

FedEx delivers for Diebold.
Convenience and reliability you can take to the bank.

Now FedEx is working for you. And it starts right here.

Congratulations! Your transportation and shipping just got world-class improvements in speed, reliability and cost-efficiency.

Diebold has chosen FedEx as your preferred carrier for package inbound and outbound shipping within North America. Which means you now have direct and immediate access to the exact solutions you need, including online shipping for additional savings. From one package to multiple packages, from high-priority to routine schedules, you choose the best option at the best price — with web-based reporting and service excellence every inch of the way.

This tutorial is our way of saying, “Welcome to FedEx.” Just click on any of the tabs above for a quick reference guide on FedEx® shipping.

It’s going to be a great relationship. So let’s get started!





Big Service for Small Packages

To choose the most cost-efficient FedEx® solution, always consider when your shipment has to arrive. For information to help you choose, go to fedex.com, choose the Ship tab, and click on “Get Rates & Transit Times” to match your needs with the right FedEx service.

FEDEX GROUND®

Reliable, cost-effective delivery of packages up to 150 lbs. to every address in the U.S., Canada and Puerto Rico by a certain day, based on the distance to the destination, backed by a money-back guarantee.*

FEDEX EXPRESS®

For time-critical documents and packages up to 150 lbs. each, specify delivery in 1, 2 or 3 business days by a certain time, backed by a money-back guarantee.**

NOTE: Our preferred shipping method is FedEx Ground. FedEx Express service requires prior approval from a Diebold director, plant manager or VP. Otherwise, the shipment will be charged back to the shipper.

* The FedEx Ground money-back guarantee applies to deliveries within the U.S. For details, see the FedEx Ground Tariff.

** For details on the FedEx Money-Back Guarantee, see Service info at fedex.com.



Prepare shipments the easy way.

Once you have your account set up, you can begin processing shipments online. Keep in mind that time is definitely money — the sooner your shipment is delivered, the higher the cost. So if you have more time, take it — and capture all the cost-efficiencies FedEx has to offer.

Go to **fedex.com** and choose Prepare Shipment under the Ship tab, or use FedEx Ship Manager[®] Software. If you don't have a user ID and password, click the Sign Up Now! link to register. Then log in and complete the following information:

- Enter the recipient's company name, contact name, address and telephone number.
- Enter the Package & Shipment Details. For maximum cost efficiency, choose the most cost-effective service that will deliver by your deadline.
- Under Billing Details, fill in the Bill Transportation To field with the correct account number and the Your Reference field with a Diebold sales or purchase order number for FedEx Ground[®] shipments or an authorizing name for FedEx Express[®] shipments. FedEx Express service requires prior approval from a Diebold director, plant manager or VP. Otherwise, the shipment will be charged back to the shipper.
- Select any optional Special Services, Pickup/Drop-off information and E-mail Notifications. Do not enter a declared value, as Diebold is self-insured.
- At the bottom of the column, click Ship to go to the next page and print your address label.

Package your shipment and apply the plastic pouch for the label. Use FedEx Express shipping materials for FedEx Express shipments, and your own packaging for FedEx Ground shipments.



Order supplies in a few simple steps.

- 1 Go to **fedex.com** and click on “Order Supplies” under the Ship tab.
- 2 Enter your user ID and password.
- 3 Select the type of supplies you need.
- 4 Select the quantity of supplies in the drop-down menu and click on “Add to Order”.
- 5 Review your order and click on “Edit Address” under Delivery Address. Enter your name.
- 6 Click “Confirm Order”.



Note: There is no charge for supplies when ordering online. Supplies will be shipped for arrival in 3-5 business days.





Track package status, schedule a pickup.

TO TRACK THE STATUS OF YOUR PACKAGES:

FedEx makes tracking your shipments quick and easy.

- Track at fedex.com by going to the Track tab and enter up to 30 tracking numbers.
- Go to fedex.com/us/tracking/email.html for information on tracking by e-mail.
- Track by phone by calling 1.800.GoFedEx 1.800.463.3339 and say, "Track a package".

TO SCHEDULE A PICKUP:

Go to fedex.com and click on Schedule a Pickup under the Ship tab, then complete the form. Or call 1.800.GoFedEx 1.800.463.3339 and say, "Schedule a pickup".

Note: If you do not have a daily scheduled FedEx Ground® pickup, the package will be picked up the next day.

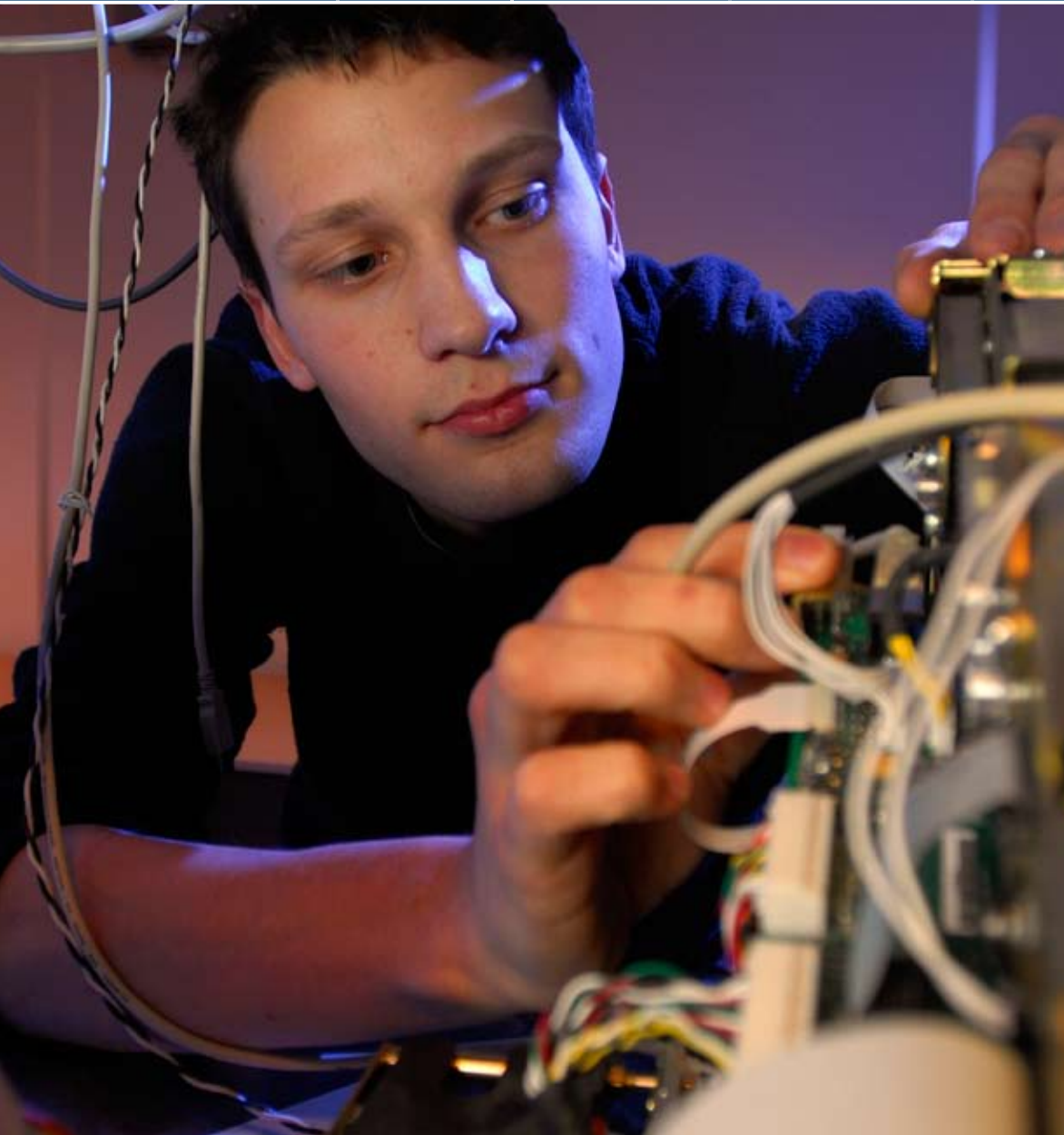




For a complete list of FedEx locations in your area, go to fedex.com and choose Find Locations under the Ship tab.

Enter your ZIP, address or phone number, select the types of locations and, if needed, special features, then click Find Locations. You'll be shown the nearest FedEx drop-off locations, directions and hours of operation for FedEx Kinko's Office and Print Centers®, FedEx World Service Center® locations, FedEx Kinko's® Ship Centers, FedEx Authorized ShipCenter® locations and FedEx Express® Drop Boxes.





We're ready to answer all your questions.

The following numbers will put you in touch with the best people to get your questions answered and your problems solved.

FedEx Customer Service 1.800.GoFedEx
(available 24 hours) 1.800.463.3339

fedex.com Support 1.877.339.2774

FedEx Services
Worldwide Account Manager
Bruce Devore 1.330.966.2319
bruce.devore@fedex.com

Diebold Global Gateway
Bob Fletcher 1.330.899.1414
Diebold North America
Global Service Support
Director Global Service Logistics
robert.fletcher@diebold.com

Diebold Corporate Logistics
Laurie Swansiger 1.330.490.3731
Logistics Manager Cell: 1.330.418.1137
Laurie.Swansiger@diebold.com

Menlo Routing Center
Jim Schommer 1.877.55MENLO
mlgdblops@menloworldwide.com (556.3656)