



# Utimaco HSM/ESKM Operations Guideline

WORKING TOGETHER FOR OUR SHARED SUCCESS

## Intended Audience

The document contains guidelines for Finance, Supply Chain and Purchasing Managers of End Customers & Partners of Utimaco. It focuses on **Utimaco's HSM division** from a commercial, export and logistics point of view.

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- (1) Customer set up – relationship types**
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In case of any further questions, please do not hesitate to contact the Business Operations team ([Business-Operations-All@utimaco.com](mailto:Business-Operations-All@utimaco.com)).

## **(1) Customer Setup – relationship types**

Now that you are signed up as an End Customer or a Partner of Utimaco, we need you to complete our Customer Registration Form as set out in Appendix A to set you up in our systems.

## **Credit Limit**

During the initial stage of our cooperation we collate business information and discuss issues that have an impact on your Credit Limit. If further information is needed the responsible Sales Representative or our Finance Operations team will get in contact with you to get it determined as quickly as possible.



## Utimaco –Vendor Setup

Please contact us, if you need information to set Utimaco up as a vendor. We are happy to provide you with our details. In Appendix C you will find some basic information about Utimaco to initiate your vendor setup process. Please send additional questions or requirements to [Business-Operations-All@utimaco.com](mailto:Business-Operations-All@utimaco.com).

Once we have signed the relevant agreements, Utimaco needs to set up your account in our ERP System. To facilitate this, we have structured our information request in the form attached in Appendix A which we kindly ask you to fill in and return with the countersigned contract or agreement (“Business Partner Form”).

### (2) Forecasting

We use forecasting to have sufficient inventory and material at the right location at the right time to fulfill your needs as quickly as possible. Therefore, high quality forecasting is beneficial for both of us.

Typical lead time to delivery is two (2) to four (4) weeks after confirmation of your Purchase Order.

### (3) Place an order

When you place an order with Utimaco, please send your Purchase Order (PO) by electronic mail to [HSM-Orders@Utimaco.com](mailto:HSM-Orders@Utimaco.com). PO’s that are sent to this e-mail account are considered as properly received for a confirmation reply.

The PO should contain at least the following information:

- Your Company details
- Our Quote ID – please reference our Quote ID on your PO
- Our Sales Representative by Name
- Ship-to details (address which we should register with your carrier)
- Channel Partner and End customer information (company name and address)
- Your Carrier and Shipping Account (if different from the standard registered with us, see Registration Form)
- Requested / desired delivery date (optional, not mandatory for us)
- Products you want to purchase (SKUs) with # of units and values (based on our last Quote)
- Tax information (e.g. for US sales tax if this deal is a resale transaction or for your own demand / infrastructure)

Due to legal obligations and as part of our Business Ethics Policies <https://www.utimaco.com/en/company/business-ethics/>) we will ask you to provide us with additional information on the end customer or end use of the product in your PO.

Our Order Confirmation will contain our estimated delivery date and the terms of our transaction.

## (4) Delivery & Logistics

Utimaco’s standard delivery terms are **Ex Works** (EXW Incoterms® 2010) for EU and domestic USA destinations and **Free Carrier** (FCA Incoterms® 2010) for all other destinations.

With FCA, the Utimaco entity is the Exporter of Record and will be responsible for export declarations and handing over any necessary documentation to your carrier / courier.

Utimaco pick-up points (warehouses) cooperate with all standard carrier forwarders and courier services. We therefore offer you the greatest possible flexibility with your selection choices of a transport partner.

When you complete our Business Partner Form, you provide your general carrier or courier information and your carrier account details. Our default practice is to provide insurance for the full commercial value of the shipment. With your Purchase Order (“PO”) you still can deviate from this general practice. However, you must specify your transport partner and advise of any specific party that we should notify for the pickup of the shipment. If you have not stated differently on your PO, we assume that your transport partners are to be used.

When we issue our Invoice, after registration for pick-up, you receive the tracking information and the delivery note so that you can track the delivery with your transportation partner.

Our warehouse locations for the respective regions:

|   |   |   |
|---|---|---|
| <b>EMEA special products:</b>                           | Germanusstr. 4, D-52080 Aachen, Germany                         |  |
| <b>EMEA: Standard Security Server, OEM, Atalla/ESKM</b> | Werner-von-Siemens-Straße 2-6, D-76646 Bruchsal, Germany        |  |
| <b>AMERICAS:</b>  | 918 Radecki Court, City of Industry, California 91748, USA      |  |
| <b>APAC:</b>  | No. 38 & 40, Jalan Mega 1/5, 81550 Gelang Johor Bahru, MALAYSIA |  |

If Utimaco organizes the shipment (e.g. for Return Material Authorization (“RMA”) shipments) we select UPS, FedEx or DHL depending on destination and cost.

However, for those customers who do not have an own carrier or courier service provider, Utimaco offers the option to ship DAP. Rates for such shipments are provided in Annex B.

Please note that for Atalla products Utimaco's Support logistics partner is ITEC. Utimaco will provide ITEC the necessary customer contact information to arrange pickup and replacement of RMA units at the customer site.

## (5) Specification and details of our products

### Utimaco CryptoServer PCI

Form Factor: PCI(e)-Card



#### **Net:**

- Weight: ~ 0,5 kg (1.1 lbs)
- Dimension: 18x11x2cm (7.1x4.3x0.8 in)

#### **Gross:**

- Weight: ~ 0,7 kg (1.5 lbs)
- Dimension: 21x15x6,5 cm (8.3x 6.0x2.6 in)
- Battery: 3 V, Lithium, Ø 12 mm, length 600 mm, FDK CR 12600 SE or VARTA CR2NP – please see section “Lithium-Metal-Batteries” below.

#### **PCI(e)-Card with PinPad and Documentation:**

- Weight: ~ 1 kg (2.2 lbs)
- Dimension: 36x25x15cm (14.2x 9.8x6.0 in)

### Utimaco CryptoServer Appliance

Form Factor: LAN-Box with integrated PCI(e)-Card



#### **Net:**

- Weight: ~ 9,3 kg (20,5 lbs)
- Dimension: 50,5x48x9 cm (19.9x18.9x3.5 in)
- Dimension: 50,5x43x9 cm (19.9x16.9x3.5 in) *(Width with 2 metal plates for fixing in rack rail slides)*

**Gross (incl. PinPad + SmartCards):**

- Weight: ~ 15,5 kg (34,2 lbs)
- Dimension: 78x60x22 cm (30,7x23,6x8,7 in)
- Batteries: 3.6 V, Lithium, LS 17500 and Sony/Panasonic CR2032 micro battery

**Lithium-Metal-Batteries**

Utimaco CryptoServer PCIe (CSe- and Se-Series) and Utimaco CryptoServer Appliance contain Lithium-Metal-Batteries. However, the products are exempt from dangerous goods regulations as the batteries contain less than 1 gram of lithium-metal.

**THEREFORE, THESE PRODUCTS ARE NOT CONSIDERED HAZARDOUS GOODS!!!**

Transportations of cells or batteries contained in equipment have to follow the appropriate regulations for UN3091.

Shipments from Utimaco warehouses that contain lithium-metal batteries are labeled with the appropriate label.



**Lithium Battery Mark**

Compilations of transport requirements for Lithium batteries can be found here:

<https://www.lithium-batterie-service.de/en/>

<http://www.iata.org/whatwedo/cargo/dgr/Documents/lithium-battery-guidance-document-2017-en.pdf>

## PinPad



REINERSCT cyberJack One

### **Net:**

- Weight: 0,25 kg (0.55 lbs)
- Dimension: 12x8x2 cm (4.7x3.1x1.2 in)

### **Gross:**

- Weight: 0,35 kg (0.77 lbs)
- Dimension: 31x22x3 cm (12.2x8.7x0.8 in)

## SmartCards (if ordered/shipped separately)



### **Net (1pc):**

- Weight: 5,2 g (0.18 oz)
- Dimension: 85x55 mm (3.3x2.2 in)

### **Gross (10pc):**

- Weight: 100 g (3.5 oz)
- Dimension: 23x17x0,5 cm (9.0x6.7x0.2 in)

## (6) Specifications and Details of Utimaco Atalla Products

### Enterprise Secure Key Manager v5.x



**Form Factor: 1U Server appliance**

**Weight: (lbs.)**

- Packaged: 59.5
- Appliance: 32.8

**Dimensions: (inches, Length x Width x Depth)**

- Packaged: 39.0 x 23.6 x 9.5
- Appliance: 30.9 x 19.0 x 1.7

### Atalla AT-1000 HSM



**Form Factor: 1U Server appliance**

**Weight: (lbs.)**

- Packaged: 59.5
- Appliance: 36.3

**Dimensions: (inches, Length x Width x Depth)**

- Packaged: 39.0 x 23.6 x 9.5
- Appliance: 30.9 x 19.0 x 1.7

## Software version of Atalla Secure Configuration Assistant (SCA)



**Form Factor:** USB Stick, Pinpad

**Weight: (lbs.)**

- Packaged: 2.52 lbs

**Dimensions: (inches, Length x Width x Depth)**

- Packaged: 15.0 x 11.25 x 2.5

## Atalla Smart Cards



**Form Factor:** Jewel box containing 3 or 10 Smartcards

**Weight: (lbs.)**

**3 Pack:**

- Packaged: 0.4
- Jewel Box w/cards: 0.09

**10 Pack (2 jewel boxes):**

- 0.5
- 0.1

**Dimensions: (inches, Length x Width x Depth)**

**3 Pack:**

- Packaged: 9.6 x 6.9 x 2.4
- Jewel Box w/cards: 3.5 x 2.4 x 0.4

**10 Pack (2 jewel boxes):**

- 9.6 x 6.9 x 2.4
- 3.5 x 2.4 x 0.4



## Lithium-Metal-Batteries

Utimaco Atalla HSM and ESKM Appliances contain Lithium-Metal-Batteries. However, the products are exempt from dangerous goods regulations as the batteries contain less than 1 gram of lithium-metal.

**THEREFORE, THESE PRODUCTS ARE NOT CONSIDERED HAZARDOUS GOODS!!!**

Transportations of cells or batteries contained in equipment have to follow the appropriate regulations for UN3091 and UN3481.

Shipments from Utimaco warehouses that contain lithium-metal batteries are labeled with the appropriate label.



**Lithium Battery Mark**

Compilations of transport requirements for Lithium batteries can be found here:

<https://www.lithium-batterie-service.de/en/>

<http://www.iata.org/whatwedo/cargo/dgr/Documents/lithium-battery-guidance-document-2017-en.pdf>

## (6) Export Compliance

Utimaco is committed to complying with applicable export laws and regulations. As part of this compliance effort, Utimaco agreements and / or quotes contain provisions requiring our Customers and Partners to ensure such compliance too. In order to assist our customers and partners, Utimaco uses these documents to communicate export control information specific to its products. This information may be required for shipping documentation, customs declarations, record keeping, or post-shipment reporting.

Customers and Partners are encouraged to familiarize themselves with the import regulations of their country to ensure compliance with their specific regulations and to ensure timely release of Utimaco products from customs.

**Note:** Export of controlled goods is a complex legal area and Utimaco will make all reasonable effort to maintain this information current. However, Utimaco is not providing legal consulting in such matters and proposes that you seek expert legal advice to ensure your compliance in relation to such matters.

## **Direct shipments to end customers from Utimaco warehouses within European Union (EU)**

For Business Partners that have their place of business within the EU, drop or direct end customer shipments from Utimaco warehouses within the EU are only possible if the delivery address is in the EU. Any Business Partner request to drop or direct ship to a third-party country address (outside EU) cannot be fulfilled under Export Law. We can only deliver directly to the Business Partner or a respective EU address.

## **German Export Controls for FCA shipments from German warehouses:**



The Utimaco products listed in Table 1 below that have been classified as dual-use goods can only be exported from Germany in accordance with the provisions of the Council Regulation (EC) No 428/2009. For certain destinations, end use, or end users an individual export authorization from the Federal Office for Economic Affairs and Export Control (BAFA) may be required. Please note that it can take several months to receive an individual export license authorization from BAFA while still having the risk of non-approval.

Table 1:

| Utimaco Product                             | Product Type | Export Control Classification | HS Code    |
|---|--------------|-------------------------------|------------|
| Se-Series-Gen2                              | Hardware     | 5A002A1                       | 8471.80.00 |
| CSe-Series                                  | Hardware     | 5A002A1                       | 8471.80.00 |
| Se-Series Gen2 Software                     | Software     | 5D002C1                       | N/A        |
| CSe-Series Software                         | Software     | 5D002C1                       | N/A        |
| CryptoServer Software Development Kit (SDK) | Software     | 5D002C1                       | N/A        |
| CryptoServer Simulator                      | Software     | 5D002C1                       | N/A        |
| SmartCard Reader                            | Hardware     | N/A                           | 8471.90.00 |
| SmartCard                                   | Hardware     | N/A                           | 8523.52.00 |
| Slide Rails                                 | Hardware     | N/A                           | 8473.30.80 |
| Power Supply Module                         | Hardware     | N/A                           | 8504.40.60 |
| Power Supply Unit                           | Hardware     | N/A                           | 8504.40.60 |

| Utimaco Atalla Product   | Product Type | Export Control Classification | HS Code    |
|--|--------------|-------------------------------|------------|
| Atalla AT1000 HSM  | Hardware     | 5A002.a.1                     | 8471.80.00 |
| ESKM Server v5   | Hardware     | 5A002.a.1                     | 8471.50.00 |
| Software version of Atalla Secure Configuration Assistant (SCA)        | Hardware     | 5A992.c                       | 8523.51.90 |
| Atalla Backup SmartCard Pack v2 (Enhanced SW Shareholder Smart Cards)  | Hardware     | N/A                           | 8523.52.00 |
| Atalla Admin SmartCard Pack v2 (Enhanced SW Administrator Smart Cards) | Hardware     | N/A                           | 8523.52.00 |
| Atalla Backup SmartCard Pack v3  | Hardware     | N/A                           | 8523.52.00 |
| Atalla Admin SmartCard Pack v3   | Hardware     | N/A                           | 8523.52.00 |
| Atalla USB Pen drive   | Hardware     | N/A                           | 8523.51.10 |
| Physical keys  | Hardware     | N/A                           | 8301.70.00 |
| Atalla Boxcar Software   | Software     | 5D002.c.1                     | N/A        |
| Atalla AT1000 Software   | Software     | 5D002.c.1                     | N/A        |
| ESKM Software  | Software     | 5D002.c.1                     | N/A        |

**United States Export Controls for FCA shipments from USA warehouse:** 

Utimaco products are solely subject to US export regulations when exported from the United States. In the United States the Bureau of Industry and Security (BIS) regulates exports through the Export Administration Regulations (EAR). These regulations define the export restrictions on a wide variety of goods, software, and technologies. BIS has classified the Utimaco Hardware and Software as listed in Table 2.

Table 2:

| Utimaco Product                             | Product Type | ECCN     | US License Exception | CCATS   | HTS Code   |
|---|--------------|----------|----------------------|---------|------------|
| Se-Series-Gen2                              | Hardware     | 5A002a.1 | ENC                  | G165700 | 8471.80.10 |
| CSe-Series                                  | Hardware     | 5A002a.1 | ENC                  | G165699 | 8471.80.10 |
| Se-Series Gen2 Software                     | Software     | 5D002c.1 | ENC                  | G165700 | N/A        |
| CSe-Series Software                         | Software     | 5D002c.1 | ENC                  | G165699 | N/A        |
| CryptoServer Software Development Kit (SDK) | Software     | 5D002c.1 | ENC                  | G165700 | N/A        |
| CryptoServer Simulator                      | Software     | 5D002c.1 | ENC                  | G165700 | N/A        |



|  |                     |             |                                 |                 |                 |
|--|---------------------|-------------|---------------------------------|-----------------|-----------------|
| SmartCard Reader   | Hardware            | 5A992a      | NLR                             | Self classified | 8471.90.00      |
| SmartCard  | Hardware            | 5A992a      | NLR                             | Self classified | 8523.52.90      |
| Slide Rails  | Hardware            | EAR99       | NLR                             | Self classified | 8473.30.91      |
| Power Supply Mod-<br>ule   | Hardware            | EAR99       | NLR                             | Self classified | 8504.40.60      |
| Power Supply Unit  | Hardware            | EAR99       | NLR                             | Self classified | 8504.40.60      |
|  |                     |             |                                 |                 |                 |
| <b>Utimaco Atalla<br/>Product</b>  | <b>Product Type</b> | <b>ECCN</b> | <b>US License<br/>Exception</b> | <b>CCATS</b>    | <b>HTS Code</b> |
| Atalla AT1000 HSM  | Hardware            | 5A002.a.1   | ENC                             | Self classified | 8471.80.10      |
| ESKM Server v5   | Hardware            | 5A002.a.1   | ENC                             | Self classified | 8471.50.10      |
| Software version of<br>Atalla Secure Con-<br>figuration Assistant<br>(SCA)           | Hardware            | 5A992.c     | N/A                             | Self classified | 8523.51.90      |
| Atalla Backup<br>SmartCard Pack v2<br>(Enhanced SW<br>Shareholder Smart<br>Cards)    | Hardware            | 5A992.c     | N/A                             | Self classified | 8523.52.00      |
| Atalla Admin<br>SmartCard Pack v2<br>(Enhanced SW Ad-<br>ministrator Smart<br>Cards) | Hardware            | 5A992.c     | N/A                             | Self classified | 8523.52.00      |
| Atalla Backup<br>SmartCard Pack v3   | Hardware            | 5A992.c     | N/A                             | Self classified | 8523.52.00      |
| Atalla Admin<br>SmartCard Pack v3  | Hardware            | 5A992.c     | N/A                             | Self classified | 8523.52.00      |
| Atalla USB Pen<br>drive  | Hardware            | EAR99       | N/A                             | Self classified | 8523.51.00      |
| Physical keys  | Hardware            | EAR99       | N/A                             | Self classified | 8301.70.00      |
| Atalla Boxcar Soft-<br>ware  | Software            | 5D002.c.1   | ENC                             | Self classified | N/A             |
| Atalla AT1000 Soft-<br>ware  | Software            | 5D002.c.1   | ENC                             | Self classified | N/A             |
| ESKM Software  | Software            | 5D002.c.1   | ENC                             | Self classified | N/A             |

Please note: The information given in this document is not tailored to the needs of a specific entity or a particular export scenario. The information provided in this document is for general information purposes only and to get partners and customers started in understanding specific delivery, export and customs obligations. While Utimaco endeavors to keep the information in this document up to date, you remain responsible for seeking your own legal advice and ensuring your compliance in relation to such matters.



## **(7) Return Merchandise Authorization (RMA) process**

The RMA process, along with General Terms and Conditions for End Customer buying Utimaco products is defined in detail in the Utimaco Global Maintenance Support Service Description in this link: [https://hsm.utimaco.com/wp-content/uploads/2020/05/Utimaco-Global-Maintenance-Support-Services-Description\\_v1\\_1\\_05122020.pdf](https://hsm.utimaco.com/wp-content/uploads/2020/05/Utimaco-Global-Maintenance-Support-Services-Description_v1_1_05122020.pdf) .

Please see especially Clause 7.2 “Hardware Service Levels” for Standard, Premium, and Premium Plus support offerings.

For Partners very similar processes apply. Details can be obtained from your Reseller Agreement / OEM Agreement.

## **(8) Settling accounts**

Upon the fulfillment of our delivery obligations (defined by the respective delivery terms – i.e. EXW or FCA) we will issue the invoice to you including all necessary and required documentation e.g. delivery note, tracking information and (if applicable) export documentation.

You will receive invoice documents by electronic mail (and in some countries we provide paper copies in addition).

Our invoice contains our relevant bank information for electronic cash transfer payment. Please ensure your payment is made on time and as per our agreed payment terms (which are noted as well on the invoice). Delays in settling your accounts with us may adversely impact your credit limit rating in our system or even block your account from future shipments.

If you have any questions regarding our invoices or payment, please contact our Business Operations team under [Business-Operations-All@utimaco.com](mailto:Business-Operations-All@utimaco.com). We will be happy to help you.

## APPENDIX A

| <b>Business Partner</b>  |                           |                |
|--|---------------------------|----------------|
| <b>Please only fill out the colored cells</b>  |                           |                |
| <b>Company Name</b>  |                           |                |
| <b>VAT Number (only for EU)</b><br><b>Reseller Certificate Number (only USA)</b><br><i>(please provide copy for certificate as well)</i> |                           |                |
| <b>Company Address</b>   | <b>Street/ Nr.</b>        |                |
|  | <b>Building/ District</b> |                |
|  | <b>Postcode</b>           |                |
|  | <b>City</b>               |                |
|  | <b>Country</b>            |                |
| <b>Default Delivery Address</b>  | <b>Street/ Nr.</b>        |                |
|  | <b>Building/ District</b> |                |
|  | <b>Postcode</b>           |                |
|  | <b>City</b>               |                |
|  | <b>Country</b>            |                |
| <b>Default Courier/ Logistics Provider</b>   | <b>Name</b>               |                |
|  | <b>Account Number</b>     |                |
| <b>Billing Address</b>   | <b>Street/ Nr.</b>        |                |
|  | <b>Building/ District</b> |                |
|  | <b>Postcode</b>           |                |
|  | <b>City</b>               |                |
|  | <b>Country</b>            |                |
| <b>Mailing Address for Invoice</b>   |                           |                |
| <b>Contact Person</b><br><b>Financial Department</b>   | <b>Position</b>           |                |
|  | <b>First Name</b>         |                |
|  | <b>Last Name</b>          |                |
|  | <b>Mailing Address</b>    |                |
|  | <b>Phone Number</b>       |                |
|  | <b>Mobile Number</b>      |                |
| <b>Contact Person</b><br><b>Engineering Department</b>   | <b>Position</b>           |                |
|  | <b>First Name</b>         |                |
|  | <b>Last Name</b>          |                |
|  | <b>Mailing Address</b>    |                |
|  | <b>Phone Number</b>       |                |
|  | <b>Mobile Number</b>      |                |
| <b>Language</b><br><i>(please delete option that does not apply)</i>   | <b>German</b>             | <b>English</b> |
| <b>Currency</b><br><i>(please delete option that does not apply)</i>   | <b>Euro</b>               | <b>USD</b>     |
| <b>To be filled out by Utimaco Sales</b>   |                           |                |
| <b>Terms of Payment</b>  |                           |                |
| <b>Terms of Delivery</b>   |                           |                |
| <b>Group</b>   |                           |                |
| <b>Concern</b>   |                           |                |
| <b>Region</b>  |                           |                |
| <b>Price List</b>  |                           |                |

### Shipping rates for deliveries from German warehouses



| Overview EMEA Shipping Prices |                     |                          |                        |
|-------------------------------|---------------------|--------------------------|------------------------|
| Region                        | Product             | Shipping Price Overnight |                        |
| Germany                       | PCIe-Card           | 31,00 €                  |                        |
|                               | LAN-Box             | 60,00 €                  |                        |
|                               | Pinpad+Smartcards   | 18,00 €                  |                        |
|                               | Slide Rails         | 25,00 €                  |                        |
|                               | HW-AT-HSM-V1        | 65,00 €                  |                        |
|                               | HW-ESKM-V1          | 96,00 €                  |                        |
|                               | HW-ATALLA-SCA-V3    | 23,00 €                  |                        |
|                               | HW-AT-SC-AD-V2      | 20,00 €                  |                        |
|                               | HW-AT-SC-AD-V3      | 20,00 €                  |                        |
|                               | HW-AT-SC-BU-V2      | 20,00 €                  |                        |
|                               | HW-AT-SC-BU-V3      | 22,00 €                  |                        |
|                               | PROC-AT-BRASS-KY-V1 | 19,00 €                  |                        |
|                               | HW-ATALLA-SCAW-V1   | 22,00 €                  |                        |
| Region                        | Product             | Shipping Price Priority  | Shipping Price Economy |
| Europe West                   | PCIe-Card           | 163,00 €                 | 140,00 €               |
|                               | LAN-Box             | 364,00 €                 | 288,00 €               |
|                               | Pinpad+Smartcards   | 48,00 €                  | 27,00 €                |
|                               | Slide Rails         | 71,00 €                  | 29,00 €                |
|                               | HW-AT-HSM-V1        | 320,00 €                 | 230,00 €               |
|                               | HW-ESKM-V1          | 609,00 €                 | 521,00 €               |
|                               | HW-ATALLA-SCA-V3    | 90,00 €                  | 63,00 €                |
|                               | HW-AT-SC-AD-V2      | 51,00 €                  | 29,00 €                |
|                               | HW-AT-SC-AD-V3      | 57,00 €                  | 35,00 €                |
|                               | HW-AT-SC-BU-V2      | 57,00 €                  | 35,00 €                |
|                               | HW-AT-SC-BU-V3      | 75,00 €                  | 54,00 €                |
|                               | PROC-AT-BRASS-KY-V1 | 50,00 €                  | 28,00 €                |
|                               | HW-ATALLA-SCAW-V1   | 70,00 €                  | 53,00 €                |
| Region                        | Product             | Shipping Price Priority  | Shipping Price Economy |
| Europe East                   | PCIe-Card           | 175,00 €                 | 164,00 €               |
|                               | LAN-Box             | 395,00 €                 | 361,00 €               |
|                               | Pinpad+Smartcards   | 60,00 €                  | 50,00 €                |
|                               | Slide Rails         | 88,00 €                  | 71,00 €                |
|                               | HW-AT-HSM-V1        | 355,00 €                 | 312,00 €               |
|                               | HW-ESKM-V1          | 645,00 €                 | 602,00 €               |
|                               | HW-ATALLA-SCA-V3    | 101,00 €                 | 90,00 €                |
|                               | HW-AT-SC-AD-V2      | 63,00 €                  | 53,00 €                |
|                               | HW-AT-SC-AD-V3      | 69,00 €                  | 58,00 €                |
|                               | HW-AT-SC-BU-V2      | 69,00 €                  | 58,00 €                |
|                               | HW-AT-SC-BU-V3      | 87,00 €                  | 77,00 €                |

|                    | PROC-AT-BRASS-KY-V1   | 61,00 €                 | 51,00 €                |
|--------------------|---|-------------------------|------------------------|
|                    | HW-ATALLA-SCAW-V1   | 81,00 €                 | 73,00 €                |
| Region             | Product   | Shipping Price Priority | Shipping Price Economy |
| MEA                | PCIe-Card   | 240,00 €                | 229,00 €               |
|                    | LAN-Box   | 581,00 €                | 530,00 €               |
|                    | Pinpad+Smartcards   | 126,00 €                | 115,00 €               |
|                    | Slide Rails   | 218,00 €                | 192,00 €               |
|                    | HW-AT-HSM-V1  | 575,00 €                | 502,00 €               |
|                    | HW-ESKM-V1  | 865,00 €                | 792,00 €               |
|                    | HW-ATALLA-SCA-V3  | 182,00 €                | 167,00 €               |
|                    | HW-AT-SC-AD-V2  | 129,00 €                | 118,00 €               |
|                    | HW-AT-SC-AD-V3  | 135,00 €                | 124,00 €               |
|                    | HW-AT-SC-BU-V2  | 135,00 €                | 124,00 €               |
|                    | HW-AT-SC-BU-V3  | 153,00 €                | 142,00 €               |
|                    | PROC-AT-BRASS-KY-V1   | 128,00 €                | 117,00 €               |
|                    | HW-ATALLA-SCAW-V1   | 131,00 €                | 122,00 €               |
| <b>Europe West</b> | <i>Andorra, Belgium, Denmark, Faroe Islands, France, Gibraltar, Great Britain, Ireland, Iceland, Italy, Liechtenstein, Luxemburg, Monaco, Netherlands, Norway, Austria, Portugal, San Marino, Sweden, Switzerland, Spain</i>                        |                         |                        |
| <b>Europe East</b> | <i>Albania, Belarus, Bosnia &amp; Herzegovina, Bulgaria, Estonia, Finland, Greece, Croatia, Latvia, Lithuania, Malta, Macedonia, Moldova, Montenegro, Poland, Rumania, Russia, Serbia, Slovakia, Slovenia, Czech Rep., Ukraine, Hungary, Cyprus</i> |                         |                        |



## Shipping rates for deliveries from US warehouse

### ***FCA / EXW / DAP Rates for USA, CANADA, & LATAM***

| Product             | Weight (kgs. / lbs.) | Value     | Dimensions (cms. / ins.) | FedEx Ground vs. Standard Overnight - USA |               |               |
|---------------------|----------------------|-----------|--------------------------|---|---------------|---------------|
|                     |                      |           |                          | West Coast                                | Central       | East Coast    |
| PCle (-SECP-)       | 1 kg. / 2 lbs.       | \$ 15,137 | 33x25x17 / 13x10x7       | \$236 / \$344                             | \$243 / \$358 | \$243 / \$365 |
| LAN (-SECL-)        | 16 kgs. / 35 lbs.    | \$ 28,063 | 78x60x20 / 31x24x8       | \$432 / \$635                             | \$446 / \$675 | \$451 / \$682 |
| Pinpad & SmartCards | 1 kg. / 2 lbs.       | \$ 400    | 33x25x17 / 13x10x7       | \$27 / \$68                               | \$27 / \$81   | \$34 / \$81   |
| HW-ESKM-V1          | 27 kgs. / 60 lbs.    | \$ 32,500 | 99x61x25 / 39x24x10      | \$540 / \$810                             | \$554 / \$878 | \$560 / \$891 |
| HW-AT-HSM-V1        | 27 kgs. / 60 lbs.    | \$ 12,500 | 99x61x25 / 39x24x10      | \$250 / \$527                             | \$270 / \$594 | \$277 / \$608 |
| HW-ATALLA-SCA-V3    | 4 kgs. / 9 lbs.      | \$ 2,400  | 53x36x10 / 21x14x4       | \$54 / \$169                              | \$61 / \$489  | \$61 / \$189  |
| HW-AT-SC-AD-V1      | 1 kg. / 2 lbs.       | \$ 170    | 25x18x8 / 10x7x3         | \$27 / \$47                               | \$27 / \$54   | \$27 / \$61   |
| HW-AT-SC-AD-V2      | 1 kg. / 2 lbs.       | \$ 170    | 25x18x8 / 10x7x3         | \$27 / \$47                               | \$27 / \$54   | \$27 / \$61   |
| HW-AT-SC-AD-V3      | 1 kg. / 2 lbs.       | \$ 600    | 25x18x8 / 10x7x3         | \$20 / \$40                               | \$34 / \$61   | \$34 / \$68   |
| HW-AT-SC-BU-V1      | 1 kg. / 2 lbs.       | \$ 550    | 25x18x8 / 10x7x3         | \$27 / \$54                               | \$34 / \$61   | \$34 / \$68   |
| HW-AT-SC-BU-V2      | 1 kg. / 2 lbs.       | \$ 550    | 25x18x8 / 10x7x3         | \$27 / \$54                               | \$34 / \$61   | \$34 / \$68   |
| HW-AT-SC-BU-V3      | 1 kg. / 2 lbs.       | \$ 1,800  | 25x18x8 / 10x7x3         | \$47 / \$68                               | \$47 / \$81   | \$47 / \$81   |

| Product             | Value     | FedEx Int'l Economy vs. Priority - CANADA |               |                |               |               |               |
|---------------------|-----------|---|---------------|----------------|---------------|---------------|---------------|
|                     |           | Vancouver, BC.                            | Calgary, AB.  | Saskatoon, SK. | Winnipeg, MB. | Toronto, ON.  | Montreal, QC. |
| PCle (-SECP-)       | \$ 15,137 | \$257 / \$284                             | \$257 / \$284 | \$270 / \$297  | \$270 / \$297 | \$270 / \$297 | \$270 / \$297 |
| LAN (-SECL-)        | \$ 28,063 | \$513 / \$581                             | \$513 / \$581 | \$513 / \$594  | \$513 / \$594 | \$513 / \$594 | \$513 / \$594 |
| Pinpad & SmartCards | \$ 400    | \$61 / \$74                               | \$61 / \$74   | \$61 / \$81    | \$61 / \$81   | \$61 / \$81   | \$61 / \$81   |
| HW-ESKM-V1          | \$ 32,500 | \$608 / \$702                             | \$608 / \$702 | \$608 / \$716  | \$608 / \$716 | \$608 / \$716 | \$608 / \$716 |
| HW-AT-HSM-V1        | \$ 12,500 | \$331 / \$405                             | \$331 / \$405 | \$331 / \$432  | \$331 / \$432 | \$331 / \$432 | \$331 / \$432 |
| HW-ATALLA-SCA-V3    | \$ 2,400  | \$88 / \$101                              | \$88 / \$101  | \$88 / \$108   | \$88 / \$108  | \$88 / \$108  | \$88 / \$108  |
| HW-AT-SC-AD-V1      | \$ 170    | \$47 / \$54                               | \$47 / \$54   | \$47 / \$54    | \$47 / \$54   | \$47 / \$54   | \$47 / \$54   |
| HW-AT-SC-AD-V2      | \$ 170    | \$47 / \$54                               | \$47 / \$54   | \$47 / \$54    | \$47 / \$54   | \$47 / \$54   | \$47 / \$54   |
| HW-AT-SC-AD-V3      | \$ 600    | \$54 / \$61                               | \$54 / \$61   | \$54 / \$61    | \$54 / \$61   | \$54 / \$61   | \$54 / \$61   |
| HW-AT-SC-BU-V1      | \$ 550    | \$54 / \$61                               | \$54 / \$61   | \$54 / \$61    | \$54 / \$61   | \$54 / \$61   | \$54 / \$61   |
| HW-AT-SC-BU-V2      | \$ 550    | \$54 / \$61                               | \$54 / \$61   | \$54 / \$61    | \$54 / \$61   | \$54 / \$61   | \$54 / \$61   |
| HW-AT-SC-BU-V3      | \$ 1,800  | \$68 / \$74                               | \$68 / \$74   | \$68 / \$74    | \$68 / \$74   | \$68 / \$74   | \$68 / \$74   |

| Product             | Weight (kgs. / lbs.) | Value     | Dimensions (cms. / ins.) | FedEx Int'l Economy vs. Priority - LATAM |                 |                 |                 |
|---------------------|----------------------|-----------|--------------------------|--|-----------------|-----------------|-----------------|
|                     |                      |           |                          | MEXICO                                   | COLOMBIA        | ECUADOR         | BRAZIL          |
| PCle (-SECP-)       | 1 kg. / 2 lbs.       | \$ 15,137 | 33x25x17 / 13x10x7       | \$270 / \$284                            | \$331 / \$351   | \$331 / \$351   | \$351 / \$358   |
| LAN (-SECL-)        | 16 kgs. / 35 lbs.    | \$ 28,063 | 78x60x20 / 31x24x8       | \$527 / \$594                            | \$783 / \$891   | \$783 / \$891   | \$756 / \$878   |
| Pinpad & SmartCards | 1 kg. / 2 lbs.       | \$ 400    | 33x25x17 / 13x10x7       | \$61 / \$74                              | \$122 / \$135   | \$122 / \$135   | \$128 / \$149   |
| HW-ESKM-V1          | 27 kgs. / 60 lbs.    | \$ 32,500 | 99x61x25 / 39x24x10      | \$614 / \$716                            | \$918 / \$1,148 | \$918 / \$1,148 | \$932 / \$1,148 |
| HW-AT-HSM-V1        | 27 kgs. / 60 lbs.    | \$ 12,500 | 99x61x25 / 39x24x10      | \$331 / \$432                            | \$648 / \$864   | \$648 / \$864   | \$648 / \$871   |
| HW-ATALLA-SCA-V3    | 4 kgs. / 9 lbs.      | \$ 2,400  | 53x36x10 / 21x14x4       | \$95 / \$108                             | \$176 / \$196   | \$176 / \$196   | \$182 / \$203   |
| HW-AT-SC-AD-V1      | 1 kg. / 2 lbs.       | \$ 170    | 25x18x8 / 10x7x3         | \$41 / \$47                              | \$68 / \$74     | \$68 / \$74     | \$74 / \$81     |
| HW-AT-SC-AD-V2      | 1 kg. / 2 lbs.       | \$ 170    | 25x18x8 / 10x7x3         | \$41 / \$47                              | \$68 / \$74     | \$68 / \$74     | \$74 / \$81     |
| HW-AT-SC-AD-V3      | 1 kg. / 2 lbs.       | \$ 600    | 25x18x8 / 10x7x3         | \$47 / \$54                              | \$74 / \$81     | \$74 / \$81     | \$81 / \$88     |
| HW-AT-SC-BU-V1      | 1 kg. / 2 lbs.       | \$ 550    | 25x18x8 / 10x7x3         | \$47 / \$54                              | \$74 / \$81     | \$74 / \$81     | \$81 / \$88     |
| HW-AT-SC-BU-V2      | 1 kg. / 2 lbs.       | \$ 550    | 25x18x8 / 10x7x3         | \$47 / \$54                              | \$74 / \$81     | \$74 / \$81     | \$81 / \$88     |
| HW-AT-SC-BU-V3      | 1 kg. / 2 lbs.       | \$ 1,800  | 25x18x8 / 10x7x3         | \$61 / \$68                              | \$88 / \$95     | \$88 / \$95     | \$95 / \$101    |



## APPENDIX C

### UTIMACO CORPORATE INFORMATION FOR VENDOR SETUP

#### AMERICAS:

| <b>Vendor Data</b>                  | <b>Information</b>   |
|-------------------------------------|--|
| <b>Legal Company Name</b>           | Utimaco Inc  |
| <b>Address</b>                      | 910 E Hamilton Ave Suite 150<br>Campbell, CA 95008                                       |
| <b>Telephone Number</b>             | (408) 395-6400   |
| <b>Web Address</b>                  | <a href="http://www.utimaco.com/">http://www.utimaco.com/</a>                            |
| <b>Invoicing Remittance Address</b> | 910 E Hamilton Ave Suite 150<br>Campbell, CA 95008                                       |
| <b>Key Contacts</b>                 | Finance: Meena Sunder<br>Sales: Eric Tocatlian   |
| <b>D&amp;B/DUNS Number</b>          | 07-978-8556  |
| <b>Wire Transfer Information</b>    | SWIFT CODE - WFBIUS6S<br>Routing 121042882<br>Wells Fargo Bank<br>ACCOUNT 5664781365     |
| <b>W9</b>                           | Check with <a href="mailto:finance-us@utimaco.com">finance-us@utimaco.com</a> for latest |

#### EMEA/APJ:

| <b>Vendor Data</b>                  | <b>Information</b>   |
|-------------------------------------|--|
| <b>Legal Company Name</b>           | Utimaco IS GmbH  |
| <b>Address</b>                      | Germanusstr. 4<br>52080 Aachen, Germany  |
| <b>Telephone Number</b>             | +49 241 1696-0   |
| <b>Web Address</b>                  | <a href="http://www.utimaco.com/">http://www.utimaco.com/</a>                  |
| <b>Invoicing Remittance Address</b> | Germanusstr. 4<br>52080 Aachen, Germany  |
| <b>Key Contacts</b>                 | Finance: Sebastian Korte<br>Sales: Mario Brand                                 |
| <b>D&amp;B/DUNS Number</b>          | 31-310-2797  |
| <b>Wire Transfer Information</b>    | Deutsche Bank AG, Köln<br>BIC: DEUTDEKXXX<br>IBAN: DE 1437 0700 6001 1359 1200 |