

# FASTLINE: AN OVERVIEW

Put the Ease of  
Diebold FastLine  
to Work for You



Forget about coordinating vendor calls or unexpected service and billing issues. Diebold has you covered.

Starting with proven Premier Maintenance Services, FastLine handles all the levels of service you need to keep your ATM network operating efficiently and effectively. It doesn't stop there! Diebold FastLine completes the ATM management package through Cash Handling and Currency Management services.

Diebold has aligned with two of the nation's leading cash handlers to bring their expertise in ATM replenishment and management straight to you. Combine that with Diebold's state of the art Currency Management software and FastLine gives you one seamless service solution.

## Currency Management

### Optimize ATM Cash Levels for Increased Efficiency, Profitability

ATM currency management is a balancing act. Not enough cash in your terminals leaves customers dissatisfied and frustrated, and too much cash can cost your institution thousands of dollars in annual interest and lost revenue. If you're tired of walking the tightrope, we have the answer - Diebold ATM Currency Management. This comprehensive, automated solution is designed to track, log and analyze the physical movement of cash across your ATM network for more efficient management of cash levels at critical points.

- Monitor and forecast cash demands based on terminal-specific data
- Reduce costly emergency cash occurrences
- Use cash more efficiently for increased revenue
- Provide a centralized source for ATM replenishment information
- Management of daily cash levels, automated alerts and cash orders

## Cash Replenishment

### Why Diebold for Your Cash Handling?

Diebold has established national cash service alliances with Brinks, Incorporated and Loomis US to provide an extensive network of highly trained technicians and industry leading cash handling techniques.

### What Does This Mean to You?

- One point of contact for claims handling at [investigate@diebold.com](mailto:investigate@diebold.com)
- National agreement between Diebold and our cash vendors eliminates access restrictions and vendor meets
- Cash vendor related service calls covered by service contract
- Continuous formal training of cash vendor's new hires on new and current equipment
- Cash vendor coordination for new or relocated equipment handled through Diebold
- Allows for a true integrated solution - a one stop shop

## Add In Reliable Diebold Premier Services

### Components of FirstLine and SecondLine

FirstLine and SecondLine handle all levels of service needed to keep your ATM's running smoothly, including:

- On-site diagnosis of problems
- Technical maintenance to include repairs, adjustments, lubrication, cleaning, and parts
- Emergency service
- Preventive maintenance
- Non-technical repairs
- Clearing paper, card, and currency jams
- Replenishing paper and receipts
- Replacing ink kits and ribbons

For more information contact your Diebold representative, visit [www.dieboldservice.com](http://www.dieboldservice.com) or call 800.233.7771.

### Total Solutions

Hardware Maintenance  
FirstLine Response  
Cash Replenishment Services  
Currency Management

#### Contact Information:

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