

Cash Vault Change Order

User Guide

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Introduction

Thank you for choosing Bank of America for your cash ordering needs. Our Automated Change Order Entry System allows you to place orders for coin and currency, (also referred to as “change orders”) at any of our designated cash vault locations.

What You Need to Know:

Before using the Automated Change Order Entry System for placing change orders, please review the following checklist to prepare for using the services:

- You have received a notification with the Client Identification (ID) number for your designated Account, Location and Authorized User
- You have received a notification with the Password to be used with your designated Account, Location and authorized user’s Client ID number
- Please make sure to use the telephone number provided on either the Client ID number or Password notification. The telephone numbers may differ depending on the Vault location
- You have contracted with an armored carrier who is approved for entry to the vault to pick up your change order
- You have sufficient funds in your account for each change order placed
- You have completed the change order entry form

Automated Change Order Entry System

Change order requests may be placed through the Integrated Voice Response (IVR) system using a Client ID and Password assigned to the authorized individual and location provided by you to place these orders. Client ID and Passwords are distributed, along with ordering instructions, directly to the designated individual and locations prior to implementing the service.

Change orders can be placed 24 hours a day, seven days a week but pick up by your armored carrier at the cash vault is restricted to business days only. Our observed holiday schedule can be found online at [bankofamerica.com](https://www.bankofamerica.com), by searching for the “Holiday Schedule” in the search bar.

Change orders placed prior to the vault site’s deadline will be available for pick up that day in most instances. Your daily ordering deadlines for same-day shipment are listed on the notifications you received with the Client ID number and Password.

Change orders must be picked up at the cash vaults by an armored carrier acceptable to the bank. The contract with the armored carrier for the transportation is your responsibility unless otherwise agreed to with your Bank of America representative.

Please notify your Bank of America account representative, in advance, if you change armored carriers so this information can be updated in the cash vault system. Failure to update this information may result in delayed change order deliveries.

The maximum number of orders and the total dollars placed for a given delivery date are specified in the “client location profile” maintained on the cash vault system. These order levels are established at the time the service is implemented based on your anticipated needs. If you anticipate your daily ordering needs will change, please contact your Bank of America account representative in advance to establish appropriate levels for future orders.

In the event you have exceeded the number of orders or maximum dollar levels set for a specific location, you will be unable to place the order through the IVR. If this occurs, you should contact your account representative for assistance in placing the order or to establish a higher order limit for future orders.

To cancel a recent change order, please contact your dedicated service director immediately. If you do not have a dedicated service director, contact our Commercial Call Center toll-free at 1.888.400.9009 for help. *Change orders cannot be cancelled on the same day as the scheduled delivery date.*

Standard Versus Non-Standard Change Orders

- Standard change orders only contain *full currency straps, **full coin boxes or **Fed standard bags in the same order.
- Non-standard change orders contain partial currency straps or coin amounts that do not equal a 'full' or 'Fed' amount (described in the below table). Non-standard change orders are assessed a higher fee than standard change orders. If any currency or coin denomination within an order is non-standard, the entire order is considered a non-standard order for billing purposes.

Standard Currency Orders

Currency may be requested from Bank of America in the following full strap amounts:

Currency Denomination	Loose Value	Full 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

Standard Coin Orders

Coin may be requested from Bank of America by the roll, in full boxes or in Fed standard bags, as shown in the below table.

Coin Denomination	Rolled Coin Value	Boxed Coin Value	**Fed Standard Bag Value
Pennies*	\$.50	\$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

*For all denominations, **the minimum order value is full rolls except for Pennies which must be ordered in full dollar increments.**

**If you are setup to place loose coin bag orders and you also need rolled coin, you must call into the IVR twice: once for loose bagged coin and once for rolled coin. If you attempt to place both loose and rolled coin in a single IVR order, you may only receive one type.

Other Types of Change Orders (Non-IVR)

Standing Change Orders

A standing change order may be established for a specified amount, denomination, and delivery day of the week. The bank will automatically have the order ready for pickup by your armored carrier, per your designated schedule. Contact your account representative to set up or modify a standing order.

- To modify an existing standing change order, you must provide a written request to your Bank of America account representative. A minimum of five business days' advance notice is required.
- **Changes to standing orders should occur on a limited basis only** (typically not more than once per quarter). Additional charges may be assessed for frequent changes to standing change orders.
- You may also place change orders through the IVR request process to meet special cash needs exceeding your standing order as long as your daily limit is not exceeded and you are setup with IVR access

Late Orders

- Orders placed after the deadline, but requested for same-day pick up, are considered emergency orders.
- Same day/emergency orders cannot be placed through the IVR system. To place a same-day/emergency order, contact your account representative.
- The vault will use all reasonable efforts to fill emergency orders. Their ability to do so is contingent on the value of the order, availability of requested denomination, and the time the order is received.
- Delivery of an order placed late is contingent upon your armored carrier's availability.
- An additional fee may be charged for same-day/emergency orders.

Charging Your Account

Your account will be debited for the full amount of the change order on the date the order is prepared for pick up by the armored carrier from the cash vault. You are responsible for having sufficient collected and available funds in your account to cover the amount of the change order. The bank reserves the right to not release the order if sufficient collected funds are not available.

Reconciling Change Orders

Reconciliation Checklist

- Verify change orders immediately upon receipt, under dual control.
- Strap count the contents before opening the bag(s) by following the receiving instructions printed on the outside of the change order bag(s).

- For currency differences greater than \$100, you must directly notify your account representative within 24 hours of receipt of the currency to report the difference.
- Complete a Cash Vault Change Order Claim Request form and send via email to your account representative within 48 hours of receipt for any reported differences.
- Retain all bags, straps, and components of the change order.

Verify Change Order

1. Verify the shipping receipt through the plastic bag to determine if it is your order.

Confirm the following information listed on your order is correct:

- Customer name
 - Store number
 - Order date
 - Coin and currency totals and denominations
2. Refuse the shipment if the bag shows evidence of being tampered or torn.
 3. **Do not open the plastic bag at this time.** Bundle count the currency through the plastic bag and compare to the shipping tag. If there is a difference in the bundle count, **you must refuse the entire order. Do not open the plastic bag until your order is strap-counted.** If the order has been accepted and a bundle difference is found prior to opening the bag, call your dedicated service director to request an emergency change order replacement.
 4. If a bundle difference occurs in a weekend delivery and a change order is needed for weekend business, count the money received in dual custody. Prepare a Change Order Claims Request form and have two managers sign the form. **Save the bag and all straps.** Clearly identify the denomination with the difference. Immediately call your dedicated service director and leave a recorded message describing the discrepancy. On the next bank business day, your dedicated service director will call you with instructions on how to handle the discrepancy.

Note: In the event the entire shipment is not returned, or the plastic bag has been opened, Bank of America accepts no liability for claims of missing funds.

Strap Difference

A strap difference occurs when bills are missing or if extra bills are received in a package of 100 bills.

Strap differences under \$100

- Document the nature of the difference on a Change Order Claims Request Form.
- Email the claim form and a clear copy of the currency strap to your dedicated service director.
- Retain a clear copy of the claim form and the currency strap for your records.
- If you have any questions contact your dedicated service director. If you do not have a dedicated service director, please contact our Commercial Call Center toll-free at 1.888.400.9009 for help.

Strap differences greater than \$100

- Immediately call your dedicated service director within 24 hours of locating a difference. If you do not have a dedicated service director, please contact our Commercial Call Center toll-free at 1.888.400.9009 for help.
- Follow-up in writing and provide the same documentation required for differences under \$100.

Suspect Counterfeit

- Complete the Change Order Claim request and the Counterfeit Note Report as detailed.

Bulk Coin Difference

Document the nature of the difference on a Change Order Claims Request Form. Please include the information and documentation:

1. Change Order Claim Form
2. Coin Bag # that contained the discrepancy
3. Copy of Coin Bag
4. Copy of Coin Bag Tag

Note: Should your internal procedures differ, please consult your Corporate Office prior to making any changes to those procedures.

Appendix

Change Order Entry Form

Cash Vault Change Order Claim Request

Counterfeit Note Report

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. 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:	☐ \$100	☐ \$50	☐ \$20	☐ \$10	☐ \$5	☐ \$2	☐ \$1
Coin:	☐ Dollars	☐ Halves	☐ Quarters	☐ Dimes	☐ Nickels	☐ 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	

Counterfeit Note Report

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

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.				<i>For additional information regarding counterfeit money, visit the United States Secret Service website:</i> www.secretservice.gov/data/KnowYourMoney.pdf <i>This website is designed to help you detect counterfeit currency and guard against forgery loss.</i>	
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 and Initialing Note		Name of Bank Associate Receiving and Initialing Note			
Information About Counterfeit Note					
Do you have any information as to the source of the counterfeit note?			☐	Yes	No
Was there any suspicious activity?			☐	Yes	No
Remarks/Comments:					