutionstraining@fastenal.com

Is there a number to call for technical questions?
- FAST Tech support can be reached at: 866-829-1564
- Email is: fasttechsupport@fastenal.com

What happens if the power goes out or internet connections if lost?
- Transactions that occur when a machine is offline are stored in non-volatile memory. If the power were to go out, the transactions would remain in memory until both the power and the internet connection were restored at which time they would be sent to the central database. Obviously no transactions can occur when the power is out.

How is connectivity monitored?
- The FAST 5000/3000 verifies its connection to the database server every 30 minutes. If a specific machine does not report in for 3 hours, the vending reporting software will send an email to their group advising of a problem. This allows for momentary hiccups in connectivity. If the machine loses connectivity for any extended period of time, products will vend offline, as long as that option is chosen for vending product during the downtime. That data can be tracked in the software; however that data would not be available until the machine is back up and online.

Are the FAST Solutions vending machines explosion proof or fire rated?
- Our vending machines are NOT fire or explosion rated. Many of our customers vend aerosols through our machines daily while staying compliant with OSHA regulations. We recommend the customers check with their safety coordinator and/or their local agencies to make sure they would be compliant with any local regulations. If we make the decision for the customer the responsibility could potentially fall on Fastenal.

Machine Information

What are the dimensions of the machines?

- Each location must have space to accommodate the physical dimensions of the machine:
  FAST 5000: 72.5" High x 41.5" Wide x 36.5" Deep (1850 mm H x 1055 mm W x 930 mm D)
  Fully crated for shipping 74" H x 42.5" W x 36.5" D (1880 mm H x 1080 mm W x 930 mm D)
  FAST 3000: 72.5" High x 30" Wide x 36.5" deep (1850 mm H x 765 mm W x 930 mm D)
  Fully crated for shipping 74" H x 30.5" W x 36.5" D (1880 mm H x 780 mm W x 930 mm D)

What are the clearance requirements?

- The area in front of the machines must be clear to open doors with consideration for easy access.
  - **FAST 5000:** Up to 71" (1800 mm) in front of machine (depending on machine); space 40" (about 1000 mm) to the hinge side of the machine for door to swing fully open. When facing the machine, the hinge side is on the right.
  - **FAST 3000:** The area in front of the machines must be clear to open doors with consideration for easy access: Up to 62" (1574.8 mm) in front of machine (depending on machine); space 30" (about 762 mm) to the hinge side of the machine for door to swing fully open. When facing the machine, the hinge side is on the right.

  A minimum of 3" (75 mm) is required to accommodate the cords at back of machine.

What is the weight of the machines?

- FAST5000 = 626 pounds
- FAST 3000 = 445 pounds

What is the leg height on the FAST5000/3000?

- The leg height is 6".

What is the warranty policy?

- Fastenal will take care of any normal wear and tear issues over the course of the agreement. Repairs due to abuse will be the customer's responsibility.

What is the front window of the FAST 5000/3000 made of?

- The machine's front window is glass. A polycarbonate panel is available upon request for an additional charge.

Are the units rated intrinsically safe (I-Safe)?

- No. The units have not been submitted to the approval process for this standard. It is a fire related standard usually applied to computers, mobile devices, and other low-power devices rather than equipment.

The machines are all UL inspected on paint. The inspection process is:

- They are put into a room that is 95 degrees at 90% humidity.
- They are scratched.
- Then they are put thru a salt spray test.
- In order to pass, the machines cannot start showing signs of rust until 600 hrs. Many times they are over 900 hours.

Can the machines be equipped with LED lights?

- LED are now standard on all of our equipment.
- Fast 5000/3000's that are built in 2013 and beyond will come equipped with LED Lights. A LED conversion kit can be ordered to convert existing machines with fluorescent bulbs. The cost of that kit is $245.

What languages are supported by the machine?

- English, French, German, and Spanish are supported at this time.

FAST 5000 Info

How many SKUs can be put into a FAST 5000/3000?

- FAST 5000: Up to 60 Possible Selections, 6 Trays, 20 Segment Trays.
- FAST 3000: Up to 36 Possible Selections, 6 Trays, 12 Segment Trays

Why will certain items not dispense from the FAST 5000 machines?

- Due to their size, shape, packaging, weight, or other concerns, certain items won't dispense reliably from the FAST 5000/3000. These items may be well suited for the FAST SOLUTIONS Locker system or 10,000SL.

What is the weight capacity per shelf/tray in the FAST 5000/3000?

- Apex recommends not more than 40 pounds per tray.

Can the FAST 5000/3000's be put outside for vending?

- The FAST 5000/3000 can be placed outside but needs to be protected on 3 sides with an overhang. Products that cannot be exposed to temperature and humidity changes should not be put in those machines placed outdoors.

How many parts does a battery VDM hold?

- AA Battery- Qty. 68, C Battery- Qty. 36, D Battery – Qty. 28. Small/Medium/Large Can VDM's- Qty. 11 for standard cans (2.37"-3.16" Diameter), Qty. of 15 for tubes of grease and smaller diameter cans (2.10"-2.36" Diameter).

What type of battery does the machine display take and how is it changed?

- The display uses a CR2032 watch battery. To remove the battery, take a small blade screwdriver and push down on the latch that holds the battery in place. The battery should pop out and you can replace it with the new one.

Can there be a return slot for packaging, used bits, and items to be resharpend?

- Yes. An additional opening can be added to the FAST 5000/3000 for returns, about 2" in diameter, at an additional cost. Contact FastenalSolutionsSalesSupport@fastenal.com for more details.

Use and Product Information

What is the best way to identify what parts to put into a FAST 5000/3000 unit?

- On the [Fastenal Solutions Sales page](#) there is a link to the Vendible Items List.

Do I need to send a sample of the items we wish to dispense?
- Yes, this helps us provide the most appropriate machine configuration possible. BSS items and standard items not stocked in any HUB may need to be sent in for testing before a machine can be configured. If parts are required for testing, the PT Testing Group will contact your branch via email to request the parts needed.

Do I need to send item usage?
- Yes. In order to ensure that the machine is sized correctly, usage data is required.

Does every space in a particular machine need to be filled?
- No. Customers frequently decide to make changes as they gain experience with the machine.

Can I send product information and usage in the body of an e-mail?
- No. A template will be provided to you.

What if a customer wants to change what a machine dispenses?
- It is very easy to reconfigure a machine. Changes can be made within a matter of minutes.

Are the machines able to store items that require blast or ventilated cabinets or dispense aerosol cans?

- The machines can hold items:
    - That can be placed on an open shelf, but they are not specially rated
    - If the MSDS sheet does not restrict it from being placed in a confined space
    - If the customer's safety dept. allows it
    - Aerosols can vend, but the machines are NOT explosion proof. The customer needs to know the local restrictions for storing aerosols and comply. These machines would be no different than storing aerosols in a regular cabinet. If no requirements restrict them from doing a normal cabinet storage, (non-fireproof) they can use the FAST 5000/3000.

What is the suggested temperature range for the machines?
- The FAST 5000/3000 can operate between 40-100 degrees Fahrenheit.

Will products have trouble vending properly?
- The FAST 5000/3000 incorporates Verified Vend Technology™ which checks and verifies the accuracy of each vend. If the machine is loaded correctly and the product is packaged as instructed, historical data shows a 99.9% accuracy rate. Fastenal customers dispense many thousands of items every day without problems.

Can the machine be put in dusty environments?
- The FAST 5000/3000 machines come equipped with an industrial grade seal around the door that is designed to keep out small particles such as dust. Generally the store or the customer will have to clean the glass and wipe the key pad down the trays every few weeks. Some types of readers do not react well in this environment. If keypad only is an option, it is the best way to go.

Billing and Replenishment

How does the billing work?

There are 2 types of bills a vending customer will receive.

- **FAST 5000/3000 Fees**: A yearly Web Hosting fee will be billed to the customer from corporate.
- **Product Billing**: The store will bill the product stocked in the machine.

How does the vending machine replenishment work?

- The software that is used with the FAST 5000/3000 vending machines uses min, max, and critical inventory levels to notify the local Fastenal store when items fall below min. When an inventory change occurs that puts an item below min the Fastenal store will receive the email. The Fastenal representative would then log into the Apex software and run a replenishment report. The replenishment report would include any below min inventory as well as all inventory needs to bring the machine back to a 'full' state. This report would be exported and merged into a quote on your POS for order replenishment.

Employee Access

I'm concerned that my employees might abuse other employee's badges. Can a FAST 5000/3000 prevent this?

- Yes. Users can be required to enter a secret pin number in addition to scanning their badges.

Can FAST 5000/3000 limit the number of items an employee can dispense in a given time period?

- Yes. The machines can restrict the number of certain items an employee can access within various specified time periods – per hour, per shift, per day, per year, etc.

Can I control which items my employees have access to with a FAST 5000/3000?

- Yes. "Allocation codes" can be used to control access on what is vended, how much is vended and who can vend products from the machine. An allocation code is a vending rule and determines how it will function. For example, an allocation code can be applied to a vending rule to prompt a user to enter a job order or work order number. Another allocation code can be formatted to restrict users by groups from vending specific products or specific amounts. Allocation instances created within the allocation code allow users to be set up in restriction groups that can have specific product restrictions. Allocation instances can also be used to identify specific numbers that correspond with a prompt from the allocation code.

  For example, ABC Company wants to restrict per department & track job numbers. The allocation codes will be "Department" & "Job Number" and the allocation instances would be the different departments: Maintenance, Production, Supervisor, etc. and Job Numbers allowed: 1234, 9876, 5432, etc.

How many codes can be entered at the time of dispense and what items are reportable?

- The FAST 5000/3000 has the ability to accept the following:
    - Employee ID (or Employee code) & PIN Number (display on machine limits to 64 digits)
    - Employee ID is a reportable field in the transaction detail.
    - Up to 6 additional allocation codes can be used per vending rule. For example, Department, Job #, Location (each code can be up to 20 digits long)
- Only the first 3 allocation codes are reportable fields

- The last 3 allocation codes are hidden fields and are not reportable
- Other reportable fields not part of vending rules
  - Reporting Group allows users to be assigned to specific a group/department which is then reported on when the user vends
  - Customer Part # allows for specific product codes to be added to product and is reportable when the item is vended
  - MFG Number/Name allows for more product codes to be added to the products and is reportable when the item is vended

How many items can an employee vend at once?
- Within the software, the customer can specify how many vends an employee can have per transaction. For example: An employee needs 4 different parts out of a FAST 5000/3000. If set up in the software, the employee could swipe their card once and make their 4 separate product selections before having to swipe again.

FAST 2000CT & FAST 4000CT FAQ

Pricing & Agreements

How will the store be affected?
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What if my customer wants net terms and consignment?
- Consignment with current terms should not be offered without your DM and RVP approval.

Why can't we sell the CUTTING TOOL MACHINE to our customer?
- In order to offer our customers solutions at the lowest possible price, we need to make sure our product is being sold through the machines. If we sell machines outright we lose control of what product is being vended.

Are there discounts for multiple machines?
- The CUTTING TOOL MACHINE is very aggressively priced to begin with. However, if your DM and/or RVP deem it to be a good business decision, email your request for an edited agreement to FastenalSolutionsSalesSupport@fastenal.com and an edited agreement will be emailed to you. DO NOT handwrite in the changes or edit the agreement yourself. This is a legally binding contract and it is imperative that any changes to the agreement be made by the proper parties.

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Who covers the cost of the machine in case of theft?
- The machines may be covered by the customer's commercial general liability policy. They will need to check with their insurance agent.

Technical Information

What kinds of power/connections are required for the machines?
- Each machine requires an outlet and an internet connection. Multiple machines running on one internet connection would require a switch (or router) located inside the "master" machine.

What are the electrical requirements for the CUTTING TOOL MACHINE?
- A single 110 AC outlet.

What operating system does the CUTTING TOOL MACHINE run?
- The machine uses an embedded processor with an industrial kernel and does not require a separate operating system.

What are the networking requirements?
- The CUTTING TOOL MACHINE requires a 10 Base-T Ethernet connection. You can also use a wireless bridge to connect to a Wi-Fi network. Apex recommends Linksys, but the customer can choose one that is most compatible with their local wireless network.
- A network connection that allows communication over port 80 (the same as all standard websites) is needed. As an alternative, we can use port 8576 or 443.
- A static IP or DHCP can be used. Each machine has a unique identifier used in communications with the server so that is does not require maintaining a specific IP. Please refer the customer to the Technical Overview Document for any further questions.

How does the CUTTING TOOL MACHINE Communicate?
- The machines initiate all communication to our web server. Neither we nor anyone else can initiate a connection to the machine.
- The machine checks in with the server twice per hour to let the web software know that it is still operating correctly.
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Can the CUTTING TOOL MACHINE use proxy servers or firewalls that require authentication?
- Not currently. If you have such a system on your network we request that the machine(s) be placed in a DMZ.

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- Approximately 45 days from the time the agreement is signed AND all of the Pre-Implementation documents are submitted.

Who installs the machine(s)?
- Fastenal has Build Centers at all of the DCs. We have dedicated installation personnel that assist with the install and provide training and support in the field.

How do I know what kind of card reader will be required?
- Two samples of the customer's current employee ID cards will need to be tested to determine the reader type.

What types of badges do CUTTING TOOL MACHINE series machines require?
- The machines can be used with only a keypad or they can use one of the following:
  - Barcode (*only option available for the FAST2000CT)
  - Infrared barcode
  - Magnetic stripe
  - Proximity badges

A standard reader is included at no additional cost. Non-standard readers will require an additional charge based on reader type.

Can HR, ERP, or other system be integrated with the CUTTING TOOL MACHINE series machines?
- The FAST series of machines can export several reports in xml or flat file that you can then import into your existing systems. These reports can be automated via email. Currently, CUTTING TOOL MACHINE series machines do not allow for automated data import from existing IT systems.

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- The ability to export transaction data is typically all that is necessary. This can be done through the standard export functionality of the software provided with CUTTING TOOL MACHINE. The best practice for most use cases is to send updates or transaction data by XML or CSV file to the receiving system. In

cases where the customer "needs" to generate POs from its systems (Ariba, SAP, or other), you can often have the customer system issue a blanket PO for a period of time (often a year) and then treat individual restocks as incremental releases against the blanket. In the case where we are already integrated with the customer's ERP system, there could be multiple ways to pass information about POs etc. without directly connecting to CUTTING TOOL MACHINE. This should work for both consigned and non-consigned inventories i.e. billing is on the amount used (demand/pull). The only difference between consigned and non-consigned inventory is that in the non-consigned model you bill for the initial inventory.

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What happens if the power goes out or internet connections if lost?
- Transactions that occur when a machine is offline are stored in non-volatile memory. If the power were to go out, the transactions would remain in memory until both the power and the internet connection were restored at which time they would be sent to the central database. Obviously no transactions can occur when the power is out.

How is connectivity monitored?
- The CUTTING TOOL MACHINE verifies its connection to the database server every 30 minutes. If a specific machine does not report in for 3 hours, the vending reporting software will send an email to their group advising of a problem. This allows for momentary hiccups in connectivity. If the machine loses connectivity for any extended period of time, products will vend offline, as long as that option is chosen for vending product during the downtime. That data can be tracked in the software; however that data would not be available until the machine is back up and online.

Machine Information

What are the FAST 2000CT Machine Specifications?
- Insert Capacity - 12 SKUs x quantity of 20 per SKU = 240 Individual Part Locations
- Round Tool Capacity - 6 SKUs x a quantity of 10 per SKU = 60 Individual Part Locations
- Capabilities - 18 individual combined SKUs with 300 inventory positions

What are the FAST 4000CT Machine Specifications?
- Insert Capacity - 24 SKUs x quantity of 20 per SKU = 480 Individual Part Locations
- Round Tool Capacity - 16 SKUs x a quantity of 10 per SKU = 160 Individual Part Locations
- Capabilities – 40 individual combined SKUs with 640 inventory positions

What are the FAST 4000CTR Machine Specifications
- Round Tool Capacity - 24 SKUs x a quantity of 10 per SKU = 240 Individual Part Locations
- Capabilities – 24 individual combined SKUs with 240 inventory positions

What are the Product Specifications?
- Round tool Capacity:
    - Minimum size tool dispense - .250" diameter x 1.500" long (6.3 mm diameter x 38.1 mm long)
    - Maximum size tool dispense - .750" diameter x 6.0" long (19 mm diameter x 152.4 mm long)
    - Maximum weight - 4.0 ounces (0.113kg)
- Insert capacity:
    - Minimum size tool dispense - .28" W x .49" L x 0.28" H (12.4 mm L x 7.1 mm W x 7.1 mm H)
    - Maximum size tool dispense - .49"W x 1.5"L x .360"H (38.1 mm L x 12.4 mm W x 9.1 mm H)

What are the dimensions of the machines?
Each location must have space to accommodate the physical dimensions of the machine:
- FAST2000CT Machine Dimensions - 28.5"W x 10.5"D x 34.5"H (730 mm W x 270 mm D x 880 mm H)
    - On Pedestal, Height is 68.25" (1733 mm)
- FAST4000CT Machine Dimensions - 33.5"W x 21"D x 39.5"H (855 mm W x 540 mm D x 1010 mm H)
    - On Pedestal, Height is 68.5" (1740 mm)

What is the weight of the machines?
- FAST 2000 CT = 250 pounds
- FAST 4000 CT = 350 pounds

What is the warranty policy?
- Fastenal will take care of any normal wear and tear issues over the course of the agreement. Repairs due to abuse will be the customer's responsibility.

Are the units rated intrinsically safe (I-Safe)?
- No. The units have not been submitted to the approval process for this standard. It is a fire related standard usually applied to computers, mobile devices, and other low-power devices rather than equipment.

The machines are all UL inspected on paint. The inspection process is:
- They are put into a room that is 95 degrees at 90% humidity.
- They are scratched.
- Then they are put thru a salt spray test.
- In order to pass, the machines cannot start showing signs of rust until 600 hrs. Many times they are over 900 hours.

What type of battery does the machine display take and how is it changed?
- The display uses a CR2032 watch battery. To remove the battery, take a small blade screwdriver and push down on the latch that holds the battery in place. The battery should pop out and you can replace it with the new one.

Use and Product Information

Who is the right customer for the CT Machines?
- The CT machines are specifically designed for machine shop work cells where BOTH round tools and inserts are consumed at a high volume. This usually means it a manufacturer producing the same items over and over in the specific work cell the machine is located.

What is the best way to identify what parts to put into a CUTTING TOOL MACHINE unit?
- On the [Fastenal Solutions Sales page](#) there is a link to the Vendible Items List.

Do I need to send a sample of the items we wish to dispense?
- No, we do not require that you send a sample. We go strictly off an item's dimensions.

Does every space in a particular machine need to be filled?
- No. Customers frequently decide to make changes as they gain experience with the machine.

What is the suggested temperature range for the machines?
- The standard CUTTING TOOL MACHINE can operate between 40 - 100 degrees Fahrenheit (4° and 38° Celsius).

Will products have trouble vending properly?
- The CUTTING TOOL MACHINE incorporates Verified Vend Technology™ which checks and verifies the accuracy of each vend. Most of the cutting tools for these machines are based on product dimensions since it either goes into a Large Stack or a Small Stack. If the machine is loaded correctly, historical data shows a 99.9% accuracy rate. Fastenal customers dispense many thousands of items every day without problems.

Can the machine be put in dusty environments?
- The CUTTING TOOL MACHINE machines come equipped with an industrial grade seal around the door that is designed to keep small particles, such as dust, out. Generally the store or the customer will have to clean the glass and wipe the key pad down the trays every few weeks. Some types of readers do not react well in this environment. If keypad only is an option, it is the best way to go.

Can the CT machines be altered to add or subtract how many round tools or inserts they dispense?
- The machines have defined positions for inserts and round tools and cannot be altered. Since most stores are more comfortable selling round tools over inserts, a common question asked is if the insert trays can be replaced with round tool trays. The answer is no. Unlike the FAST 5000, these machines have a defined purpose and cannot be altered. In most cases, when your customer wants a round tool only machine, the FAST 5000 is the answer.

I sell cutting tools to my customer today that reside in a tool crib. Is the CT Machine a good fit?
- Generally no. The machines are not large enough to fully automate a tool crib. The FAST 5000 outside the crib offers a more versatile solution as an extension of the tool crib.

Who can talk to my customer about product technical questions about our cutting tool offerings?
- Because selling cutting tools requires a specific knowledge of the products and the industry, Fastenal has local manufacturing outside sales team that can work directly with your customers to talk about our products and programs. Their email group is [_mfg_outside_sales@fastenal.com](mailto:mfg_outside_sales@fastenal.com)

Billing and Replenishment

How does the billing work?
There are 2 types of bills a vending customer will receive.

- **CUTTING TOOL MACHINE Fees**: A yearly web hosting fee will be billed to the customer from corporate.
- **Product Billing**: The store will bill for the product stocked in the machine.

How does the CUTTING TOOL machine replenishment work?
- The software that is used with the CUTTING TOOL MACHINE uses min, max, and critical inventory levels to notify the local Fastenal store when items fall below min. When an inventory change occurs that puts an item below min the Fastenal store will receive the email. The Fastenal representative would then log into the Apex software and run a replenishment report. The replenishment report would include any below min inventory as well as all inventory needs to bring the machine back to a 'full' state. This report would be exported and merged into a quote on your POS for order replenishment.

Employee Access

I'm concerned that my employees might abuse other employee's badges. Can a CUTTING TOOL MACHINE prevent this?
- Yes. Users can be required to enter a secret pin number in addition to scanning their badges.

Can a CUTTING TOOL MACHINE limit the number of items an employee can dispense in a given time period?
- Yes. The machines can restrict the number of certain items an employee can access within various specified time periods – per hour, per shift, per day, per year, etc.

Can I control which items my employees have access to with a CUTTING TOOL MACHINE series machine?
- Yes. "Allocation codes" can be used to control access on what is vended, how much is vended and who can vend products from the machine. An allocation code is the part of vending rule and determines how it will function. For example, an allocation code can be applied to a vending rule to prompt a user to enter a job order or work order number. Another allocation code can be formatted to restricted user by groups from vending specific products or specific amounts Allocation instances created within the allocation code allow users to be set up in restriction groups that can have specific product restrictions. Allocation instances can also be used to identify specific numbers that correspond with a prompt from the allocation code.
  For example, ABC Company wants to restrict per department & track job numbers. The allocation codes will be "Department" & "Job Number" and the Allocation instances would be the different departments: Maintenance, Production, Supervisor, etc. and Job Numbers allowed: 1234, 9876, 5432, etc.

How many codes can be entered at the time of dispense and what items are reportable?
- The CUTTING TOOL MACHINE has the ability to accept the following:
  - Employee ID (or Employee code)
  - PIN Number (display on machine limits to 64 digits)
- Employee ID is a reportable field in the transaction detail.
  - Up to 6 additional allocation codes can be used per vending rule. For example, Department, Job #, Location (each code can be up to 20 digits long)
- Only the first 3 allocation codes are reportable fields
- The last 3 allocation codes are hidden fields and are not reportable
- Other Reportable Fields not part of Vending Rules

- o Reporting Group allows users to be assigned to specific a group/department which is then reported on when the user vends
- o Customer Part # allows for specific product codes to be added to product and is reportable when the item is vended
- o MFG Number/Name allows for more product codes to be added to the products and is reportable when the item is vended

How many items can an employee vend at once?
- Within the software, the customer can specify how many vends an employee can have at each PIN entry. For example: A employee needs 4 different parts out of a CUTTING TOOL MACHINE, if set up in the software, the employee could enter their PIN once, and make their 4 separate product selections before having to enter their PIN again.

Can a customer return items back into a CT Machine?
- No, the CT machines are for dispensing only and are not capable of returns. In our own Machine Shop, we have mounted small bins near the machine with a location for each SKU in the machine. Partially used tools are stored in the bins and each time a new tool is needed the bin is manually checked by the machinist prior to dispensing a new tool. This process does not involve the machine or software in any way but offers a simple solution to use up the tools before new items are dispensed.

10,000SL Series FAQ

Pricing & Agreements

How will the store be affected?
- The actual cost of the machine(s) will be applied to Regions/Districts occupancy expense on the operations side of the business.

Who can sign the FAST SOLUTIONS AGREEMENT on behalf of Fastenal?
- Unedited Agreements must be signed by a DM or higher or it will be rejected.
- Agreements with negotiated changes require an RVP's approval but can be signed by the DM.
- Agreements with no fees charged to the customer will need to be approved by the RVP.
- Consignment amendments will require approval from your EVP

How do the payment options work with the FAST SOLUTIONS AGREEMENT?
- Net 30 or **Current customer payment terms** with monthly billing. This option requires we bill them for the products as we put them in the machine. (No consignment)
- We no longer require ACH payment but it remains as an optional payment type. Customers choosing consignment with net 5 will need an efficient billing and payment method.

What if my customer wants net terms and consignment?
- Consignment with current terms should not be offered without your DM and RVP approval.

Why can't we sell the 10,000SL to our customer?
- In order to offer our customers solutions at the lowest possible price, we need to make sure our product is being sold through the machines. If we sell machines outright we lose control of what product is being vended.

Are there discounts for multiple machines?
- The 10,000SL is very aggressively priced to begin with. However, if your DM and/or RVP deem it to be a good business decision, email your request for an edited agreement to FastenalSolutionsSalesSupport@fastenal.com and an edited agreement will be emailed to you. DO NOT handwrite in the changes or edit the agreement yourself. This is a legally binding contract and it is imperative that any changes to the agreement be made by the proper parties.

Is there a separate pricing structure for Canadian customers?
- Canadian customers will be billed in CN dollars equivalent to the US pricing based on the current exchange rate.

What happens if a customer wants out of the agreement?
- With 60 days' notice, a customer can terminate their agreement. Any fees charged for Web Hosting will not be refunded or prorated.

How do we handle a Wells Technology customer that wants a 10,000SL?
- If you have a Wells customer that wants a 10,000SL, they would need to sign a Wells FAST SOLUTIONS AGREEMENT (contact FastenalSolutionsSalesSupport@fastenal.com for a copy). The vending account would also need to be set up to bill as Wells and not Fastenal.

Who is responsible for the machines if destroyed by natural disaster?
- We are responsible for the machines if destroyed by natural disaster. The customer is responsible only if they negligently damage/destroy the units.
- While we do have coverage for this property, we self-insure it because our deductible is high. As a result, if there are units destroyed, we incur the cost of replacement. Depending on where the store is with paying down the cost on these units, we will assign the expense to the store/region for replacing these units (assuming the customer wants to continue using a unit).

Who covers the cost of the machine in case of theft?
- The machines may be covered by the customer's commercial general liability policy. They will need to check with their insurance agent.

What is the warranty policy?
- Fastenal will take care of any normal wear and tear issues over the course of the agreement. Repairs due to abuse will be the customer's responsibility

Technical Information

What kinds of power/connections are required for the machines?
- Each machine requires an outlet and an internet connection. Multiple machines running on one internet connection would require a switch (or router) located inside the "master" machine.

What are the electrical requirements for the 10,000SL?
- A single 110 AC outlet.

What operating system does the 10,000SL run?
- The 10,000SL machines use a commercial Wind River (Intel) Linux OS.

What are the networking requirements?
- The 10,000SL requires a 10 Base-T Ethernet connection. You can also use a wireless bridge to connect to a Wi-Fi network. Apex recommends Linksys, but the customer can choose one that is most compatible with their local wireless network.
- A network connection that allows communication over port 80 (the same as all standard websites) is needed. As an alternative, we can use port 8576 or 443.
- A static IP or DHCP can be used. Each machine has a unique identifier used in communications with the server so that is does not require maintaining a specific IP. Please refer the customer to the Technical Overview Document for any further questions.

The 10,000SL does not require any support from your customer's IT department.

How does the 10,000SL communicate?
- The machines initiate all communication to our web server. Neither we nor anyone else can initiate a connection to the machine.
- The machine checks in with the server twice per hour to let the web software know that it is still operating correctly.
- The machine also initiates transactions with the web server every time a user dispenses something from the machine.

- All transactions are encrypted with the AES encryption algorithm.

Can the 10,000SL use proxy servers or firewalls that require authentication?
- Not currently. If you have such a system on your network we request that the machine(s) be placed in a DMZ.

How long will it take to install a 10,000SL machine?
- Based on previous agreements, approximately 55 days from the time the agreement is received.

Who installs the machine(s)?
- Fastenal has Build Centers at all of our DCs. We have dedicated installation personnel that assist with the install and provide training and support in the field.

How do I know what kind of card reader will be required?
- Two samples of the customer's current employee ID cards will be needed to be tested to determine the reader type.

What types of badges do 10,000SL series machines require?
- The machines can be used with only a keypad or they can use one of the following.
    o Barcode
    o Infrared barcode
    o Magnetic stripe
    o Proximity badges

A standard reader is included at no additional cost. Non-standard readers will require an additional charge based on reader type.

Can HR, ERP, or other system be integrated with the 10,000SL series machines?
- The FAST Edge series of machines can export several reports in xml or flat file that you can then import into your existing systems. These reports can be automated via email. Currently, 10,000SL series machines do not allow for automated data import from existing IT systems.

Does the 10,000SL software program integrate with Customer systems like Oracle, Sap, and Ariba?
- These types of questions come up frequently, more typically the question is "Can you 'integrate' with our software?" (The most common request is for SAP).
- Sometimes the question is expressed as "does your system 'interface' with or is it 'compatible with' these other systems.
- To appropriately respond to these types of general, loosely defined requests, it is necessary to move beyond the question to understand what the customer really wants/needs to accomplish from a business process perspective.
- There are very few cases where the customer needs to integrate with 10,000SL. Processes that our customers are likely to need to integrate are ordering or settling the financial side of the transaction through an ERP system. There are other valid reasons for data exchange between systems but they are not common. Since our stores actually bill our customers for the 10,000SL product through the stores POS/Store Solutions system, most integration would really be thru POS/Store Solutions.
- The ability to export transaction data is typically all that is necessary. This can be done through the standard export functionality of the software provided with 10,000SL. The best practice for most use

cases is to send updates or transaction data by XML or CSV file to the receiving system. In cases where the customer "needs" to generate POs from its systems (Ariba, SAP, or other), you can often have the customer system issue a blanket PO for a period of time (often a year) and then treat individual restocks as incremental releases against the blanket. In the case where we are already integrated with the customer's ERP system, there could be multiple ways to pass information about POs etc without directly connecting to 10,000SL. This should work for both consigned and non-consigned inventories i.e. billing is on the amount used (demand/pull). The only difference between consigned and non-consigned inventory is that in the non-consigned model you bill for the initial inventory.

How do I sign up to take online training courses?
- You can sign up to take Web Ex trainings by calling or emailing our Solutions Training Group.
  - o Phone number is: 866-829-1564
  - o Email is: fastsolutionstraining@fastenal.com

Is there a number to call for technical questions?
- FAST Tech support can be reached at: 866-829-1564
- Email is: fasttechsupport@fastenal.com

What happens if the power goes out or internet connections if lost?
- Transactions that occur when a machine is offline are stored in non-volatile memory. If the power were to go out, the transactions would remain in memory until both the power and the internet connection were restored at which time they would be sent to the central database. Obviously no transactions can occur when the power is out.

How is connectivity monitored?
- The 10,000SL verifies its connection to the database server every 30 minutes. If a specific machine does not report in for 3 hours, the vending reporting software will send an email to their group advising of a problem. This allows for momentary hiccups in connectivity. If the machine loses connectivity for any extended period of time, products will vend offline, as long as that option is chosen for vending product during the downtime. That data can be tracked in the software; however that data would not be available until the machine is back up and online.

Can 10,000SL Series machines be configured with other machines?
- No vending machines or lockers, including 10,000SL Lockers, can be attached to any of the 10,000SL Series machines.

10,000SL Info

Are the units rated intrinsically safe (I-Safe)?
The machines are all UL inspected on paint. The inspection process is:
- They are put into a room that is 95 degrees at 90% humidity.
- They are scratched.
- Then they are put thru a salt spray test.
- In order to pass, the machines cannot start showing signs of rust until 600 hrs. Many times they are over 900 hours.

How many SKUs can be put into a 10,000SL?
- 10,000SL Single Door = Up to 132 Possible SKUs
    - Recommend 50 SKU Minimum
- 10,000SL Door/Drawer Combo = Up to 138 Possible SKUs
    - Recommend 100 SKU Minimum
- 10,000SL Drawer Only = Up to 168 Possible SKUs
    - Recommend 150 SKU Minimum
- 18 Door SL = Up to 18 Possible SKUs
    - Need 13 Lockers full to reach 80%
- 24 Door SL = Up to 24 Possible SKUs
    - Need 19 Lockers full to reach 80%
- 27 Door SL = Up to 27 Possible SKUs
    - Need 22 Lockers full to reach 80%

What are the vending limitations for the drawers and modules?
- Pusher modules:
    - "Squishy" items or odd shaped items would not be able to vend.
    - Products where the longest side is 1.4" or less are not ideal.

- Weight based drawers/modules:
    - Product must have no variance in weight within the same SKU.
    - Product within the same series or category may not always be vendible from the same compartment.
    - Liquid products must be in a bottle/container that has a seal or safety mechanism to prevent spills.
    - Items too light or too heavy, and products that do not physically fit within load cell trays would not vend well in a 10K machine. (See charts below for requirements).

	10,000 Drawer Detail For Drawer Only and Bottom of Door/Drawer Combo Machines				
Drawer	Min. Weight (lbs. = oz.)	Max Weight (lbs. = oz.)	Depth (Inches)	Width (Inches)	Height (Inches)
32 Bin Drawer	0.01575 lbs. = .252 oz.	0.875 lbs. = 14 oz.	5.05"	3.68"	1.75"
24 Bin Drawer	0.08075 lbs. = 1.292 oz.	6 lbs. = 96 oz.	5.03"	5.03"	1.75"
12 Bin Drawer	0.22075 lbs. = 3.532 oz.	20 lbs. = 320 oz.	7"	7"	5.50"
4 Bin Drawer	0.4395 lbs. = 7.032 oz.	40 lbs. = 640 oz.	15"	9.75"	9.25"

	10,000 Module Detail (For Single Door and top of Door/Drawer Combo machines)				
Module	Min. Weight (lbs. = oz.)	Max Weight (lbs. = oz.)	Depth (Inches)	Width (Inches)	Height (Inches)
6 Position Pusher	N/A	N/A	17.75"	5.7"	9.5"

9 Position Pusher	N/A	N/A	17.75"	3.75"	9.375"
12 Position Pusher	N/A	N/A	17.75"	4.5"	5.72"
22 Position Pusher	N/A	N/A	17.75"	3.12"	4.5"
6 Position Bins	0.4395 lbs. = 7.032 oz.	41 lbs. = 656 oz.	11.76"	4.5"	4.75"
9 Position Bins	0.08075 lbs. = 1.292 oz.	5 lbs. = 80 oz.	7.5"	7.5"	5"
2 Position Bins	0.4395 lbs. = 7.032 oz.	41 lbs. = 656 oz.	11.76"	4.5"	4.75"

Locker Size	Scaled Locker Detail The inside measurements of the Top and Bottom 6" door lockers are different than the outside. The Bottom lockers are smaller				
Locker Size	Min. Weight (lbs. = oz.)	Max Weight (lbs. = oz.)	Depth (Inches)	Width (Inches)	Height (Inches)
12" Door Locker (18, 24 & 27 Door Locker Units)	0.0661387 lbs. = 1.059 oz.	22 lbs. = 352 oz.	20.75"	9.5"	8.25"
6" Door Locker(Top) (24 & 27 Door Locker Units)	0.0661387 lbs. = 1.059 oz.	22 lbs. = 352 oz.	20.75"	9.5"	2.5"
6" Door Locker(Bottom) (24 & 27 Door Locker Units)	0.0661387 lbs. = 1.059 oz.	22 lbs. = 352 oz.	20.75"	9.5"	2.5"

- 18 Door SL:
  - Dimensions: 78" H x 40.5" W x 26.5" D (1981 mm H x 1028 mm W x 660 mm D)
  - 18 Individual location dimensions
    - 10" H x 11.25" W x 24" D (254 mm H x 298 mm W x 609 mm D)
- 24 Door SL
  - Dimensions: 78" H x 40.5" W x 26.5" D (1981 mm H x 1028 mm W x 660 mm D)
  - 12 Large Individual location dimensions
    - 10" H x 11.25" W x 24" D (254 mm H x 298 mm W x 609 mm D)
  - 12 Small individual location dimensions
    - 4.5" H x 11.75" W x 24" D (101 mm H x 298 mm W x 609 mm D)
- 27 Door SL:
  - Dimensions: 78" H x 40.5" W x 26.5" D (1981 mm H x 1028 mm W x 660 mm D)
  - 9 Large Individual location dimensions
    - 10" H x 11.25" W x 24" D (254 mm H x 298 mm W x 609 mm D)
  - 18 Small individual location dimensions
    - 4.5" H x 11.75" W x 24" D (101 mm H x 298 mm W x 609 mm D)

What are the calibration specifications for the drawers and modules?

Module Type	Minimum Weight	Maximum Weight	Weight Used to Calibrate

32 SKU	0.22 oz. (6g)	14oz (410g)	Calibrate w/ (1) 410G Weight
24 SKU	1.26 oz. (36g)	6lbs. (2.7Kg)	Calibrate w/ (1) 2700G Weight
12 SKU	3.5 oz. (100g)	20 lbs. (9.1 Kg)	Calibrate w/ (1) 9KG Weight
4 SKU	7oz (200 g)	40 lbs. (18 Kg)	Calibrate w/ (2) 9KG Weight
11 SKU - 9 Square Positions	1.26 oz. (36g)	5lbs. (2.2 Kg)	Calibrate w/ (1) 2100G Weight
11 SKU - 2 Deep Positions	7oz (200g)	41lbs.(18.5 Kg)	Calibrate w/ (2) 9KG Weight
6 SKU	7oz (200g)	41lbs. (18.5 Kg)	Calibrate w/ (2) 9KG Weight

What is the front window of the FAST 10,000SL equipment made of?
- The machine's front window is a polycarbonate material

Use and Product Information

What is the best way to identify what parts to put into a 10,000SL unit?
- On the FASTSolutions Sales Page there is a link to a spreadsheet named "10,000SL Vendible Items List".
- If you have questions on products not on the 10K Vendible Items List you can contact fast10ktesting@fastenal.com for information.

How does the implementation process work?
- During the setup process of your machine(s) a member fast10ktesting@fastenal.com will contact you if parts are required for testing. A form will be sent detailing the amount of each product needing to be sent and shipping details. If there are no parts required for testing, the solutions group will still be in touch to discuss the setup of your machine. Please note the majority of BSS items and expansion parts will be required to be sent in as they likely have not been tested yet.

Do I need to send item usage?
- Yes. In order to ensure that the machine is configured correctly, usage data is required. If usage is not known or business is new, provide the amount of product the customer wishes to have available in the machine every week. If no usage is provided, there will be 1 position of each product in the machine, and it will be the branch's responsibility to check with the customer to make sure the quantity 1 position holds will be sufficient.

Does every space in a particular machine need to be filled?
- No, however each module is required to be 80% full to better ensure we have the correct modules for the machine and to better reach the spend goals.

Can I send product information and usage in the body of an e-mail?
- No, however you may export a quote of your parts to excel and send that to us as an attachment. If you have usage you'd like to include, you can either add that as a note for each product, or make the number in the "Quantity" column represent the usage for each product.

What if a customer wants to change what a machine dispenses?

- If no module changes are needed it is very easy to reconfigure the machine. Changes can be made within a matter of minutes.
- If modules need to be changed you will need to contact your Build Center and fast10ktesting@fastenal.com for additional testing and a new layout.

Are the machines able to store items that require blast or ventilated cabinets or dispense aerosol cans?

- The machines can hold items:
    - o That can be placed on an open shelf, but they are not specially rated
    - o If the MSDS sheet does not restrict it from being placed in a confined space
    - o If the customer's safety dept. allows it
    - o Aerosols can vend, but the machines are NOT explosion proof. The customer needs to know the local restrictions for storing aerosols and comply. These machines would be no different than storing aerosols in a regular cabinet.

What is the suggested temperature range for the machines?

- The 10K can operate between 40 - 100 degrees Fahrenheit (4° and 38° Celsius)

Can the machine be put in dusty environments?

- The 10,000SL machines come equipped with an industrial grade seal around the door that is designed to keep small particles such as dust out of the machine. Generally, the store or the customer will have to clean the glass and wipe the keypad and trays down every few weeks. Keypads are the suggested option in this type of environment, as some types of readers do not react well.

Billing and Replenishment

How does the billing work?

There are 2 types of bills a vending customer will receive.

- **10,000SL Fees**: A yearly Web Hosting fee will be billed to the customer from corporate.
- **Product Billing**: The store will bill for the products consumed (consignment) or the product stocked in the machine. Stores will have access to the customer usage out of the vending machines and will invoice for those transactions.

How does the vending machine replenishment work?

- The software that is used with the 10,000SL vending machines uses min, max, and critical inventory levels to notify the local Fastenal store when items fall below min. When an inventory change occurs that puts an item below min the Fastenal store will receive the email. The Fastenal representative would then log into the Apex software and run a replenishment report. The replenishment report would include any below min inventory as well as all inventory needs to bring the machine back to a 'full' state. This report would be exported and merged into a quote on your POS for order replenishment.

Employee Access

I'm concerned that my employees might abuse other employee's badges. Can a 10,000SL series machine prevent this?

- Yes. Users can be required to enter a secret pin number in addition to scanning their badges.

Can 10,000SL series machines limit the number of items an employee can dispense in a given time period?

- No. You can set restrictions on doors or drawers, but once a person has a door or drawer open, they are allowed to take whatever they need.

How many codes can be entered at the time of dispense and what items are reportable?

- The 10,000SL has the ability to accept the following:
  - Employee ID (or Employee code) & PIN Number (display on machine limits to 64 digits)
    - Employee ID is a reportable field in the transaction detail.
  - Up to 3 additional allocation codes can be used per vending rule. For example, Department, Job #, Location (each code can be up to 20 digits long)
  - Other Reportable Fields not part of Vending Rules:
1. Reporting Group allows users to be assigned to specific a group/department which is then reported on when the user vends
2. Customer Part # allows for specific product codes to be added to product and is reportable when the item is vended
3. MFG Number/Name allows for more product codes to be added to the products and is reportable when the item is vended

How many items can an employee vend at once?

- Within the software, the customer can specify how many "vends" an employee can have at each 'swipe'. With a 10K machine, a vend is the ability to open a door or drawer without having to identify yourself at the keypad or badge reader. For example: If the Session Limit is set to 2, an employee could open a door or drawer and take as many items out as they need, close the door and drawer and open another and take items out. Upon closing the second door or drawer, the transaction would complete and they would be prompted to re-identify themselves if they needed more items.

FAST SOLUTIONS LOCKERS & STANDALONE CONTROLLER FAQ

Pricing & Agreements

How will the store be affected?
- The actual cost of the machines will be applied to Regions/Districts occupancy expense on the operations side of the business.

Who can sign the FAST SOLUTIONS Agreement on behalf of Fastenal?
- Unedited Agreements must be signed by a DM or higher or it will be rejected.
- Agreements with negotiated changes require an RVP's approval but can be signed by the DM.
- Agreements with no fees charged to the customer will need to be approved by your RVP.
- Consignment amendments will require approval from your EVP.

How do the payment options work with the FAST SOLUTIONS AGREEMENT?
- Net 30 or Current customer payment terms with monthly billing. This option requires we bill them for the products as we put them in the machine. (No consignment)
- We no longer require ACH payment but it remains as an optional payment type. Customers choosing consignment with net 5 will need an efficient billing and payment method.

What if my customer wants net terms and consignment?
- Consignment with current terms should not be offered without your DM and RVP approval.

Why can't we sell the FAST SOLUTIONS LOCKER to our customer?
- In order to offer our customers solutions at the lowest possible price, we need to make sure our product is being sold through the machines. If we sell machines outright we lose control of what product is being vended.

Are there discounts for multiple machines/lockers?
- The FAST SOLUTIONS LOCKER is very aggressively priced to begin with. However, if your DM and/or RVP deem it to be a good business decision, email your request for an edited agreement to FastenalSolutionsSalesSupport@fastenal.com and an edited agreement will be emailed to you. DO NOT handwrite in the changes or edit the agreement yourself. This is a legally binding contract and it is imperative that any changes to the agreement be made by the proper parties.

How are the lockers credited to the branch?
- 3 or 12 DOOR LOCKERS: Each locker is considered a single unit but will be credited for 1/2 of a machine
- 18, 27, 30, 36 DOOR LOCKERS: Each locker will be credited as 1 machine.

Is there a separate pricing structure for Canadian customers?
- Canadian customers will be billed in CN dollars equivalent to the US pricing based on the current exchange rate.

What happens if a customer wants out of the agreement?

- With 60 days' notice, a customer can terminate their agreement. Any fees charged for Web Hosting will not be refunded or prorated.

How do we handle a Wells Technology customer that wants a FAST SOLUTIONS LOCKER?
- If you have a Wells customer that wants a FAST SOLUTIONS LOCKER they would need to sign a Wells FAST SOLUTIONS Agreement (contact FastenalSolutionsSalesSupport@fastenal.com for a copy). The vending account would also need to be set up to bill as Wells and not Fastenal.

Who is responsible for the machines if destroyed by natural disaster?
- We are responsible for the machines if destroyed by natural disaster. The customer is responsible only if they negligently damage/destroy the units.
- While we do have coverage for this property, we self-insure it because our deductible is high. As a result, if there are units destroyed we incur the cost of replacement. Depending on where the store is with paying down the cost on these units, we will assign the expense to the store/region for replacing these units (assuming the customer wants to continue using a unit).

Who covers the cost of the machine in case of theft?
- The machines may be covered by the customer's commercial general liability policy. They will need to check with their insurance agent.

Technical Information

What kinds of Internet connections are required for the machines?
- All lockers with a STAND ALONE CONTROLLER require an internet connection. Multiple machines running on one internet connection would require a switch or router.

What are the electrical requirements for the FAST SOLUTIONS LOCKER & STAND ALONE CONTROLLER?
- 3 or 12 DOOR FAST SOLUTIONS LOCKER: A single 110 AC outlet.
- 18, 27, 30, 36 DOOR LOCKERS: Two 110 AC outlets. One for each locker unit & one for the STAND ALONE CONTROLLER.

What operating system does the STAND ALONE CONTROLLER run?
- The machine uses an embedded processor with an industrial kernel and does not require a separate operating system.

What are the networking requirements?
- The STAND ALONE LOCKER CONTROLLER requires a 10 Base-T Ethernet connection. You can also use a wireless bridge to connect to a Wi-Fi network. Apex recommends Linksys, but the customer can choose one that is most compatible with their local wireless network.
- A network connection that allows communication over port 80 (the same as all standard websites) is needed. As an alternative, we can use port 8576 or 443.
- A static IP or DHCP can be used. Each machine has a unique identifier used in communications with the server so that is does not require maintaining a specific IP. Please refer the customer to the Technical Overview Document for any further questions.

How does the STAND ALONE LOCKER CONTROLLER communicate?

- The machine initiates all communication to our web server. Neither we nor anyone else can initiate a connection to the machine.
- The machine checks in with the server twice per hour to let the web software know that it is still operating correctly.
- The machine also initiates transactions with the web server every time a user dispenses something from the machine.
- All transactions are encrypted with the AES encryption algorithm.
- Transaction sizes average between 1 and 2 KB each.

Can the STAND ALONE LOCKER CONTROLLER use proxy servers or firewalls that require authentication?
- Not currently. If you have such a system on your network we request that the machines be placed in a DMZ.

How long will it take to deliver and set up a FAST SOLUTIONS LOCKER from the point of ordering?
- Approximately 30 days with a brand new FAST SOLUTIONS AGREEMENT from the time the agreement is signed AND all of the Pre-Implementation documents are submitted.
- Approximately 15 days for an Add-on to an existing machine.

Who installs the machines?
- Fastenal has Build Centers at all of the DCs. We have dedicated installation personnel that assist with the install and provide training and support in the field.

How do I know what kind of card reader will be required?
- A sample of the customer's current employee ID cards will need to be tested to determine the reader type.

What types of badges do STAND ALONE LOCKER CONTROLLERS require?
- The machines can be used with only a keypad or they can use one of the following.
  - Barcode
  - Infrared barcode
  - Magnetic stripe
  - Proximity badges

A standard reader is included at no additional cost. Non-standard readers will require an additional charge based on reader type.

Can HR, ERP, or other system be integrated with the FAST SOLUTIONS LOCKER series machines?
- All of the lockers with a Stand Alone Controller can export several reports in xml or flat file that you can then import into your existing systems. These reports can be automated via email. Currently, FAST SOLUTIONS LOCKERS do not allow for automated data import from existing IT systems.

Does the FAST SOLUTIONS LOCKER programs integrate with Customer systems like Oracle, Sap, and Ariba?
- These types of questions come up frequently, more typically the question is "Can you 'integrate' with our software?". The most common request is for SAP). Sometimes the question is expressed as "does your system 'interface' with or is it 'compatible with' these other systems."

- To appropriately respond to these types of general, loosely defined requests, it is necessary to move beyond the question to understand what the customer really wants/needs to accomplish from a business process perspective.
- There are very few cases where the customer needs to integrate with the STAND ALONE CONTROLLER. Processes that our customers are likely to need to integrate are ordering or settling the financial side of the transaction through an ERP system. There are other valid reasons for data exchange between systems but they are not common. Since our stores actually bill our customers for the FAST SOLUTIONS LOCKER product through the stores POS/Store Solutions system, most integration would really be thru POS/Store Solutions.
- The ability to export transaction data is typically all that is necessary. This can be done through the standard export functionality of the software provided with the STAND ALONE CONTROLLER. The best practice for most use cases is to send updates or transaction data by XML or CSV file to the receiving system. In cases where the customer "needs" to generate POs from its systems Ariba, SAP, or others, you can often have the customer system issue a blanket PO for a period of time (often a year) and then treat individual restocks as incremental releases against the blanket. In the case where we are already integrated with the customer's ERP system, there could be multiple ways to pass information about POs etc. without directly connecting to the STAND ALONE CONTROLLER. This should work for both consigned and non-consigned inventories (i.e. billing is on the amount used demand/pull). The only difference between consigned and non-consigned inventory is that in the non-consigned model you bill for the initial inventory.

How do I sign up to take online training courses?
- You can sign up to take Web Ex trainings by calling or emailing our Solutions Training Group.
  - Phone number is: 866-829-1564
  - Email is: fastsolutionstraining@fastenal.com

Is there a number to call for technical questions?
- FAST Technical support can be reached at: 866-829-1564
- Email is: fasttechsupport@fastenal.com

What happens if the power goes out or internet connections if lost?
- Transactions that occur when a machine is offline are stored in non-volatile memory. If the power were to go out, the transactions would remain in memory until both the power and the internet connection were restored at which time they would be sent to the central database. Obviously no transactions can occur when the power is out.

How is connectivity monitored?
- The STAND ALONE CONTROLLER verifies its connection to the database server every 30 minutes. If a specific machine does not report in for 3 hours, the vending reporting software will send an email to their group advising of a problem. This allows for momentary hiccups in connectivity. If the machine loses connectivity for any extended period of time, products will vend offline, as long as that option is chosen for vending product during the downtime. That data can be tracked in the software; however that data would not be available until the machine is back up and online.

FAST Solutions Locker Info

What are the functions of the FAST SOLUTIONS LOCKER Units?
- **Single Item Dispense**- 100% secure, functions essentially the same as a vending machine. There is one item in the locker at a time and one item is dispensed per time.
- **Multi Item Dispense**- One less level of security. Multiple quantities of the same item are placed in a single locker location; the worker is then "trusted" to only take one per transaction. Less secure = no consignment option here. An example would be for us to put multiple hardhats in a single locker location. When a worker needs a hardhat, they go to that location, transact the hardhat, open locker, and take a single hardhat.
- **Check-In / Check-Out**: The locker unit is programmed for check-in/check-out features. For instance; workers can check out tools, use them, bring them back, and check the tools back in.
  This is an option for us to allow for competitor's product to be put into the locker units.
- **Will Call or Drop Box**: The locker location is used as a secure will call area, or drop box, for product delivery. We can deliver the orders to a locker location, notify the person placing the order, and then have that person go to the locker to take "delivery" of their items. It can be secure so only that person can open that location for their order.

What is the weight limit per shelf of the locker units?
- 18, 27, 30, 36 DOOR LOCKERS
  - Large shelves have a 40 lb. (18.1 kg) maximum limit.
  - Small shelves have a 25 lb. (11.3 kg) maximum limit.
- 3 or 12 DOOR LOCKERS: Each shelf has a 45 (20 kg) pound maximum limit.

Is there a Web-Hosting fee for the locker if it operates off of a FAST 5000?
- No, there is no longer a Web-hosting fee for lockers that are connected to a FAST 5000 or a FAST 3000. If a locker is run by a STAND ALONE CONTROLLER, then there is a Web-hosting fee for each STAND ALONE CONTROLLER, not the locker.

Can legs be mounted on the lockers?
- 18, 27, 30, 36 DOOR LOCKERS: No. Mounting legs on these lockers is not currently available.
- 3 or 12 DOOR: Yes. Mounting legs on lockers is possible as a site based modification. If you order the legs, they can be mounted either at hub or at the customer site.
  Note: Mounting legs on the lockers does create a slight stability concern by making them easier to tip. This can be resolved in several ways:
    - Bolting the locker to the floor.
    - Bolting the locker to a wall.
    - Attaching single plate or strap to the top of both locker columns to tie them together
    - Attaching straps across the rear of the lockers to tie both columns together

Can holes be drilled for chargers to be placed inside the lockers?
- The lockers do not come with holes or punch-outs on the rear of the locker compartments. The build center can drill holes in the rear of the locker compartments before the lockers ship, or the customer can have an electrician drill the holes. If a customer elects to do so, an amendment to the contract will need to be signed **BEFORE** this change can take place. Contact the Solutions Sales Team at fastenalsolutionssalessupport@fastenal.com or 507-313-7400 for more information.

Why can't you add 18, 27, 30, 36 DOOR LOCKERS to a FAST 5000 that already has traditional lockers?
- The control board utilized by the FAST 5000 today is only capable of controlling 2 of the machine types listed below:

- o   Helix machine
- o   Standard locker
- o   18 door locker

The board on a FAST 5000 with lockers attached uses #1 and #2 to operate therefore cannot support a 3rd type of machine.

A standalone controller board is also limited to 2 machine types but because it's not running a FAST 5000 it is setup to use #2 and #3 above.

How many FAST SOLUTIONS Locker units can be attached to one FAST 5000 and how far away can they be?

- No more than two units be attached to one FAST 5000. The 2nd FAST SOLUTIONS Locker will require added hardware at an additional cost. Please contact FastenalSoultionsSalesSupport@fastenal.com for pricing information. The ONLY exception is the 18 Door Locker. Three 18 door lockers can be attached to a FAST 5000. See "Fast Solutions All Inclusive Catalog" for all configuration options: #9702862
- The lockers can be no more than 3 feet away from the FAST 5000 they are connected to due to the length of the cord that connects them.

Do the lockers require an outlet to run them?

- 3 or 12 DOOR: Yes, they need a 110 outlet to run the LED lights inside the locker.
- 18, 27, 30, 36 DOOR LOCKERS: Yes. The lockers themselves need power, as well as the STAND ALONE CONTROLLER. So 2 -110 outlets would be needed.

What are the dimensions of the FAST SOLUTIONS LOCKER Units?

- 3 Door Locker:
  - o   Dimensions: 72"H x 30"W x 24"D (1828 mm H x 762 mm W x 558 mm D)
    - 1 Large individual location dimensions
      - 68" H x 11.75" W x 22" D (1752 mm H x 298 mm W x 558 mm D)
    - 2 Small individual location dimensions
      - 34" H x 11.75" W x 22" D (863 mm H x 298 mm W x 558 mm D)
- 12 Door Locker:
  - o   Dimensions: 72" H x 30" W x 24" D (1828 mm H x 762 mm W x 558 mm D)
    - 12 Individual location dimensions
      - 10.5" H x 11.75" W x 22" D (266 mm H x 298 mm W x 558 mm D)
- 18 Door Locker:
  - o   Dimensions: 78" H x 40.5" W x 26.5" D (1981 mm H x 1028 mm W x 660 mm D)
    - 18 Individual location dimensions
      - 10" H x 11.25" W x 24" D (254 mm H x 298 mm W x 609 mm D)
- 27 Door Locker:
  - o   Dimensions: 78" H x 40.5" W x 26.5" D (1981 mm H x 1028 mm W x 660 mm D)
    - 9 Large Individual location dimensions
      - 10" H x 11.25" W x 24" D (254 mm H x 298 mm W x 609 mm D)
    - 18 Small individual location dimensions
      - 4.5" H x 11.75" W x 24" D (101 mm H x 298 mm W x 609 mm D)
- 30 Door Locker:
  - o   Dimensions: 78" H x 40.5" W x 26.5" D (1981 mm H x 1028 mm W x 660 mm D)
    - 6 Large Individual location dimensions
      - 10" H x 11.25" W x 24" D (254 mm H x 298 mm W x 609 mm D)
    - 24 Small individual location dimensions

- 4.5" H x 11.75" W x 24" D (101 mm H x 298 mm W x 609 mm D)
- 36 Door Locker:
  - Dimensions: 78" H x 40.5" W x 26.5" D (1981 mm H x 1028 mm W x 660 mm D)
    - 36 Small individual location dimensions
      - 4.5" H x 11.75" W x 24" D (101 mm H x 298 mm W x 609 mm D)

What is the weight of the FAST SOLUTIONS LOCKERS?
- 3 Door – 250 lbs. (113 kg)
- 12 Door – 350 lbs. (158 kg)
- 18 Door – 425 lbs. (192 kg)
- 27 Door – 481 lbs. (218 kg)
- 30 Door – 499 lbs. (226 kg)
- 36 Door – 536 lbs. (243 kg)

What is the warranty policy?
- Fastenal will take care of any normal wear and tear issues over the course of the agreement. Repairs due to abuse will be the customer's responsibility.

What is the front window of the FAST SOLUTIONS LOCKERS made of?
- The machine's doors are made of polycarbonate.

Are the units rated intrinsically safe I-Safe?
- No. The units have not been submitted to the approval process for this standard. It is a fire related standard usually applied to computers, mobile devices, and other low-power devices rather than equipment.

What languages are supported by the machine?
- English, French, German, and Spanish are supported at this time.

FAST BEVERAGE FAQ

Pricing & Agreements

How will the store be affected?
- The actual cost of the machine(s) will be applied to Regions/Districts occupancy expense on the operations side of the business.

Who can sign the FAST SOLUTIONS AGREEMENT on behalf of Fastenal?
- Unedited Agreements must be signed by a DM or higher or it will be rejected.
- Agreements with negotiated changes require an RVP's approval but can be signed by the DM.
- Agreements with no fees charged to the customer will need to be approved by your RVP.
- Consignment amendments will require approval from your EVP.

How do the payment options work with the FAST SOLUTIONS AGREEMENT?
- Net 30 or **Current customer payment terms** with monthly billing. This option requires we bill them for the products as we put them in the machine. (No consignment)
- We no longer require ACH payment but it remains as an optional payment type. Customers choosing consignment with net 5 will need an efficient billing and payment method.

What if my customer wants net terms and consignment?
- Consignment with current terms should not be offered without your DM and RVP approval.

Why can't we sell the FAST BEV to our customer?
- In order to offer our customers solutions at the lowest possible price, we need to make sure our product is being sold through the machines. If we sell machines outright we lose control of what product is being vended.

Are there discounts for multiple machines?
- The FAST BEV is very aggressively priced to begin with. However, if your DM and/or RVP deem it to be a good business decision, email your request for an edited agreement to FastenalSolutionsSalesSupport@fastenal.com and an edited agreement will be emailed to you. DO NOT handwrite in the changes or edit the agreement yourself. This is a legally binding contract and it is imperative that any changes to the agreement be made by the proper parties.

Is there a separate pricing structure for Canadian customers?
- Canadian customers will be billed in CN dollars equivalent to the US pricing based on the current exchange rate.

What happens if a customer wants out of the agreement?
- With 60 days' notice, a customer can terminate their agreement. Any fees charged for Web Hosting will not be refunded or prorated.

How do we handle a Wells Technology customer that wants a FAST BEV?
- If you have a Wells customer that wants a FAST BEV, they would need to sign a Wells FAST SOLUTIONS AGREEMENT (contact FastenalSolutionsSalesSupport@fastenal.com for a copy). The vending account would also need to be set up to bill as Wells and not Fastenal.

Who is responsible for the machines if destroyed by natural disaster?

- We are responsible for the machines if destroyed by natural disaster. The customer is responsible only if they negligently damage/destroy the units.
- While we do have coverage for this property, we self-insure it because our deductible is high. As a result, if there are units destroyed, we incur the cost of replacement. Depending on where the store is with paying down the cost on these units, we will assign the expense to the store/region for replacing these units (assuming the customer wants to continue using a unit).

Who covers the cost of the machine in case of theft?

- The machines may be covered by the customer's commercial general liability policy. They will need to check with their insurance agent.

Technical Information

What kinds of power/connections are required for the machines?

- Each machine requires an outlet and an internet connection. Multiple machines running on one internet connection would require a switch (or router) located inside the "master" machine.

What are the electrical requirements for the FAST BEV?

- A single 110 AC outlet.

What operating system does the FAST BEV run?

- The machine uses an embedded processor with an industrial kernel and does not require a separate operating system.

What are the networking requirements?

- The FAST BEV requires a 10 Base-T Ethernet connection. You can also use a wireless bridge to connect to a Wi-Fi network. Apex recommends Linksys, but the customer can choose one that is most compatible with their local wireless network.
  - A network connection that allows communication over port 80 (the same as all standard websites) is needed. As an alternative, we can use port 8576 or 443.
  - A static IP or DHCP can be used. Each machine has a unique identifier used in communications with the server so that is does not require maintaining a specific IP. Please refer the customer to the Technical Overview Document for any further questions.

How does the FAST BEV Communicate?

- The machines initiate all communication to our web server. Neither we nor anyone else can initiate a connection to the machine.
- The machine checks in with the server twice per hour to let the web software know that it is still operating correctly.
- The machine also initiates transactions with the web server every time a user dispenses something from the machine.
- All transactions are encrypted with the AES encryption algorithm. Transaction sizes average between 1 and 2 KB each.

Can the FAST BEV use proxy servers or firewalls that require authentication?

- Not currently. If you have such a system on your network we request that the machine(s) be placed in a DMZ.

How long will it take to deliver and set up a FAST BEV machine from the point of ordering?
- Approximately 45 days from the time the agreement is signed AND all of the Pre-Implementation documents are submitted.

Who installs the machine(s)?
- Fastenal has Build Centers at many of the DCs. We have dedicated installation personnel that assist with the install and provide training and support in the field.

How do I know what kind of card reader will be required?
- A sample of the customer's current employee ID cards will need to be tested to determine the reader type.

What types of badges do FAST BEV series machines require?
- The machines can be used with only a keypad or they can use one of the following.
    - Barcode
    - Infrared barcode
    - Magnetic stripe
    - Proximity badges

A standard reader is included at no additional cost. Non-standard readers will require an additional charge based on reader type.

Can HR, ERP, or other system be integrated with the FAST BEV series machines?
- The FAST BEV can export several reports in xml or flat file that you can then import into your existing systems. These reports can be automated via email. Currently, the FAST BEV does not allow for automated data import from existing IT systems.

Does the FAST BEV software program integrate with Customer systems like Oracle, Sap, and Ariba?
- These types of questions come up frequently, more typically the question is "Can you 'integrate' with our software?" (The most common request is for SAP). Sometimes the question is expressed as "does your system 'interface' with or is it 'compatible with' these other systems."
- To appropriately respond to these types of general, loosely defined requests, it is necessary to move beyond the question to understand what the customer really wants/needs to accomplish from a business process perspective.
- There are very few cases where the customer needs to integrate with FAST BEV. Processes that our customers are likely to need to integrate are ordering or settling the financial side of the transaction through an ERP system. There are other valid reasons for data exchange between systems but they are not common. Since our stores actually bill our customers for the FAST BEV product through the stores POS/Store Solutions system, most integration would really be thru POS/Store Solutions.
- The ability to export transaction data is typically all that is necessary. This can be done through the standard export functionality of the software provided with FAST BEV. The best practice for most use cases is to send updates or transaction data by XML or CSV file to the receiving system. In cases where the customer "needs" to generate POs from its systems (Ariba, SAP, or other), you can often have the customer system issue a blanket PO for a period of time (often a year) and then treat individual restocks as incremental releases against the blanket. In the case where we are already integrated with the

customer's ERP system, there could be multiple ways to pass information about POs etc. without directly connecting to FAST BEV. This should work for both consigned and non-consigned inventories i.e. billing is on the amount used (demand/pull). The only difference between consigned and non-consigned inventory is that in the non-consigned model you bill for the initial inventory.

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Is there a number to call for technical questions?
- FAST Tech support can be reached at: 866-829-1564
  - o Email is: fasttechsupport@fastenal.com

What happens if the power goes out or internet connection is lost?
- Transactions that occur when a machine is offline are stored in non-volatile memory. If the power were to go out, the transactions would remain in memory until both the power and the internet connection were restored at which time they would be sent to the central database. Obviously no transactions can occur when the power is out.

How is connectivity monitored?
- The FAST BEV verifies its connection to the database server every 30 minutes. If a specific machine does not report in for 3 hours, the vending reporting software will send an email to their group advising of a problem. This allows for momentary hiccups in connectivity. If the machine loses connectivity for any extended period of time, products will vend offline, as long as that option is chosen for vending product during the downtime. That data can be tracked in the software; however that data would not be available until the machine is back up and online.

Machine Information

What are the dimensions of the machines?
- Each location must have space to accommodate the physical dimensions of the machine:
  - o FAST BEV: 72.5" H x 30" W x 38.5" D (1850 mm H x 765 mm W x 980 mm D)
  - o Fully crated for shipping: 74" H x 30.5" W x 41" D (1880 mm H x 780 mm W x 1050 mm D)

What are the clearance requirements?
- The area in front of the machines must be clear to open doors with consideration for easy access:
  - o Up to 32" (812.8 mm) in front of machine (depending on machine); space 32" (about 813 mm) to the hinge side of the machine for door to swing fully open. When facing the machine, the hinge side is on the left. A minimum of 3" (75 mm) is required to accommodate the cords at back of machine.

What is the weight of the machines?
- FAST BEV = 695 pounds

What are the special shipping restrictions for the FAST BEV machine?
- There are no restrictions on shipping the FAST BEV other than the usual care one would take in shipping something like a large home refrigerator/freezer. The cooling system uses 8.0 ounces of R-134A

refrigerant. It is a closed loop system and fairly ruggedized. The machine has UL approval and we have shipped thousands of them without problems. Just like your home refrigeration appliance, if you ship in freezing weather and then install the machine, you should wait until the machine warms up to room temperature before starting the machine. If you start the machine while it is still very cold, then the gas is a liquid and the compressor will slug. This means that a liquid is flowing through the system and that washes the oil off the compressor piston wall and the compressor will burn up (More than you wanted to know). Also, you should ship the machine standing up. If for some reason you have to lay the machine down, let it stand up for about 8 hours so that the oil and any liquid refrigerant can gravitate to its normal location.

What is the warranty policy?
- Fastenal will take care of any normal wear and tear issues over the course of the agreement. Repairs due to abuse will be the customer's responsibility.

What languages are supported by the machine?
- English, French, German, and Spanish are supported at this time.

Use and Product Information

How many SKUs can be put into a FAST BEV?
- Up to 10 Possible SKU's
- 240 Total Bottles

What parts are available to put into a FAST BEV unit?
- Please see the FAST Bev product template for a list of all available SKUs. The template can be found on the FAST Solutions Implementation Page. This will be the most current & accurate list available. Attached to the FAST BEV product template is a tab showing parts approved for vending.
  NOTE: Our standard 16.9 oz. Fastenal water bottle (#1016164) will **not** vend through this machine. A 20 oz. version (#1026004) is now available for vending in this machine.

Are there any restrictions on what products can be vended in a FAST BEV machine?
- Not all products approved for vending can be transferred to every region. Please review the shipping restrictions for your branch and/or customer's region.

Can the FAST BEV's be put outside for vending?
- The FAST BEV can be placed outside but needs to be protected on 3 sides with an overhang. Products that cannot be exposed to temperature and humidity changes should not be put in those machines placed outdoors.

What if a customer wants to change what a machine dispenses?
- A Fastenal representative can reconfigure the machine to any of our approved FAST BEV parts. Changes can be made within a matter of minutes.

What is the suggested temperature range for the machines?
- The standard FAST BEV can operate between 40-90 degrees Fahrenheit.

Will products have trouble vending properly?

- The FAST BEV incorporates Verified Vend Technology™ which checks and verifies the accuracy of each vend using a vibration sensor in the delivery bay.

Can the machine be put in dusty environments?
- The FAST BEV machines come equipped with an industrial grade seal around the door that is designed to keep small particles, such as dust, out. Generally the store or the customer will have to clean the glass and wipe the key pad down the trays every few weeks. Some types of readers do not react well in this environment. If keypad only is an option, it is the best way to go.
  NOTE: The FAST BEV does have a compressor that should be cleaned out every quarter or 6 months, just as your refrigerator would.

Billing and Replenishment

How does the billing work?
There are 2 types of bills a vending customer will receive.
- **FAST BEV Fees**: A yearly Web Hosting fee will be billed to the customer from corporate.
- **Product billing**: The store will bill for the product stocked in the machine.

How does the vending machine replenishment work?
- The software that is used with the FAST BEV vending machines uses min, max, and critical inventory levels to notify the local Fastenal store when items fall below min. When an inventory change occurs that puts an item below min the Fastenal store will receive the email. The Fastenal representative would then log into the Apex software and run a replenishment report.

The replenishment report would include any below min inventory as well as all inventory needs to bring the machine back to a 'full' state. This report would be exported and merged into a quote on your POS for order replenishment.

Employee Access

I'm concerned that my employees might abuse other employee's badges. Can a FAST BEV series machine prevent this?
- Yes. Users can be required to enter a secret pin number in addition to scanning their badges.

Can FAST BEV series machines limit the number of items an employee can dispense in a given time period?
- Yes. The machines can restrict the number of certain items an employee can access within various specified time periods – per hour, per shift, per day, per year, etc.

Can I control which items my employees have access to with a FAST BEV series machine?
- Yes. Allocation codes can be used to control access on what is vended, how much is vended and who can vend products from the machine. An allocation code is the part of vending rule and determines how it will function. For example, an allocation code can be applied to a vending rule to prompt a user to enter a job order or work order number. Another allocation code can be formatted to restricted user by groups from vending specific products or specific amounts Allocation instances created within the allocation code allow users to be set up in restriction groups that can have specific product restrictions. Allocation

instances can also be used to identify specific numbers that correspond with a prompt from the allocation code.

For example, ABC Company wants to restrict per department & track job numbers. The allocation codes will be "Department" & "Job Number" and the Allocation instances would be the different departments: Maintenance, Production, Supervisor, etc. and Job Numbers allowed: 1234, 9876, 5432, etc.
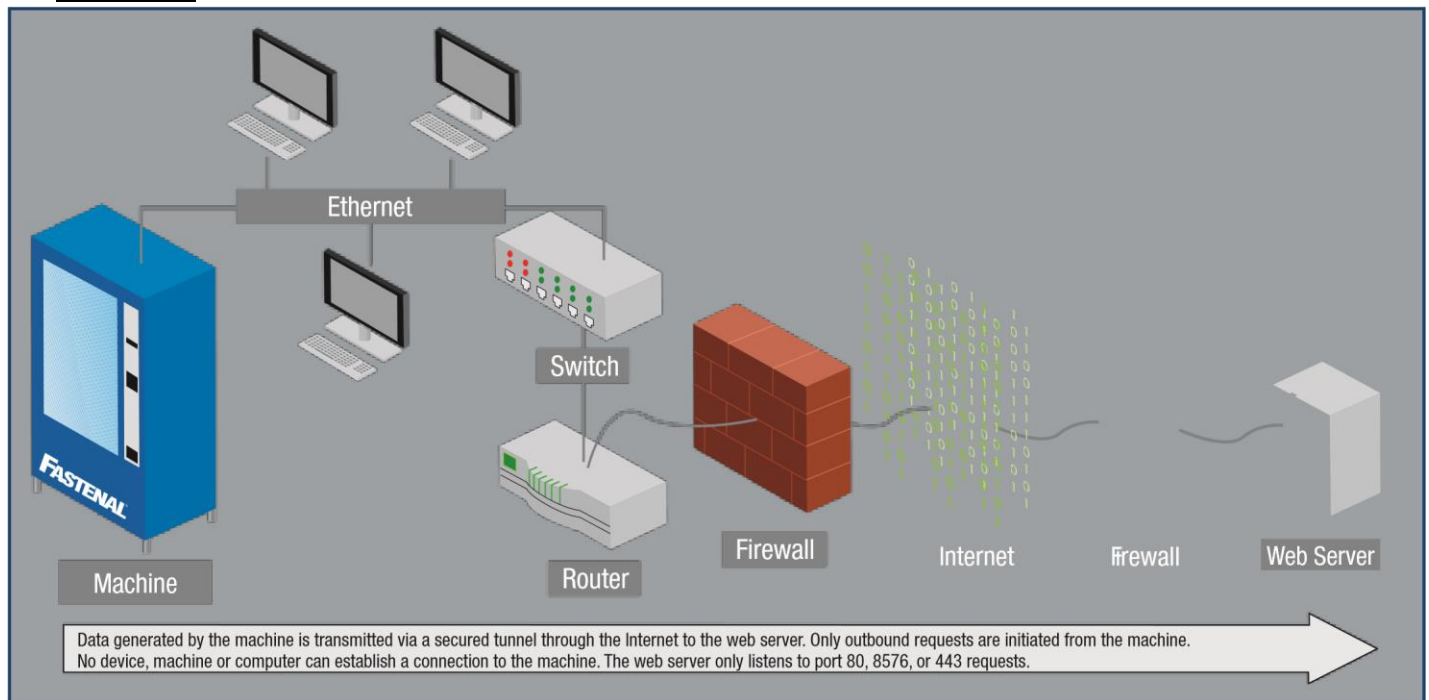
How many codes can be entered at the time of dispense and what items are reportable?
- The FAST BEV has the ability to accept the following:
  - Employee ID (or Employee code)
  - PIN Number (display on machine limits to 64 digits)
    - Employee ID is a reportable field in the transaction detail.
  - Up to 6 additional allocation codes can be used per vending rule. For example, Department, Job #, Location (each code can be up to 20 digits long)
- Only the first 3 allocation codes are reportable fields
  - The last 3 allocation codes are hidden fields and are not reportable
  - Other Reportable Fields not part of Vending Rules:
    - Reporting Group allows users to be assigned to specific a group/department which is then reported on when the user vends
    - Customer Part # allows for specific product codes to be added to product and is reportable when the item is vended
    - MFG Number/Name allows for more product codes to be added to the products and is reportable when the item is vended

Technologies and System Requirements for the FAST Solutions® Vending Machines

FAST Solution machines are Internet appliances that integrate the best available vending technology and secure Internet technology. To operate, they only require a 110V AC power connection and an ethernet connection. They use an embedded operating system on the controller board and do not require any software installation. They can be installed inside a company local area network behind the firewall or anywhere that has a connection to the Internet. FAST machines communicate to a remote web server via port 80, 8576, or 443 requests. The communication from a FAST machine to the web server is designed to be outbound only. Machines, devices or computers cannot establish a connection to FAST Solutions directly. The machines use either static IP or DHCP clients.

Typical Deployment of a FAST Solutions Vending Machine behind the Firewall

Ethernet • Switch • Machine • FASTENAL • Router • Firewall • Internet • Firewall • Web Server

Data generated by the machine is transmitted via a secured tunnel through the Internet to the web server. Only outbound requests are initiated from the machine. No device, machine or computer can establish a connection to the machine. The web server only listens to port 80, 8576, or 443 requests.

FAST Solutions Vending Machines Communicate with the Web Server through a Secured Tunnel

The machines communicate with the web server over TCP/IP through a secured data tunnel. All transactions between the machine and the web server are encrypted. When a machine is connected with the Internet, the machine will automatically register itself to the web server. The machine will not be allowed to handle transactions until it is provisioned by an authorized administrator from the

web site using a special tool. The web server will establish a unique identity for each machine. All vending transactions are logged in a SQL database. Each machine will check in with the web server every 30 minutes to report that it is still operating correctly. Each transaction generated by the machine is approximately 2k bits. The network traffic generated by the machines is relatively small and should not interfere the performance of a local area network.

- Operate on DHCP or be set with a Static IP
- Communicate through Ports 80, 8576, or 443
- Be set to Http or Https Protocol

The FAST Solutions Machines will Initiate all Communication
- To the Fast Solutions server (168.215.88.23) and a session can never be opened with a FAST Solutions machine from an external source

All Communication is Natively Encrypted
- Using a proprietary encryption similar to AES-128 and is sent in 8 Bit packets

No User Information is Stored on the Device
- User data entered at the machine is sent to the server for authentication and the server sends back a simple "yes" or "no" to the machine along with the motors that user will be allowed to vend. Once the user completes their vend, the machine sends the times stamp, vended position(s), and any additional required data (according to Admin specified rules) back to the server for historical record

The FAST Solutions Machines Operates Best:
- When connected to a hardline Ethernet cable directly to the local network with an unimpeded path to the internet. The only server that the machine needs to communicate with is 168.215.88.23. This means that, if desired, the machines can be set to Static IP's with rules specifying that they are only allowed to communicate with this server and nothing else without harming the machine's functionality

The FAST Solutions Machines Do Not have the Ability to Authenticate a Proxy
- And due to the packet manipulation nature of a proxy the Fast Solutions server will deny the session request due to strict server security policy

When Installing FAST Solutions Machines in Companies with Multiple Facilities:

- It is important to have a defined network process to install Fastenal Vending machines at any location. This approach assists in both the initial installation process and in troubleshooting any issues that may arise in the future