

Cash Vault Services

Forms

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Change Order Entry Form

Complete this form before placing your request and keep a copy for your records. Please make copies for future use.

Phone Number		Client ID Number						Password					
							*						*
To place an order, Press 1, to inquire Press 2.													
Delivery Date [mmdd] Ex. 0809							Press 1 to accept, 2 to repeat or 3 for another date						
Press the * key after each dollar amount entry as shown below:													
DESCRIPTION	SYSTEM ENTRY	input example \$500=500*		DESCRIPTION	SYSTEM ENTRY	input example \$500=50000*							
CURRENCY	1	DOLLAR AMOUNT		COIN	2 - Rolled Coin 3 - Loose Coin (if applicable)	DOLLAR AMOUNT							
ONES	1*	*		PENNIES	1* (whole dollars only)	*							
TWOS	2*	*		NICKELS	5*	*							
FIVES	5*	*		DIMES	10*	*							
TENS	10*	*		QUARTERS	25*	*							
TWENTIES	20*	*		HALF DOLLARS	50*	*							
FIFTIES	50*	*		DOLLARS	100*	*							
HUNDREDS	100*	*											
PRESS # To End				PRESS # To End									
CURRENCY SUB TOTAL: \$				COIN SUB TOTAL: \$									
Press # for total amount of order				Transaction Total: \$									
Press 1 to accept; press 2 to edit; press 3 to cancel													
Confirmation Number: (system generated)													
Press 1 to repeat 2 to continue or 3 to end				Press 1 to continue or 2 to end									

Order Coin in the Following Rolled, Boxed or Bag Quantities:			
Denomination	Rolled Coin Value	Standard Boxed Coin Value	Standard Loose Bag Coin Value
Pennies	\$.50 (order whole dollars only, \$1.00, \$2.00...)	\$25	\$50
Nickels	\$2	\$100	\$200
Dimes	\$5	\$250	\$1,000
Quarters	\$10	\$500	\$1,000
Half Dollars	\$10	\$500	\$1,000
Dollars	\$25	\$1,000	\$2,000
Order Currency in the Following Quantities:			
Denomination	Loose Value Increments	Standard Strap Value	
Ones	\$1	\$100	
Twos	\$2	\$200	
Fives	\$5	\$500	
Tens	\$10	\$1,000	
Twenties	\$20	\$2,000	
Fifties	\$50	\$5,000	
Hundreds	\$100	\$10,000	

Cash Vault Change Order Claim Request

- Please complete all information on this form and provide a copy of the advice slip included with the order and the following as applicable:
 - A clear copy of the currency strap, coin box flap with the number from the bundle or box with a discrepancy, and/or copy of the coin bag
- Email this completed Claim Request Form along with the supporting documentation listed above to your Dedicated Service Director or Bank of America service representative, ATTN: Change Order Claims.
- Retain a copy of the claim form and legible copy of the associated documentation for your records.

Claims of \$100 or less should be reported within 48 hours. Claims exceeding \$100 should be reported within 24 hours.

Please contact your service representative for any ongoing customer service requests or special delivery needs. If you do not have a dedicated service representative, please contact our Commercial Call Center toll-free at 1.888.400.9009.

Today's Date:
Delivery Date:
Verification Date:
Account Number:
Location Number:
Requestor Name:
Telephone Number:

Please provide company name and complete address

Company Name: _____

Attn: _____

Address: _____

City, State, Zip: _____

Transaction Detail: _____

Was the Change Order verified under dual control? ☐ Yes ☐ No

Verified by: _____

Dollar Amount Discrepancy: \$ _____

Total Dollar Amount Ordered: \$ _____

Total Dollar Amount Received: \$ _____

Change order found to be/contain: ☐ Over ☐ Short ☐ Unfit Bill ☐ Counterfeit Bill*

Discrepancy found in: (check all applicable)

Currency:	<input type="checkbox"/> \$100	<input type="checkbox"/> \$50	<input type="checkbox"/> \$20	<input type="checkbox"/> \$10	<input type="checkbox"/> \$5	<input type="checkbox"/> \$2	<input type="checkbox"/> \$1
Coin:	<input type="checkbox"/> Dollars	<input type="checkbox"/> Halves	<input type="checkbox"/> Quarters	<input type="checkbox"/> Dimes	<input type="checkbox"/> Nickels	<input type="checkbox"/> Pennies	
Authorized Signature				Date			

*Please complete a separate Counterfeit Note Report for each suspected counterfeit note.

For bank use only

Date Received	Debit/Credit made to above account number	Claim number
Adjustment Date	Entry made by	
		June 7, 2023 5

Counterfeit Note Report

Instructions for Submitting Counterfeit Note Report and Counterfeit Note (Bill)

<ol style="list-style-type: none"> 1. Complete the Cash Vault Change Order Claim Request form. 2. Call your Bank of America service representative to notify a counterfeit note was received and provide the Cash Vault Change Order Claim Request form. If you do not dedicated service representative, please contact our Commercial Call Center toll-free at 1.888.400.9009. 3. Prepare a separate Counterfeit Note Report for each suspected counterfeit note. 4. Retain a copy for your records. 5. Place Counterfeit Note Report and suspect counterfeit note in tamper evident plastic bag. 6. Counterfeit note and counterfeit note report should be sent via armored transportation carrier to be returned directly to the cash vault. 				<p>For additional information regarding counterfeit money, visit the United States Secret Service website:</p> <p>Secret Service Know Your Money</p> <p>This website is designed to help you detect counterfeit currency and guard against forgery loss.</p>	
Please provide the Counterfeit Note (suspect) information in the spaces provided.			Date of Deposit/Surrender (mm/dd/yyyy)		
Denomination	Federal Reserve Bank (Series, 1996 – Letter/Number		Check Letter / Quadrant Number		
Check Letter Face Plate Number	Back Plate Number	Series	Serial Number		
Name of Business / Customer		Date of Deposit / Surrender			
Company / Customer Address City, State, Zip		Customer Business Phone Number			
Name of Person Surrendering Note		Name of Bank Associate Receiving Note			
Information About Counterfeit Note					
Do you have any information as to the source of the counterfeit note?			<input type="checkbox"/>	Yes	No
Was there any suspicious activity?			<input type="checkbox"/>	Yes	No
Remarks/Comments:					