

# ***FAST Solutions™***

## ***Fastenal Automated Supply Technology***

### **FAQs: FAST Solutions Lockers & Standalone Locker Controller**

#### **Machine Information**

##### **What are the dimensions of the FAST Solutions Locker units?**

###### **3 Door Locker Dimensions:**

- 2 smaller doors: 15"W x 36"H x 24"D for each compartment; 12"W x 36"H for the door openings
- 1 taller door: 15"W x 72"H x 24"D for the compartment; 12"W x 72"H for the door opening
- Overall exterior dimensions: 30"W x 72"H x 24"D

###### **12 Door Locker Dimensions:**

- Interior dimensions of compartments: 12"W x 15"H x 24"D; door openings: 12"W x 12"H
- Overall exterior dimensions: 30"W x 72"H x 24"D

###### **18 Door Locker Dimensions:**

- Interior dimensions of compartments: 12"H x 12"W x 24"D
- Overall exterior dimensions: 40"W x 76"H x 24.5"D

##### **What is the weight of the FAST Solutions Lockers?**

- 3 Door = 250 lbs.
- 12 Door = 350 lbs.
- 18 Door = 425 lbs.

##### **What is the weight limit per shelf?**

- 18 Door: Each shelf has a 40 pound maximum limit.
- 3 or 12 Door: Each shelf has a 70 pound maximum limit.

##### **Can legs be mounted on the lockers?**

- 18 Door – No, mounting legs are currently not available.
- 3 or 12 Door – Yes, mounting legs are available as a site-based modification. These can be mounted either at the regional FAST Solutions Build Center or at the install site.
- NOTE: Mounting legs on the lockers does make them somewhat less stable/more likely to tip. This can be resolved in several ways:
  - Bolting the locker to the floor
  - Bolting the locker to a wall
  - Attaching a 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 battery chargers to be placed inside the lockers?**

- The FAST Solutions Build Center can drill holes in the rear of the locker compartments before the lockers ship, or the user can have an electrician drill the holes. If the user elects to do so, an amendment to the contract will need to be signed **BEFORE** this change can take place. Contact the FAST Solutions Sales Team at [fastenalsolutionssalesupport@fastenal.com](mailto:fastenalsolutionssalesupport@fastenal.com) or 507-313-7400 for more information.

##### **What are the functions of the FAST Solutions Lockers?**

- **Single Item Dispense** – This function is essentially the same as a vending machine; there is one item in the locker at a time, and one item is dispensed at a time, providing one-to-one usage

accountability. The FAST Solutions consignment payment option can be used with this 100% secure function.

- **Multi-Item Dispense** – Multiple quantities of the same item (e.g., hard hats) are placed in a single locker location; the worker is trusted to take only one per transaction. Because this function is less secure, the consignment option is not available.
- **Check-In / Check-Out** – The locker unit can be programmed for check-in/check-out features. For instance, a worker can use his ID to check out a power tool, use the tool, and then check it back in, providing accountability and traceability. This is the only function whereby non-Fastenal product can be placed 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. Your local Fastenal representative can deliver the orders to a locker location, notify the person who placed the order, and then have that individual go to the locker to take delivery of the items. The system can be made secure so that the compartment can only be opened by the person who placed the order.

**Can the lockers operate independently, or is additional hardware required?**

- In order to function, the lockers must be connected to a FAST 5000, FAST 3000 or FAST Standalone Locker Controller.

**Is there a web-hosting fee for the locker if it's powered by a FAST 5000 or FAST 3000?**

- No, there is no web-hosting fee for lockers that are connected to a FAST 5000 or a FAST 3000 (just the web-hosting fee associated with the FAST 5000 or 3000 itself). However, there is a web-hosting fee for each FAST Standalone Locker Controller used to run lockers.

**How many locker units can be connected to one FAST 5000 or FAST 3000, and how far away can they be?**

- A single FAST 5000/3000 can power up to two locker units (any combination of 3 Door, 12 Door or 18 Door). Additional lockers will require additional hardware (at an additional cost).
- The lockers can be no more than 3 feet away from the base FAST 5000/3000 unit due to the length of the cord that connects them.

**How many locker units can be attached to one Standalone Locker Controller?**

- A single Standalone Locker Controller can power up to:
  - Three 18 Door units (with no other locker units)
  - Or a combination of four locker units (no more than two of which can be 18 Door units)

**Do the lockers require an outlet to run them?**

- *3 or 12 Door:* Yes, a 110V outlet is required to run the LED lights inside the lockers.
- *18 Door:* Yes, the lockers require a power source *in addition* to a FAST 5000/3000 or Standalone Locker Controller. So, two 110V outlets *would be required*.

**What is the front window of the lockers made of?**

- *3 or 12 Door:* The machine's front window is tempered glass. A Lexan panel is available upon request for an additional charge.
- *18 Door:* 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. This 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?**

- Only English is supported at this time.

**What is the approximate cost to run each locker unit?**

- The machine draws 3 amps at 110 volts = 330 watts. 330 watts x 24 hrs. x 365 days = 2891 kW.
- Example: The average cost to run each unit in Ohio (where the avg. utility cost is .08 per kW) would be \$231 per year if running at full use 24/7.
- Rule of thumb: approximately \$20 per month.

**What is the carbon footprint of each unit?**

- The annual carbon footprint is approximately 520 lbs. of CO<sub>2</sub> and 0.09 tons of coal. This is if the power comes from a coal fired power plant and not a wind turbine or nuclear plant.

**What is the warranty policy?**

- There is a 1-year warranty on parts. Fastenal will take care of any normal “wear and tear” issues over the course of the 3-year agreement. Repairs due to abuse will be the customer’s responsibility.

**Who is responsible for the units if they are destroyed by natural disaster?**

- Fastenal is responsible for the machines if destroyed by natural disaster. The customer is responsible only if they negligently damage/destroy the units.

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

- Fastenal is not responsible for stolen machines. The machines may be covered by your company’s commercial general liability policy – you will need to check with your insurance agent.

## **Technical Information**

**What kinds of Internet connections are required for the machines?**

- A 3, 12 or 18 Door Locker with a Standalone Locker Controller requires an open Internet connection. Multiple machines running on one Internet connection would require a switch (or router).

**What are the electrical requirements?**

- *3 or 12 Door Locker:* A single 110V AC outlet.
- *18 Door Locker:* Two 110V outlets – one for each locker unit and one for the Standalone Locker Controller that powers it.

**What operating system does the Standalone Locker 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 Standalone Locker Controller requires a 10 Base-T Ethernet connection. You can also use a wireless bridge to connect to a Wi-Fi network. (Linksys is recommended, but you can choose one that is most compatible with your local wireless network.)
- A network connection that allows communication over port 80 (the same as all standard websites) is required. As an alternative, port 8576 can be used.
- A static IP or DHCP can be used. Each machine has a unique identifier used in communications with the server so that it does not require maintaining a specific IP. Please refer to the Technology Overview document on Fastenal.com for details (Services > FAST Solutions > Locker Units > Tech Overview tab).
- The Standalone Locker Controller does not require any support from your IT department.

**How does the Standalone Locker Controller communicate?**

- The controller initiates all communication to Fastenal's web server. Neither Fastenal nor anyone else can initiate a connection to the machine.
- It "checks in" with the server twice per hour to confirm with the web software that it is still operating correctly.
- It also initiates transactions with the 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 Standalone 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 machine(s) be placed in a DMZ.

**How long will it take to deliver and set up the lockers once the agreement has been signed?**

- If it's a brand new agreement, approximately 30 days from the time the agreement is signed AND all of the pre-implementation documents are submitted.
- If the lockers are being added on to an existing FAST Solutions machine, approximately 15 days from the time the agreement is signed AND the applicable pre-implementation documents are submitted.

**Who installs the machine(s)?**

- The units will be delivered and installed by Fastenal personnel based out of the nearest regional FAST Solutions Build Center. Fastenal personnel will also provide on-site training (to your personnel and your local Fastenal store representative) on the day of the install.

**How do I know what kind of card reader will be required?**

- A sample of your company's current employee ID cards/badges will need to be tested by Fastenal in order to determine the required reader type.

**What types of ID badges can be used with Standalone Locker Controllers?**

- The machines can be used with only a keypad or with one of the following ID card/badge types:
  - 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 the reader type.

**Can HR, ERP, or other systems be integrated with FAST Solutions machines?**

- FAST Solutions machines can export several reports in .xml or flat file which you can then import into your existing systems. These reports can be automated via email. Currently, FAST Solutions machines do not allow for automated data import from existing IT systems.

**Does the FAST Solutions software integrate with customer systems like Oracle, SAP and Ariba?**

- The software does not integrate directly with these types of systems. However, the system DOES integrate with Fastenal's POS system. This allows us to export transaction data to support most of our customers' business needs. This can be done through the standard export functionality of the software provided with FAST 5000.
- The best practice for most uses is to send updates or transaction data by .xml or .csv file to the receiving system. If you would like to generate POs from your system (Ariba, SAP, or other), you could issue a blanket PO for a period of time and then treat individual machine restocks as incremental releases against the blanket PO.
- If Fastenal is already integrated with your 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. The only difference between consigned and non-consigned inventory is that, with the non-consigned model, you would be billed for the initial inventory.

**How do I sign up to take online training courses?**

- On-site training will be provided on the day of the install. You can sign up to take additional, WebEx-based trainings by calling or emailing our FAST Solutions training group.
  - Phone number: 507-313-7400
  - Email: [fastsolutionstraining@fastenal.com](mailto:fastsolutionstraining@fastenal.com)

**Is there a number to call for technical questions?**

- FAST Solutions Tech Support can be reached at 866-829-1564. Support personnel are on call 24/7.

**What happens if the power goes out or the 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 are restored, at which time they would be sent to the central database. No transactions can occur when the power is out.

**How is connectivity monitored?**

- The Standalone Locker Controller verifies its connection to the database server every 15 minutes. If a specific machine does not “report in” for 3 hours, the vending reporting software will send an email to the 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. Data generated during offline use can be tracked in the software but will not be available until connectivity has been restored.