



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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In case of any further questions, please do not hesitate to contact the Business Operations team (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 collect business information that might 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.



Vendor Setup on customer side

Please contact us if you need information to set Utimaco up as a vendor in your IT system. 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.

Customer setup on Utimaco side

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) Lead times

We use forecasting methods to have sufficient inventory and materials available to fulfill your needs as quickly as possible.

Standard lead times from confirmation of your purchase order to shipping is two (2) to four (4) weeks if the quantities have been forecasted.

(3) Order processing

When you place an order with Utimaco, please send your Purchase Order (PO) by electronic mail to 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, address and contact person)
- Your carrier and shipping account (if different from the standard registered with us, see registration form)
- Requested delivery date (optional)
- 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 the transaction.

(4) Delivery & Logistics

Utimaco’s standard delivery terms are **Ex Works** (EXW Incoterms® 2020) for EU and domestic USA destinations and **Free Carrier** (FCA Incoterms® 2020) 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 transport partner of choice.

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. You can still deviate from this general practice by submitting us the relevant information in your purchase order. 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 standard transport partners are to be used.

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:

<p>EMEA/APAC: all products except Atalla, ESKM, Keybridge</p>	<p>Germanusstr. 4, D-52080 Aachen, Germany</p>	
<p>AMERICAS: all products EMEA/APAC: Atalla/ESKM/Keybridge</p>	<p>918 Radecki Court, City of Industry, California 91748, USA</p>	

If Utimaco organizes the shipment (e.g. for Return Material Authorization (“RMA”) shipments) we select UPS, FedEx/TNT (parcel service) or DSV, FedEx Freight (freight services) 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 arrange the shipment on a DAP basis (transportation chargeable). The rates for such shipments are provided in Annex B. However, customer will be responsible to arrange importation and customs clearance activities on its own expense.

(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, Smartcards 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 v8



Form Factor: 1U Server appliance

Weight: lbs. (kg.)

- Packaged: 45 lbs. (20.41 kg.)
- Appliance: 26 x 16.86 x 1.75 in. / 66 x 42.83 x 4.45 cm.
- **ESKM-L2**: 24.9 lbs. (11.3kg.)
- **ESKM-L3/L4**: 27.8 lbs. (12.6 kg.)

Dimensions: Length x Width x Depth (in. / cm.)

- Packaged: 33 x 24 x 9 in. / 83.82 x 60.96 x 22.86 cm.
- Appliance: 26 x 16.86 x 1.75 in. / 66 x 42.83 x 4.45 cm.

Atalla AT-1000 HSM



Form Factor: 1U Server appliance

Weight: lbs. (kg.)

- Packaged: 47 lbs. (21.31 kg.)
- Appliance: 28 lbs (12.7 kg)

Dimensions: Length x Width x Depth (in. / cm.)

- Packaged: 33 x 24 x 9 in. / 83.82 x 60.96 x 22.86 cm.
- Appliance: 26 x 16.86 x 1.75 in. / 66 x 42.83 x 4.45 cm.



Software version of Atalla Secure Configuration Assistant for Windows (SCA-W) version 2



Form Factor: USB Stick, Utimaco C3

Weight: lbs. (kg.)

- Packaged: 4 lbs

Dimensions: Length x Width x Depth (in. / cm.)

- Packaged: 18 x 11 x 5 in. / 45.72 x 27.94 x 12.7 cm.

Atalla Smart Cards



Form Factor: Jewel case containing 3 or 5 Smartcards

Weight: lbs. (kg.)

1 Pack: 3 ADMIN cards / 5 BACKUP cards (1 jewel case):

- Packaged: 0.4 lbs. (0.18 kg.) / 0.5 lbs. (0.23 kg.)
- Jewel Box w/cards: .09 lbs. (0.04 kg.) / 0.1 lbs. (0.04 kg.)

Dimensions: Length x Width x Depth (in. / cm.)

3 Pack or 5 Pack: (1 jewel case):

- Packaged: 10 x 7 x 3 in. / 25.4 x 17.78 x 7.62 cm.
- Jewel Case w/cards: 3.5 x 2.4 x 0.4 in / 8.89 x 6.1 x 1.02 cm.

Atalla u.trust 360



Form Factor: 1U Server appliance

Weight: lbs. (kg.)

- Packaged: 45 lbs. (20.41 kg.)
- Appliance: 24.9 lbs. (11.3kg.)

Dimensions: Length x Width x Depth (in. / cm.)

- Packaged: 33 x 24 x 9 in. / 83.8 x 60.96 x 22.86 cm.
- Appliance: 26 x 16.86 x 1.75 in. / 66 x 42.83 x 4.45 cm.

KeyBRIDGE 4100



Form Factor: 1U Server appliance

Weight: lbs. (kg.)

- Packaged: 41 lbs. (18.6 kg.)
- Appliance: 25 lbs. (11.34 kg.)

Dimensions: Length x Width x Depth (in. / cm.)

- Packaged: 33 x 24 x 10 in. / 83.82 x 60.96 x 25.4 cm.
- Appliance: 20.75 x 17 x 1.75 in. / 52.7 x 43.18 x 4.44 cm.
- Appliance: 20.75 x 19 x 1.75 in. / 52.7 x 48.26 x 4.44 cm. (Width with Rack Rail Slide Plates)

Lithium-Metal-Batteries

Utimaco Atalla HSM and ESKM Appliances contain Lithium Metal Batteries (UN3091). Utimaco Atalla Software version of Atalla Secure Configuration Assistant for Windows (SCA-W) version 2 contains Lithium Metal Coin Battery x1 (UN3091) and Lithium Ion Re-chargeable Battery x1 (UN3481).

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

Shipments from Utimaco warehouses that contain Lithium Metal Batteries and Lithium Ion 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 (EU) 2021/821. 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.

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.

Product	Description	Product Type	US ECCN	US License Exception	CCATS	US HTS Code	EU Export Control Classification	EU Commodity Code
Information Security Business								
Utimaco Products								
Se-Series-Gen2	SecurityServer PCIe-Cards and LAN-Versions (Models Se12, Se52, Se500, Se1500)	Hardware	5A002a.1	ENC	G165700	8471.80.10	5A002A1	84718000
CSe-Series	SecurityServer PCIe-Cards and LAN-Versions	Hardware	5A002a.1	ENC	G165699	8471.80.10	5A002A1	84718000
u.trust Anchor	SecurityServer PCIe-Cards and LAN-Versions	Hardware	5A002a.1	ENC	self-classified	8471.80.10	5A002A1	84718000
Se-Series Gen2 Software	SecurityServer Firmware for all Se Gen2-Models	Software	5D002c.1	ENC	G165700	N/A	5D002C1	N/A
CSe-Series Software	SecurityServer Firmware for all CSe-Models	Software	5D002c.1	ENC	G165699	N/A	5D002C1	N/A
CryptoServer SDK	Software Development Kit	Software	5D002c.1	ENC	G165700	N/A	5D002C1	N/A
CryptoServer Simulator	Simulator Software/Emulator for	Software	5D002c.1	ENC	G165700	N/A	5D002C1	N/A
SmartCard Reader	USB PinPad Reader	Hardware	5A992.c	N/A	self-classified	8471.90.00	N/A	84719000
SmartCard	SmartCard for CryptoServer Administration	Hardware	5A992.c	N/A	self-classified	8523.52.00	N/A	85235200
Slide Rails	Pair of slide rails for rackmount installation	Hardware	EAR99	N/A	self-classified	8473.30.91	N/A	84733080

Power Supply Module	CryptoServer Power Supply Module	Hardware	EAR99	N/A	self-classified	8504.40.60	N/A	85044030
Power Supply Unit	CryptoServer redundant power supply unit	Hardware	EAR99	N/A	self-classified	8504.40.60	N/A	85044030
Utimaco Atalla Products								
Atalla A10160 AKB HSM		Hardware	5A002a.1	ENC	self-classified	8471.80.10	5A002A1	84718000
Atalla A10160 Variant HSM		Hardware	5A002a.1	ENC	self-classified	8471.80.10	5A002A1	84718000
Atalla AT1000 HSM		Hardware	5A991.b	N/A	G183533	8471.80.10	5A002A1	84718000
Atalla AT1000 Software		Software	5A991.b	N/A	G183533	N/A	5D002C1	N/A
Atalla Chain of Trust		Hardware	5A002a.1	ENC	self-classified	8471.80.10	5A002A1	84718000
u.trust 360		Hardware	EAR99	N/A	G185163	8471.80.10	5A002A1	84718000
ESKM Server v5		Hardware	5A002a.1	ENC	self-classified	8471.50.01	5A002A1	84715000
ESKM Enterprise Secure Key Software		Software	5D002c.1	ENC	G183722	N/A	5D002C1	N/A
ESKM – Enterprise Secure Key Manager		Hardware	5A002a.1	ENC	G183722	8471.50.01	5A002A1	84715000
Atalla Secure Configuration Assistant (SCA) v3		Hardware	EAR99	N/A	G183840	8471.30.01	N/A	84713000
Atalla Backup SmartCard Pack v1 (SCA-2 Shareholder Smart Cards)		Hardware	EAR99	N/A	G183840	8523.52.00	N/A	85235200
Atalla Admin SmartCard Pack v1 (SCA-2 Administrator Smart Cards)		Hardware	EAR99	N/A	G183840	8523.52.00	N/A	85235200
Atalla Backup SmartCard Pack v2 (Enhanced SW Shareholder Smart Cards)		Hardware	EAR99	N/A	G183840	8523.52.00	N/A	85235200
Atalla Admin SmartCard Pack v2 (Enhanced SW Administrator Smart Cards)		Hardware	EAR99	N/A	G183840	8523.52.00	N/A	85235200
Atalla Backup SmartCard Pack v3		Hardware	EAR99	N/A	G183840	8523.52.00	N/A	85235200
Atalla Admin SmartCard Pack v3		Hardware	EAR99	N/A	G183840	8523.52.00	N/A	85235200
Product	Description	Product Type	US ECCN	US License Exception	CCATS	US HTS Code	EU Export Control Classification	EU Commodity Code
Atalla USB Pen drive		Hardware	EAR99	N/A	self-classified	8523.51.00	N/A	85235110
Physical keys		Hardware	EAR99	N/A	self-classified	8301.70.00	N/A	83017000
Atalla Boxcar Software		Software	5D002c.1	ENC	self-classified	N/A	5D002C1	N/A
Atalla Ax160 Software		Software	5D002c.1	ENC	self-classified	N/A	5D002C1	N/A
Utimaco Keybridge Products								
KeyBridge POI		Hardware	5A991.b	N/A	G184246	8471.80.10	5A002A1	84718000
KeyBridge UKM		Hardware	5A991.b	N/A	G184246	8471.80.10	5A002A1	84718000
Geobridge								
Geobridge TokenBridge		Hardware	5A002a.1	ENC	G184247	8471.80.10	5A002A1	84718000
Other Products								
Q-safe		Software	5D002c.1	N/A	Self-classified	N/A	5D002C1	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://utimaco.com/support/support>

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. We will be happy to help you.

APPENDIX A

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



APPENDIX B

Utimaco transportation cost:

1) Shipping rates for deliveries to EMEA / APAC customers (as of October 2022):



Germany				Europe West			
Product	QTY	Express		Product	QTY	Shipping Price Priority	Shipping Price Economy
		Next day until 12:00h				(Transit time up to 3 business days)	(Transit time up to 5 business days)
PCIe Card (w/o accessories)	1-5 pcs	13,00 €		PCIe Card (w/o accessories)	1-5 pcs	50,00 €	26,00 €
	6-10 pcs	15,00 €			6-10 pcs	64,00 €	29,00 €
	11-15 pcs	15,00 €			11-15 pcs	79,00 €	31,00 €
	16-20 pcs	20,00 €			16-20 pcs	89,00 €	34,00 €
	21-30 pcs	26,00 €			21-30 pcs	111,00 €	43,00 €
PCIe Card (w/ accessories)	1-2 pcs	13,00 €		PCIe Card (w/ accessories)	1-2 pcs	44,00 €	25,00 €
	3-6 pcs	15,00 €			3-6 pcs	62,00 €	28,00 €
	7-12 pcs	20,00 €			7-12 pcs	86,00 €	33,00 €
	13-18 pcs	26,00 €			13-18 pcs	106,00 €	41,00 €
	19-24 pcs	31,00 €			19-24 pcs	123,00 €	48,00 €
LAN Appliance (w/ accessories)	1 pcs	26,00 €		LAN Appliance (w/ accessories)	1 pcs	109,00 €	42,00 €
	2-3 pcs	58,00 €			2-3 pcs	291,00 €	107,00 €
	4-5 pcs	88,00 €			4-5 pcs	504,00 €	302,00 €
	6-8 pcs	133,00 €			6-8 pcs	776,00 €	436,00 €
Pinpad & Smatcards	1-6 & 10-60 pcs	13,00 €		Pinpad & Smatcards	1-6 & 10-60 pcs	45,00 €	26,00 €
	7-10 & 70-100 pcs	13,00 €			7-10 & 70-100 pcs	54,00 €	29,00 €
	11-20 & 110-200 pcs	15,00 €			11-20 & 110-200 pcs	74,00 €	33,00 €
	21-30 & 210-300pcs	20,00 €			21-30 & 210-300pcs	91,00 €	39,00 €
Rackrails	1-2 pcs	15,00 €		Rackrails	1-2 pcs	58,00 €	26,00 €
	3-4 pcs	20,00 €			3-4 pcs	76,00 €	28,00 €
	5-8 pcs	31,00 €			5-8 pcs	108,00 €	37,00 €
	9-12 pcs	39,00 €			9-12 pcs	129,00 €	49,00 €
Product	QTY	Shipping Price Priority	Shipping Price Economy	Product	QTY	Shipping Price Priority	Shipping Price Economy
		(Transit time up to 3 business days)	(Transit time up to 8 business days)			(Transit time up to 3 business days)	(Transit time up to 7 business days)
Atalla V2, ESKM, Keybridge*	1 pcs	340,00 €		Atalla V2, ESKM, Keybridge*	1 pcs	340,00 €	240,00 €
	2 pcs	570,00 €			2 pcs	570,00 €	390,00 €
	3 pcs	2.000,00 €			3 pcs	2.200,00 €	1.640,00 €
	4-5 pcs	2.500,00 €			4-5 pcs	3.000,00 €	2.200,00 €
Germany				Andorra, Belgium, Denmark, Faroe Islands, France, Gibraltar, Great Britain, Ireland, Iceland, Italy, Liechtenstein, Luxemburg, Monaco, Netherlands, Norway, Austria, Portugal, San Marino, Sweden, Switzerland, Spain			

Taxes and duties are not included in above rates - based on local import prescriptions

Rates and transit times for quantities not included: Up on request

* shipping from USA / shipments with more than 2 parcel are palletized



Europe East				Rest of EMEA			
Product	QTY	Shipping Price Priority (Transit time up to 3 business days)	Shipping Price Economy (Transit time up to 5 business days)	Product	QTY	Shipping Price Priority (Transit time up to 3 business days)	Shipping Price Economy (Transit time up to 5 business days)
PCIe Card (w/o accessories)	1-5 pcs	61,00 €	50,00 €	PCIe Card (w/o accessories)	1-5 pcs	131,00 €	117,00 €
	6-10 pcs	77,00 €	63,00 €		6-10 pcs	185,00 €	163,00 €
	11-15 pcs	95,00 €	78,00 €		11-15 pcs	244,00 €	215,00 €
	16-20 pcs	108,00 €	88,00 €		16-20 pcs	267,00 €	231,00 €
	21-30 pcs	135,00 €	109,00 €		21-30 pcs	317,00 €	267,00 €
PCIe Card (w/ accessories)	1-2 pcs	56,00 €	45,00 €	PCIe Card (w/ accessories)	1-2 pcs	112,00 €	102,00 €
	3-6 pcs	74,00 €	61,00 €		3-6 pcs	177,00 €	155,00 €
	7-12 pcs	104,00 €	85,00 €		7-12 pcs	259,00 €	226,00 €
	13-18 pcs	129,00 €	104,00 €		13-18 pcs	306,00 €	259,00 €
	19-24 pcs	22,00 €	119,00 €		19-24 pcs	347,00 €	290,00 €
25-30 pcs	163,00 €	128,00 €	25-30 pcs	379,00 €	309,00 €		
LAN Appliance (w/ accessories)	1 pcs	133,00 €	107,00 €	LAN Appliance (w/ accessories)	1 pcs	313,00 €	264,00 €
	2-3 pcs	360,00 €	298,00 €		2-3 pcs	621,00 €	491,00 €
	4-5 pcs	671,00 €	577,00 €		4-5 pcs	973,00 €	788,00 €
	6-8 pcs	1.012,00 €	749,00 €		6-8 pcs	1.528,00 €	1.050,00 €
Pinpad & Smatcards	1-6 & 10-60 pcs	57,00 €	46,00 €	Pinpad & Smatcards	1-6 & 10-60 pcs	112,00 €	102,00 €
	7-10 & 70-100 pcs	65,00 €	54,00 €		7-10 & 70-100 pcs	142,00 €	127,00 €
	11-20 & 110-200 pcs	89,00 €	73,00 €		11-20 & 110-200 pcs	214,00 €	189,00 €
	21-30 & 210-300pcs	110,00 €	90,00 €		21-30 & 210-300pcs	265,00 €	231,00 €
Rackrails	1-2 pcs	69,00 €	57,00 €	Rackrails	1-2 pcs	166,00 €	146,00 €
	3-4 pcs	92,00 €	75,00 €		3-4 pcs	241,00 €	212,00 €
	5-8 pcs	131,00 €	104,00 €		5-8 pcs	315,00 €	264,00 €
	9-12 pcs	159,00 €	123,00 €		9-12 pcs	375,00 €	305,00 €
Product	QTY	Shipping Price Priority (Transit time up to 6 business days)	Shipping Price Economy (Transit time up to 8 business days)	Product	QTY	Shipping Price Priority (Transit time up to 6 business days)	Shipping Price Economy (Transit time up to 8 business days)
Atalla V2, ESKM, Keybridge*	1 pcs	590,00 €	510,00 €	Atalla V2, ESKM, Keybridge*	1 pcs	410,00 €	330,00 €
	2 pcs	1.100,00 €	800,00 €		2 pcs	750,00 €	480,00 €
	3 pcs	4.400,00 €	2.400,00 €		3 pcs	2.800,00 €	1.800,00 €
	4-5 pcs	6.700,00 €	4.000,00 €		4-5 pcs	3.900,00 €	2.600,00 €
Albania, Bosnia & Herzegovina, Bulgaria, Estonia, Finland, Greece, Croatia, Latvia, Lithuania, Malta, Macedonia, Moldova, Montenegro, Poland, Rumania, Serbia, Slovakia, Slovenia, Czech Rep., Hungary, Cyprus				Rest of EMEA			

Taxes and duties are not included in above rates - based on local import prescriptions

Rates and transit times for quantities not included: Up on request

* shipping from USA / shipments with more than 2 parcel are palletized



APAC 1

APAC 2

		Shipping Price Priority (Transit time up to 3 business days)	Shipping Price Economy (Transit time up to 5 business days)			Shipping Price Priority (Transit time up to 3 business days)	Shipping Price Economy (Transit time up to 5 business days)
Product	QTY			Product	QTY		
PCIe Card (w/o accessories)	1-5 pcs	110,00 €	100,00 €	PCIe Card (w/o accessories)	1-5 pcs	131,00 €	117,00 €
	6-10 pcs	148,00 €	132,00 €		6-10 pcs	185,00 €	163,00 €
	11-15 pcs	192,00 €	170,00 €		11-15 pcs	244,00 €	215,00 €
	16-20 pcs	210,00 €	183,00 €		16-20 pcs	267,00 €	231,00 €
	21-30 pcs	249,00 €	212,00 €		21-30 pcs	317,00 €	267,00 €
PCIe Card (w/ accessories)	1-2 pcs	97,00 €	89,00 €	PCIe Card (w/ accessories)	1-2 pcs	112,00 €	102,00 €
	3-6 pcs	142,00 €	127,00 €		3-6 pcs	177,00 €	155,00 €
	7-12 pcs	204,00 €	178,00 €		7-12 pcs	259,00 €	226,00 €
	13-18 pcs	240,00 €	203,00 €		13-18 pcs	306,00 €	259,00 €
	19-24 pcs	272,00 €	227,00 €		19-24 pcs	347,00 €	290,00 €
25-30 pcs	297,00 €	242,00 €	25-30 pcs	379,00 €	309,00 €		
LAN Appliance (w/ accessories)	1 pcs	246,00 €	204,00 €	LAN Appliance (w/ accessories)	1 pcs	313,00 €	264,00 €
	2-3 pcs	509,00 €	402,00 €		2-3 pcs	621,00 €	491,00 €
	4-5 pcs	1.107,00 €	874,00 €		4-5 pcs	973,00 €	788,00 €
	6-8 pcs	1.654,00 €	1.159,00 €		6-8 pcs	1.528,00 €	1.050,00 €
Pinpad & Smatcards	1-6 & 10-60 pcs	98,00 €	90,00 €	Pinpad & Smatcards	1-6 & 10-60 pcs	112,00 €	102,00 €
	7-10 & 70-100 pcs	119,00 €	107,00 €		7-10 & 70-100 pcs	142,00 €	127,00 €
	11-20 & 110-200 pcs	171,00 €	152,00 €		11-20 & 110-200 pcs	214,00 €	189,00 €
	21-30 & 210-300pcs	210,00 €	184,00 €		21-30 & 210-300pcs	265,00 €	231,00 €
Rackrails	1-2 pcs	134,00 €	120,00 €	Rackrails	1-2 pcs	166,00 €	146,00 €
	3-4 pcs	189,00 €	167,00 €		3-4 pcs	241,00 €	212,00 €
	5-8 pcs	245,00 €	206,00 €		5-8 pcs	315,00 €	264,00 €
	9-12 pcs	294,00 €	239,00 €		9-12 pcs	375,00 €	305,00 €
Product	QTY	Shipping Price Priority (Transit time up to 5 business days)	Shipping Price Economy (Transit time up to 8 business days)	Product	QTY	Shipping Price Priority (Transit time up to 5 business days)	Shipping Price Economy (Transit time up to 6 business days)
Atalla V2, ESKM, Keybridge*	1 pcs	500,00 €	430,00 €	Atalla V2, ESKM, Keybridge*	1 pcs	450,00 €	370,00 €
	2-3 pcs	4.330,00 €	3.600,00 €		2-3 pcs	4.250,00 €	3.750,00 €
	4-5 pcs	5.650,00 €	4.700,00 €		4-5 pcs	5.800,00 €	5.100,00 €
Australia, New Zealand, Hong Kong; Indonesia; South Korea; Taiwan; Vietnam, Cambodia; Laos, Phillipines; Macau, Thailand; China				India, Bangladesh, Bhutan, Nepal, Sri Lanka			

Taxes and duties are not included in above rates - based on local import prescriptions

Rates and transit times for quantities not included: Up on request

* shipping from USA / shipments with more than 2 parcel are palletized (except for Australia Economy)



2) Shipping rates for deliveries to NA/LATAM customers

Central			
Product	QTY	Shipping Price Priority (Transit time up to 1 business days)	Shipping Price Economy (Transit time up to 4 business days)
PCIe Card (w/o accessories)	1 pcs	63,36 €	13,46 €
	2 pcs	126,71 €	26,92 €
PCIe Card (w/ accessories)	1-2 pcs	126,71 €	26,92 €
	3-6 pcs	316,78 €	67,29 €
LAN Appliance (w/ accessories)*	1 pcs	187,00 €	34,10 €
	2-3 pcs	520,36 €	102,30 €
	4-5 pcs	337,53 €	310,94 €
	6-8 pcs	449,36 €	412,58 €
Pinpad & Smatcards	1-2 pcs	104,92 €	27,84 €
	3-6 pcs	314,75 €	83,51 €
Rackrails	1-2 pcs	212,07 €	40,97 €
	3-6 pcs	459,85 €	122,90 €
Product	QTY	Shipping Price Priority (Transit time up to 5 business days)	Shipping Price Economy (Transit time up to 8 business days)
Atalla V2, ESKM, Keybridge, uTrust*	1 pcs	228,01 €	37,37 €
	2 pcs	434,69 €	74,74 €
	3 pcs	652,03 €	112,11 €
	4 - 6 pcs	441,49 €	404,93 €
	6 - 10 pcs	515,40 €	472,41 €
<i>Montana, Wyoming, Colorado, New Mexico, Texas, Oklahoma, Kansas, Nebraska, South Dakota, North Dakota, Minnesota, Iowa, Missouri, Arkansas, Louisiana</i>			



West Coast

Product	QTY	Shipping Price Priority	Shipping Price Economy
		(Transit time up to 1 business days)	(Transit time up to 4 business days)
PCIe Card (w/o accessories)	1 pcs	54,06 €	18,24 €
	2 pcs	108,12 €	36,48 €
PCIe Card (w/ accessories)	1-2 pcs	108,12 €	36,48 €
	3-6 pcs	270,29 €	61,03 €
LAN Appliance (w/ accessories)*	1 pcs	166,44 €	56,79 €
	2-3 pcs	438,83 €	68,93 €
	4-5 pcs	362,56 €	349,12 €
	6-8 pcs	394,30 €	375,49 €
Pinpad & Smatcards	1-2 pcs	91,70 €	25,04 €
	3-6 pcs	275,11 €	99,15 €
Rackrails	1-2 pcs	185,37 €	29,37 €
	3-6 pcs	387,81 €	88,11 €
Product	QTY	Shipping Price Priority	Shipping Price Economy
		(Transit time up to 5 business days)	(Transit time up to 8 business days)
Atalla V2, ESKM, Keybridge, uTrust*	1 pcs	205,14 €	25,13 €
	2 pcs	367,39 €	50,26 €
	3 pcs	551,09 €	75,39 €
	4 - 6 pcs	393,55 €	374,79 €
	6 - 10 pcs	425,21 €	404,17 €
<i>California, Oregon, Washington, Idaho, Nevada, Utah, Arizona</i>			



East Coast

Product	QTY	Shipping Price Priority	Shipping Price Economy
		(Transit time up to 1 business days)	(Transit time up to 4 business days)
PCIe Card (w/o accessories)	1 pcs	68,37 €	14,67 €
	2 pcs	136,75 €	29,35 €
PCIe Card (w/ accessories)	1-2 pcs	136,75 €	29,35 €
	3-6 pcs	341,87 €	73,37 €
LAN Appliance (w/ accessories)*	1 pcs	204,54 €	40,90 €
	2-3 pcs	603,67 €	122,71 €
	4-5 pcs	466,43 €	418,89 €
	6-8 pcs	625,46 €	561,67 €
Pinpad & Smatcards	1-2 pcs	113,76 €	29,95 €
	3-6 pcs	341,28 €	89,86 €
Rackrails	1-2 pcs	229,36 €	49,96 €
	3-6 pcs	533,48 €	149,89 €
Product	QTY	Shipping Price Priority	Shipping Price Economy
		(Transit time up to 5 business days)	(Transit time up to 8 business days)
Atalla V2, ESKM, Keybridge, uTrust*	1 pcs	252,05 €	45,92 €
	2 pcs	504,10 €	91,83 €
	3 pcs	756,14 €	137,75 €
	4 - 6 pcs	628,27 €	564,86 €
	6 - 10 pcs	742,10 €	665,55 €
Alabama, Connecticut, Delaware, Florida, Georgia, Illinois, Indiana, Kentucky, Maine, Maryland, Massachusetts, Michigan, Mississippi, New Hampshire, New Jersey, New York, North Carolina, Ohio, Pennsylvania, Rhode Island, South Carolina, Tennessee, Vermont, Virginia, West Virginia, Wisconsin			



North LATAM

Product	QTY	Shipping Price Priority	Shipping Price Economy
		(Transit time up to 3 business days)	(Transit time up to 5 business days)
PCIe Card (w/o accessories)	1 pcs	94,83 €	79,32 €
	2 pcs	129,58 €	106,68 €
PCIe Card (w/ accessories)	1-2 pcs	129,58 €	106,68 €
	3-6 pcs	243,41 €	200,90 €
LAN Appliance (w/ accessories)*	1 pcs	307,95 €	234,59 €
	2-3 pcs	738,73 €	511,13 €
	4-5 pcs	1.329,91 €	879,54 €
	6-8 pcs	2.462,18 €	2.056,78 €
Pinpad & Smatcards	1-2 pcs	105,42 €	92,45 €
	3-6 pcs	177,91 €	165,94 €
Rackrails	1-2 pcs	287,78 €	209,98 €
	3-6 pcs	624,72 €	432,42 €
Product	QTY	Shipping Price Priority	Shipping Price Economy
		(Transit time up to 5 business days)	(Transit time up to 8 business days)
Atalla V2, ESKM, Keybridge, uTrust*	1 pcs	365,51 €	272,61 €
	2 pcs	613,33 €	424,55 €
	3 pcs	1.019,47 €	780,86 €
	4 - 6 pcs	1.688,47 €	1.217,80 €
	6 - 10 pcs	2.891,51 €	2.084,07 €
<i>Costa Rica, Guatemala, Honduras, Mexico, Nicaragua, Panama, the Caribbean</i>			

Taxes and duties are not included in above rates - based on local import prescriptions

Rates and transit times for quantities not included: Up on request

** shipments with 3 or less units are parcel; Transit Time for each quantity is 1 and 7 days, respectively*



Central LATAM

Product	QTY	Shipping Price Priority	Shipping Price Economy
		(Transit time up to 3 business days)	(Transit time up to 5 business days)
PCle Card (w/o accessories)	1 pcs	134,27 €	115,15 €
	2 pcs	200,67 €	166,88 €
PCle Card (w/ accessories)	1-2 pcs	200,67 €	166,88 €
	3-6 pcs	395,78 €	338,05 €
LAN Appliance (w/ accessories)*	1 pcs	463,37 €	379,23 €
	2-3 pcs	902,34 €	641,24 €
	4-5 pcs	1.082,38 €	701,96 €
	6-8 pcs	3.857,25 €	2.901,62 €
Pinpad & Smatcards	1-2 pcs	162,09 €	146,78 €
	3-6 pcs	284,38 €	271,41 €
Rackrails	1-2 pcs	483,67 €	346,14 €
	3-6 pcs	976,45 €	669,92 €
Product	QTY	Shipping Price Priority	Shipping Price Economy
		(Transit time up to 5 business days)	(Transit time up to 8 business days)
Atalla V2, ESKM, Keybridge, uTrust*	1 pcs	587,13 €	464,58 €
	2 pcs	958,54 €	657,62 €
	3 pcs	1.356,49 €	1.034,09 €
	4 - 6 pcs	1.416,80 €	1.079,17 €
	6 - 10 pcs	3.144,12 €	2.120,34 €

Bolivia, Brazil, Colombia, Ecuador, French Guiana, Guyana, Suriname

Taxes and duties are not included in above rates - based on local import prescriptions

Rates and transit times for quantities not included: Up on request

** shipments with 3 or less units are parcel; Transit Time for each quantity is 1 and 7 days, respectively*



South LATAM

Product	QTY	Shipping Price Priority	Shipping Price Economy
		(Transit time up to 3 business days)	(Transit time up to 5 business days)
PCle Card (w/o accessories)	1 pcs	134,27 €	115,15 €
	2 pcs	200,67 €	166,88 €
PCle Card (w/ accessories)	1-2 pcs	200,67 €	166,88 €
	3-6 pcs	395,78 €	338,05 €
LAN Appliance (w/ accessories)*	1 pcs	395,78 €	338,05 €
	2-3 pcs	395,78 €	338,05 €
	4-5 pcs	2.976,42 €	1.479,23 €
	6-8 pcs	3.857,25 €	2.764,72 €
Pinpad & Smatcards	1-2 pcs	162,09 €	146,78 €
	3-6 pcs	284,38 €	271,41 €
Rackrails	1-2 pcs	483,67 €	346,14 €
	3-6 pcs	976,45 €	669,92 €
Product	QTY	Shipping Price Priority (Transit time up to 5 business days)	Shipping Price Economy (Transit time up to 8 business days)
Atalla V2, ESKM, Keybridge, uTrust*	1 pcs	587,13 €	464,58 €
	2 pcs	958,54 €	657,62 €
	3 pcs	1.356,49 €	1.034,09 €
	4 - 6 pcs	3.956,24 €	2.936,14 €
	6 - 10 pcs	6.052,22 €	4.552,79 €

Argentina, Chile, Paraguay, Uruguay

Taxes and duties are not included in above rates - based on local import prescriptions

Rates and transit times for quantities not included: Up on request

** shipments with 3 or less units are parcel; Transit Time for each quantity is 1 and 7 days, respectively*



APPENDIX C

UTIMACO CORPORATE INFORMATION FOR VENDOR SETUP

AMERICAS:

Vendor Data	Information
Legal Company Name	Utimaco Inc
Address	910 E Hamilton Ave Suite 150 Campbell, CA 95008
Telephone Number	(408) 395-6400
Web Address	http://www.utimaco.com/
Invoicing Remittance Address	910 E Hamilton Ave Suite 150 Campbell, CA 95008
Key Contacts	Finance: tbd Sales: Thomas Schulze
D&B/DUNS Number	07-978-8556
Wire Transfer Information	SWIFT CODE - WFBIUS6S Routing 121042882 Wells Fargo Bank ACCOUNT 5664781365
W9	Check with finance-us@utimaco.com for latest



EMEA:

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



APAC:

Legal Company Name	Utimaco IS Pte Ltd
Address	6 Temasek Boulevard, #23-04 Suntec Tower 4 Singapore 038 986
Telephone Number	+65 6622 5347
Web Address	http://www.utimaco.com/
Invoicing Remittance Address	6 Temasek Boulevard, #23-04 Suntec Tower 4 Singapore 038 986
Key Contacts	Finance: Prasenjit Sen Sharma Sales: Poh Soon Teo
ACRA Registration Number	201904994K
Wire Transfer Information	Deutsche Bank AG, One Raffles Quay #15-00 South Tower Singapore 048 583 SGD A/c – 2022697-00-0 USD A/c – 2022697-05-0 SWIFT - DEUTSGSG