

FAST Solutions™

Fastenal Automated Supply Technology

FAST5000 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 or store representative.
- Agreements with no fees charged to the customer will need to be approved by your RVP.

Why can't we sell the FAST5000 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 FAST5000 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 FAST5000?

- If you have a Wells customer that wants a FAST5000, 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 FAST5000?

- A single 110 AC outlet.

What operating system does the FAST5000 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 FAST5000 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.
- 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 the customer to the Technical Overview Document for any further questions.

The FAST5000 does not require any support from your customer's IT department. Any carousel-type machine requires at least one (sometimes more) PC to be installed on your customer's network. By default that involves your customer's IT department.

How does the FAST5000 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 FAST5000 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 FAST5000 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 FAST5000 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 FAST5000 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, FAST5000 series machines do not allow for automated data import from existing IT systems.

Does the FAST5000 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?” (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 FAST5000. 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 FAST5000 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 FAST5000. 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 FAST5000. 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: 507-313-7400
 - Email is: fastsolutionstraining@fastenal.com

Is there a number to call for technical questions?

- FAST Tech support can be reached at: 866-829-1564

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 FAST5000 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 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:
FAST5000: 73" High x 41" Wide x 35" deep (1854 mm H x 1041 mm W x 889 mm D)
Fully crated for shipping 47"W x 40"D x 81"H

What are the clearance requirements?

- The area in front of the machines must be clear to open doors with consideration for easy access: 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.
A minimum of 3"- 6" (75 mm to 150 mm) is required to accommodate the cords at back of machine.

What is the weight of the machines?

- FAST5000 = 626 pounds
- 3 DOOR Locker = 250 pounds
- 12 DOOR Locker = 350 pounds
- 18 DOOR Locker = 425 pounds

What is the leg height on the FAST5000?

- The leg height is 6".

What is the warranty policy?

- There is a one-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.

What is the front window of the FAST5000 & FAST5000 Locker made of?

- The machine's front window is tempered glass. A Lexan 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 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. Cost of that kit is \$155.

What languages are supported by the machine?

- Only English is supported at this time.

What is the approximate cost to run each machine?

- The machine draws 3 amps at 110Volts= 330 watts. 330 watts * 24 hours * 365 days =2891 KW. Average cost in the Ohio is .08 per kW. Average cost would be \$231 per year if running at full use 24/7. Final answer, about \$20.00 per month.

What is the carbon footprint of each machine?

- The annual carbon footprint is approximately 520 lbs of CO2 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.

FAST5000 Info

How many SKUs can be put into a FAST5000?

- Up to 60 Possible Selections, 6 Trays, 20 Segment Trays.

Why will certain items not dispense from the FAST5000 machines?

- Due to their size, shape, packaging, weight, or other concerns, certain items won't dispense reliably from the FAST5000. 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 FAST5000?

- Apex recommends not more than 40 pounds per tray.

Can the FAST5000's be put outside for vending?

- The FAST5000 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 used bits and items to be resharpend?

- Yes. An additional opening can be added to the FAST5000 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 FAST5000 unit?

- On the Fastenal Solutions homepage on Fastnet, there is a link to a spreadsheet named "Parts Approved for Vending".

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 may need to be sent to the servicing Build Center for testing before a machine can be configured. A quantity of 5 is required and should be sent Attn: FAST5000 Testing. 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
- Aerosol 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 or locker.

What is the suggested temperature range for the machines?

- The standard FAST5000 and FAST5000 Locker can operate between 55 and 130 degrees Fahrenheit. LED lights can be installed in the FAST5000 (for an additional cost) and the range can drop as low as 0 degrees F.

Will products have trouble vending properly?

- The FAST5000 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 FAST5000 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.

Billing and Replenishment

How does the billing work?

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

- **FAST5000 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. Billing procedures are posted on FastNet under the Billing and Restocking Instructions Folder on the FAST5000 page.

How does the vending machine replenishment work?

- The software that is used with the FAST5000 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 FAST5000 series machine prevent this?

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

Can FAST5000 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 FAST5000 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 FAST5000 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
 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'.

For example: A employee needs 4 different parts out of a FAST3000, 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.