

Cash Vault Change Order Quick Reference Guide

Your step-by-step guide to the Automated Change Order Entry System

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Contents

Using the Automated Change Order Entry System in Three Simple Steps 4

 Follow These Step-By-Step Instructions 4

 Important Notes 5

 Change Order Practice Number..... 5

How to Place an Automated Change Order Entry..... 6

How to Place Currency Orders..... 7

Change Order Inquiry Using Your Confirmation Number 9

Using the Automated Change Order Entry System in Three Simple Steps

This guide provides step-by-step instructions on how to use the Automated Change Order Entry System. You can use the system to:

- Place change orders for currency and/or coin
- Inquire about the status of a change order
- Practice placing change orders

To use the system you will need:

- A blank copy of the Change Order Entry Form
- A touch-tone telephone
- The toll-free number, Client ID and Password previously provided to you

Follow these step-by-step instructions:



Step 1

Complete the Change Order Entry Form with details about the order you want to place.



Step 2

Call the Bank of America IVR Change Order Entry System at the toll-free number provided.



Step 3

Follow the voice guided instructions to enter your change order. For added convenience the instructions are printed on the Change Order Entry Form.

Important Notes

1. Holiday Schedule: Access the current bank holiday schedule at www.bankofamerica.com and entering “holiday schedule” in the search box located in the upper right section of the page.
2. Contacts: Contact your Bank of America service representative to cancel a change order, for delivery needs or assistance with a special order.

Change Order Practice Number

Use the toll-free Practice Number, Client ID and Password below to practice placing a change order. This number and credentials are for practice only and cannot be used for placing actual orders.

Practice Number: 1.866.861.6065

Client ID: 1000

Password: 123456

Note: The delivery date for practice orders must be a future date.

How to Place an Automated Change Order Entry

Follow these step-by-step instructions to enter a change order. The example below is for a change order consisting of \$5,000.00 in currency & \$10.00 in coin.

Step	Action	Voice Response Message
1	Call the Bank of America Automated Change Order Entry System at the toll-free number provided	
2	Enter your Client ID and press <u>*</u>	<i>Thank you for calling Cash Vault Services. To continue in Spanish enter 1. Please enter your Client ID followed by the asterisk *.</i>
3	Enter your Password and press <u>*</u>	<i>Please enter your Password followed by the asterisk *.</i>
3.5	If it is first time calling you will be prompted to create a 6-digit Password Enter new Password, enter again to verify	<i>Please enter a Password with a length of 6-digits. To verify new Password please enter again.</i>
4	To place an order Press <u>1</u>	<i>To place an order press 1. To use the on-line inquiry system, press 2. To change password, press 3.</i>
5	Enter a 2-digit month and a 2-digit delivery day For example: <u>May 22</u> is entered as <u>0522</u>	<i>Please enter a 2-digit month and a 2-digit day.</i>
6	To accept the delivery date Press <u>1</u>	<i>Your delivery date is (date you entered). To accept this date press 1. To repeat the date press 2. To change the date press 3.</i>

How to Place Currency and/or Coin Orders

Step	Action	Voice Response Message
7	To order currency press <u>1</u>	<i>To order currency press 1; rolled coin press 2; loose coin press 3.</i> <i>To repeat these categories, press 6. To end this order, press the pound # key.</i>
8	Enter the denomination (whole dollar amount, e.g.,10) and press <u>*</u>	<i>Please enter a currency denomination followed by the asterisk *.</i> <i>Tens.</i>
9	Enter dollar value (whole dollar amount, e.g., 5,000) and press <u>*</u>	<i>Please enter the dollar value followed by the asterisk *.</i> <i>Five thousand dollars.</i>
10	Repeat steps 8 and 9 until the order is complete.	<i>Please enter a currency denomination followed by the asterisk *.</i>
11	To end the currency portion of the order press <u>#</u>	<i>Your total for category; currency - five thousand dollars.</i>
12	To order coin press <u>2</u>	<i>To order currency press 1; rolled coin press 2; loose coin press 3.</i> <i>To repeat these categories, press 6.</i> <i>To end this order, press the pound # key.</i>
13	Enter the coin denomination (example quarters = 25) and press <u>*</u>	<i>Please enter a coin denomination followed by the asterisk *.</i> <i>NOTE: \$1.00 = 100*, .50¢ = 50*, .25¢ = 25*, .10¢ = 10*, .05¢ = 5*, .01¢ = 1*</i> <i>Quarters.</i> <i>Note: Only whole dollars can be ordered.</i>
14	Enter whole dollar value (example: enter 1000 for \$10) and press <u>*</u>	<i>Please enter the dollars and cents value followed by the asterisk *.</i> <i>Ten dollars.</i>

Step	Action	Voice Response Message
15	Repeat steps 13 and 14 until the order is complete.	<i>Please enter a coin denomination followed by the asterisk *.</i>
16	To end the coin portion of the order press <u>#</u>	<i>Your total for category; rolled coin - ten dollars.</i>
17	To end the order and hear the order total press <u>#</u>	<i>To order currency press 1; rolled coin press 2; loose coin press 3.</i> <i>To repeat these categories, press 6.</i> <i>To end this order, press the # key.</i>
18	The system will confirm your order	<i>Your total for this order is five thousand ten dollars.</i> <i>Your delivery date is (date you entered).</i>
19	To accept the order and obtain the confirmation number press <u>1</u>	<i>To accept this order press 1.</i> <i>To edit this order press 2.</i> <i>To cancel this order press 3.</i>
20	Make a note of your change order confirmation number. The confirmation number is used when inquiring about orders.	<i>Your order has been accepted.</i> <i>Your confirmation number is (system response).</i> <i>To repeat your confirmation number press 1.</i> <i>To continue press 2.</i> <i>To end this call press 3.</i>
21	To end this call press <u>3</u>	<i>Thank you for calling, goodbye.</i>

Change Order Inquiry Using Your Confirmation Number

Step	Action	Voice Response Message
1	Call the Bank of America Automated Change Order Entry System at the toll-free number provided	
2	Enter your Client ID and press *	<i>Thank you for calling Cash Vault Services. To continue in Spanish, enter one.</i> <i>Please enter your Client ID followed by the asterisk *.</i>
3	Enter your Password and press *	<i>Please enter your Password followed by the asterisk *.</i>
4	To use the online inquiry system press 2	<i>To place an order press 1.</i> <i>To use the on-line inquiry system, press 2.</i>
5	Enter the order confirmation number provided when you placed your order Example: 1234	<i>Please enter your order confirmation number followed by the asterisk *.</i> <i>Your order for \$XXXX was received on (month, date, year).</i> <i>Your order has (not yet) been processed.</i> <i>The dispatch date for your order is (month, date, year) and should reach you on (month, date, year).</i> <i>Returning to the main menu.</i> <i>To place an order press 1.</i> <i>To use the online inquiry system, press 2.</i>
6	To end the call, simply hang-up the phone	<i>To disconnect, please hang up.</i>