



Vault Currency and Cash Orders

User Guide
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1. Phone Currency and Coin Ordering

This section of the user guide provides you with step-by-step instructions for how to place your currency and coin orders by phone through Key’s interactive voice response system.

1.1 Tips for Placing Currency and Coin Phone Orders

- If at any time you need to add a new user, reset your PIN, need assistance with placing your order, or have any questions, please contact KeyBank’s Corporate Client Services At 1 (800)-363-1491 and select option 2.
- Listen carefully to system messages as they walk you through each step to place an order
- Should you hang up during the ordering process before the ‘order number’ and ‘delivery date’ have been issued, the order will not be accepted and cannot be processed.
- Canadian currency and coin orders may be placed by using the Key Total Treasury **Foreign Currency Exchange** service.



- It is strongly suggested that you make copies of the Currency and Coin Ordering Worksheet found in this User Guide to use for each order and retain this order information until delivery.
- Be sure to document your order confirmation number on your order worksheet

- In the event of an invalid entry, the system will prompt you to re-enter your information. After three invalid entries, the system will cancel your request and transfer your call to the Corporate Client Service Center for assistance.

NOTE: While enhancements have been made to the phone ordering system, this does not impact your standard order cut-off times. Currency and coin orders must still be placed by the order cut-off time established when you set up vault services.

1.2 How to Place Currency and Coin Phone Order

Currency and coin orders must be placed by your standard order cut-off time set-up when you established your vault services. If you have questions regarding your order cut-off time, please contact KeyBank's Corporate Client Services at 1 (800)-363-1491 and select option 2. When calling the automated currency and coin ordering system, the following information is required.

- Standard Product codes and minimum order values, located on the ordering worksheet
- Client ID Number: Provided to the ordering location
- User ID Number: 4 digits
- PIN: 4 digits, provided to the ordering location

NOTE: The system will require you to reset your Personal Identification Number (PIN) upon your first use. Your new PIN cannot begin with a zero (0).

To place your order, follow the steps listed below.

1. Dial the automated ordering system at **1 (800)-363-1491**
2. Press **1** to place your order
3. Enter your **Client ID**, followed by the pound or hash sign (#)
4. Enter your **User ID**, followed by the pound or hash sign (#)
5. Enter your **PIN**, followed by the pound or hash sign (#)

NOTE: At this point during your phone order, your details will be validated. Please wait for the system response to continue

6. Enter your order using the standard format below of product codes (see Ordering Worksheet for product codes) and value. *For example: 501*100#*

7. Press the pound or hash key (#) to confirm each order entry, or Press the star key (*) to cancel and re-enter your order entry.
8. Once all order amounts have been entered, press the pound or hash key (#) twice to end your order.
9. Confirm your order by pressing the pound or hash key (#) after the system repeats your order value amount.
10. You will then receive the following message “Your Next Available Delivery Date is...”
 - a. To accept this delivery date, press 1, followed by the pound or hash key (#)
 - b. To enter your own delivery date, press 2. Enter the date in the 2-digit month, 2-digit day, and 4-digit year format, followed by the pound or hash key (#).
11. Write down your confirmation number on order order worksheet.
12. Press **1** to place another order, press **3** for the Operator, or press **4** to exit the system.

Currency and Coin Ordering Worksheet

Use this worksheet for each order and retain order information until delivery.

	Product Codes	Minimum Order Dollar Value	Keypad Entry	Order Worksheet
Strapped Currency				
Ones	501*	\$100	501*100#	501*_____
Twos	502*	\$200	502*200#	502*_____
Fives	503*	\$500	503*500#	503*_____
Tens	504*	\$1,000	504*1000#	504*_____
Twenties	505*	\$2,000	505*2000#	505*_____
Fifties	506*	\$5,000	506*5000#	506*_____
Hundreds	507*	\$10,000	507*10000#	507*_____
Loose Currency				
Ones	508*	\$1	508*1#	508*_____
Twos	509*	\$2	509*2#	509*_____
Fives	510*	\$5	510*5#	510*_____
Tens	511*	\$10	511*10#	511*_____
Twenties	512*	\$20	512*20#	512*_____
Fifties	513*	\$50	513*50#	513*_____
Hundreds	514*	\$100	514*100#	514*_____
Boxed Coin				
Pennies	524*	\$25	524*25#	524*_____
Nickels	525*	\$100	525*100#	525*_____
Dimes	526*	\$250	526*250#	526*_____
Quarters	527*	\$500	527*500#	527*_____
Halves	528*	\$500	528*500#	528*_____
Dollars	529*	\$1,000	529*1000#	529*_____
Rolled Coin				
Pennies	530*	\$1	530*1#	530*_____
Nickels	531*	\$2	531*2#	531*_____
Dimes	532*	\$5	532*5#	532*_____
Quarters	533*	\$10	533*10#	533*_____
Halves	534*	\$10	533*10#	534*_____
Dollars	535*	\$25	535*25#	535*_____
Loose Bagged Coin				
Pennies	536*	\$50	536*50#	536*_____
Nickels	537*	\$200	537*200#	537*_____
Dimes	538*	\$1,000	538*1000#	538*_____
Quarters	539*	\$1,000	539*1000#	539*_____
Halves	540*	\$1,000	540*1000#	540*_____
Dollars	541*	\$2,000	541*2000#	541*_____
<hr/>				
Order Placed Date		Order Total	\$	
Order Delivery Date		Order Confirmation #		

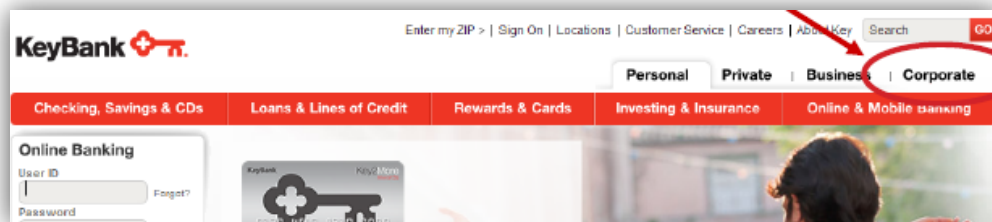
2. Online Currency and Coin Ordering

This section will provide you with step-by-step instructions for how to place currency and coin orders online through Key Total Treasury. Screenshots have also been provided along with the instructions to guide you through the process.

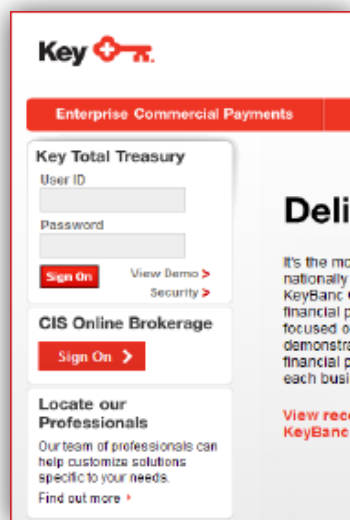
2.1 How to Place Currency and Coin Orders online with Key Total Treasury

1. From your internet browser, log into Key Total Treasury

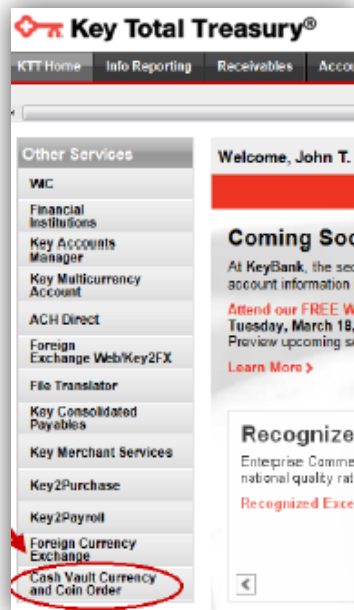
- Visit <http://www.key.com>
- Click the 'Corporate' tab



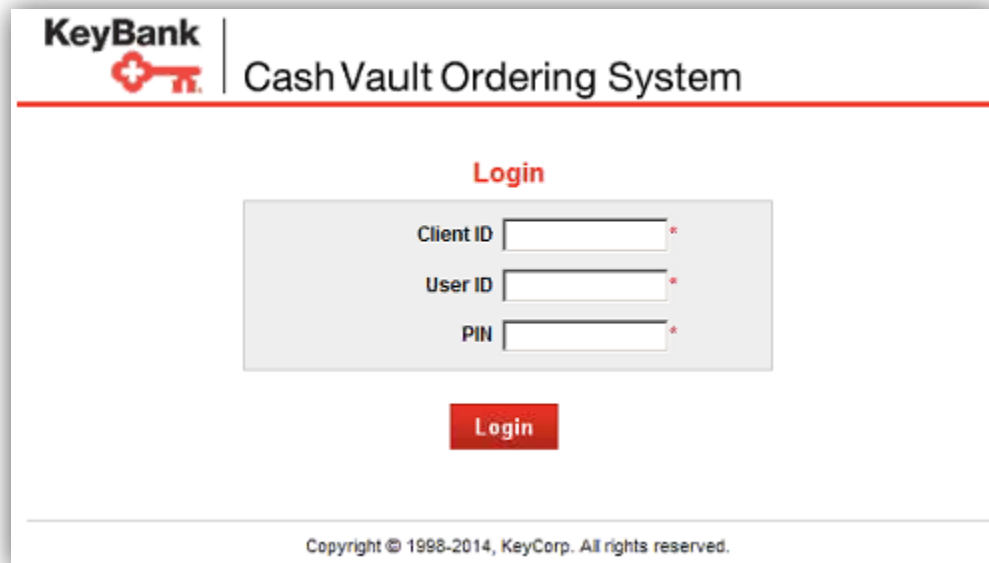
- Enter your User ID and Password in the Key Total Treasury sign-on box and click the 'Sign On' button.



- Once you are logged into Key Total Treasury, click on the ‘**Cash Vault Currency and Coin Order**’ tab.



- After you click the ‘**Cash Vault Currency and Coin Order**’ tab, the next screen will be the Cash Vault Ordering System main log-in. Here, you will enter your existing **Client ID**, **User ID**, and **PIN**.



NOTE: If you are a new user of the Vault Ordering System, the system will prompt you to change your PIN upon your first log in. For existing users of the Vault Ordering System, your **Client ID**, **User ID**, and **PIN** are synchronized to be the same online as what you use to place currency and coin orders via phone. For this reason, if you change your PIN via the web, your PIN for the phone system will also change. If you call to have your PIN changed through the phone system, your PIN for web ordering will change accordingly.

- Once you are logged into the Cash Vault Ordering System, you will be taken directly to the screen used to place an order.

KeyBank | Cash Vault Ordering System

Place Order | Order History | Log Off

Client Name: ABC Inc. - 0001 Location: 00000000001234-5678

Place Order Step 1 of 3

Currency Type: USD CAD

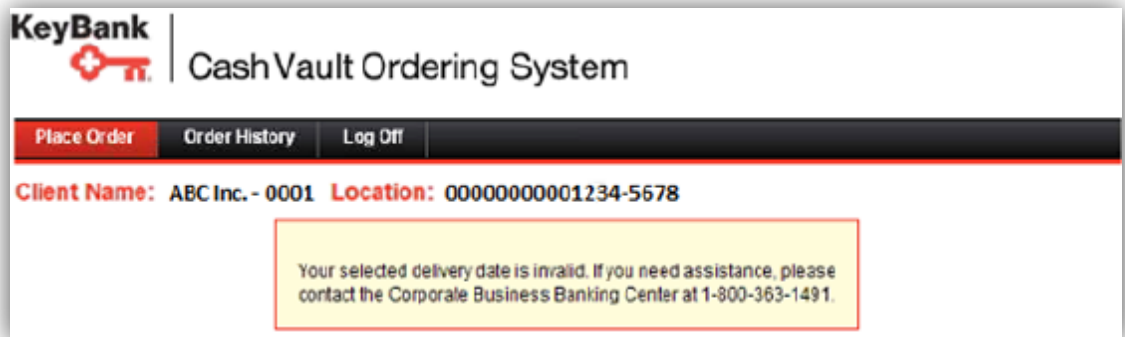
Delivery Date:

Order Total: 103333.00

USD Product Type	Minimum Order Amount	Amount Of Order
Currency		
\$100	\$ 100	10000.00
\$50	\$ 50	50000.00
\$20	\$ 20	20000.00
\$10	\$ 10	10000.00
\$5	\$ 5	5000.00
\$2	\$ 2	2000.00
\$1	\$ 1	1000.00
Coin		
Dollars	\$ 25	25.00
Halves	\$ 10	10.00
Quarters	\$ 10	10.00
Dimes	\$ 5	5.00
Nickels	\$ 2	2.00
Pennies	\$ 1	1.00
Bagged Coin		
Dollars	\$ 2000	2000.00
Halves	\$ 1000	1000.00
Quarters	\$ 1000	1000.00
Dimes	\$ 1000	1000.00
Nickels	\$ 200	200.00
Pennies	\$ 50	50.00


To place your order you will need to complete the following fields:

- **Select a Currency Type:** This is only applicable if you have access to order both U.S. and Canadian currency.
- **Select a Delivery Date:** Based on your standard daily order cut-offs, if you select a delivery date that we are unable to fulfill, you will receive an error message which will ask you to change your delivery date. Rush order deliveries *may* be available by contacting KeyBank’s Commercial Business banking center at 1 (800)-821-2829.



- **Create Your Order:**
 - Select USD for U.S. currency orders
 - Enter amounts in the ‘**Amount of Order**’ column on the right
 - The ‘**Order Total**’ field will automatically populate with the total amount of your order
 - Entered amounts can be edited at any time on this page
 - Error messages will appear if invalid information is entered in any fields
 - Click ‘**Review Order**’ to see a summary of your order before you submit it.

- Review your order to ensure order accuracy. The screen will bring up a summary of your order including order total, currency breakdown, delivery date, and confirmation number.



Cash Vault Ordering System

Place Order
Order History
Log Off

Client Name: ABC Inc. - 0001 **Location:** 00000000001234-5678

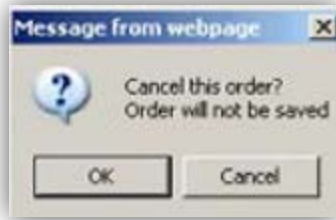
Review Order Step 2 of 3

Delivery Date: Wednesday March 19, 2014
Order Total: \$ 103303.00

Denomination Type	Value
Currency	
\$100	\$10000.00
\$50	\$50000.00
\$20	\$20000.00
\$10	\$10000.00
\$5	\$5000.00
\$2	\$2000.00
\$1	\$1000.00
Coin	
Dollars	\$25.00
Halves	\$10.00
Quarters	\$10.00
Dimes	\$5.00
Nickels	\$2.00
Pennies	\$1.00
Bagged Coin	
Dollars	\$2000.00
Halves	\$1000.00
Quarters	\$1000.00
Dimes	\$1000.00
Nickels	\$200.00
Pennies	\$50.00

Cancel Order
Submit Order
Edit Order

NOTE: If you need to cancel an order, press the **'Cancel Order'** button. You will receive a message asking if you are sure you want to cancel your order. Click **'OK'** to complete the cancellation.



6. Submit your currency and coin order, or edit your order
 - If your order is correct, click **'Submit Order'** to process your order. You will then receive a confirmation number for your order. Click **'Print'** to print a copy of the page for your records.
 - If you need to change your order, click **'Edit Order'**. You will then be taken to the main order screen where any changes change be made. The order total will automatically update based on any changes made.
 - If you need to place another currency order, click **'Place Another Order'**. You will then be asked to log in again with your credentials. You may place another order for the same location (same credentials) or for a different location of your company.
 - You may submit multiple orders for the same location that are to be delivered on different days.

- If you are finished with your orders, click 'Log Off'.

KeyBank | Cash Vault Ordering System

Place Order | Order History | **Log Off**

Client Name: ABC Inc. - 0001 Location: 00000000001234-5678

Order Confirmation Step 3 of 3

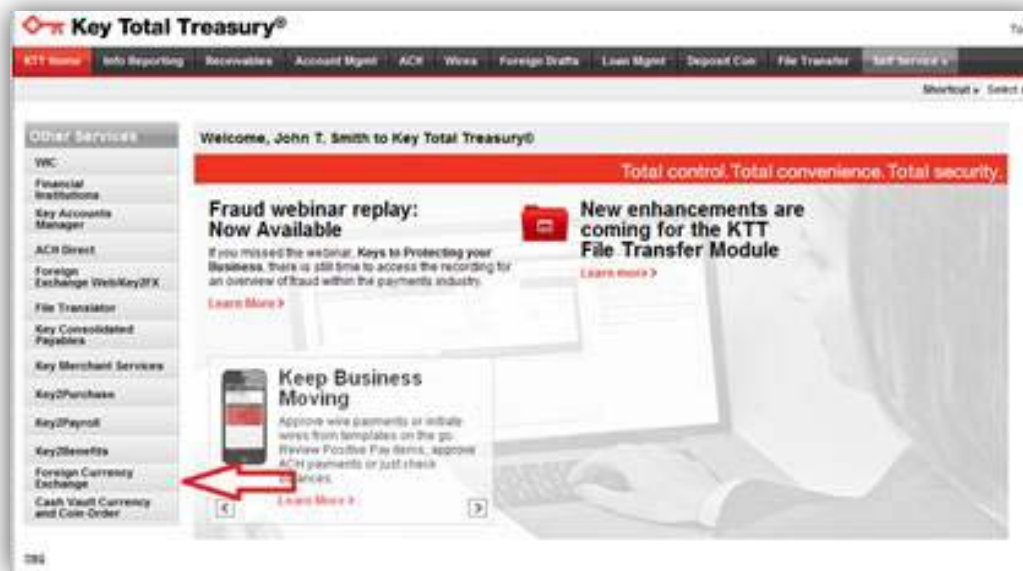
Your order confirmation number is: 279747
 Delivery Date: Wednesday March 19, 2014
 Order Total: \$103303.00

Denomination Type	Value
Currency	
\$100	\$10000.00
\$50	\$50000.00
\$20	\$20000.00
\$10	\$10000.00
\$5	\$5000.00
\$2	\$2000.00
\$1	\$1000.00
Coin	
Dollars	\$25.00
Halves	\$10.00
Quarters	\$10.00
Dimes	\$5.00
Nickels	\$2.00
Pennies	\$1.00
Bagged Coin	
Dollars	\$2000.00
Halves	\$1000.00
Quarters	\$1000.00
Dimes	\$1000.00
Nickels	\$200.00
Pennies	\$50.00

Print | Place Another Order

3. Foreign Currency Exchange for Ordering Canadian Currency

Key Total Treasury makes it easy to place currency and coin orders for Canadian currency. Simply click, '**Foreign Currency Exchange**' from the Key Total Treasury Other Services menu to proceed with your order.



4. Retrieving Your Currency and Coin Order History

To view past orders or to see an order you recently placed is confirmed, click '**Order History**' from the top navigation menu of the Cash Vault Ordering System.



Select a 'Start Date' and 'End Date' for your order history search. Searches can be conducted in 30-day spans.

The screenshot shows the KeyBank Cash Vault Ordering System interface. At the top, there are navigation tabs: 'Place Order', 'Order History' (which is selected), and 'Log Off'. Below the tabs, the client information is displayed: 'Client Name: ABCD XYZ' and 'Location: Cleveland'. The main section is titled 'Order History' and 'Search Records'. It features two input fields: 'Start Date' with the value '02/24/2013' and 'End Date' with the value '02/25/2013'. A red 'Search' button is positioned to the right of the 'End Date' field. Below the search fields, a calendar widget is displayed for February 2013. The calendar shows the days of the week (Su, Mo, Tu, We, Th, Fr, Sa) and the dates from 1 to 28. The date '25' is highlighted in red, indicating the selected end date.

Note: If your search criterion is beyond the 30-day window, you will receive an error message.

When the search results display, the Confirmation Number is a link that will display a complete summary of that order.

Cash Vault Ordering System

Place Order
Order History
Log Off

Client Name: ABCD XYZ **Location:** Cleveland

Order History

Search Records

Start Date End Date Search

Total number of orders for the selected order date range: 2

Order Date	Confirmation Number	Status	Order Total	Expected Delivery Date
02/24/2013	342342	In Process	\$36,000.00	02/25/2013
02/25/2013	123423	Shipped	\$2,400.00	02/22/2013

Confirmation Number	Denomination Type	Value
Currency		
342342	\$100	\$2,000.00
342342	\$50	\$2,000.00
342342	\$20	\$2,000.00
342342	\$10	\$1,000.00
342342	\$5	\$5000.00
342342	\$2	\$200.00
342342	\$1	\$200.00
Coin		
342342	Dollars	\$100.00
342342	Halves	\$2,000.00
342342	Quarters	\$1,000.00
342342	Dimes	\$500.00
342342	Nickels	\$100.00
342342	Pennies	\$100.00
Bagged Coin		
342342	Dollars	\$100.00
342342	Halves	\$2,000.00
342342	Quarters	\$1,000.00
342342	Dimes	\$500.00
342342	Nickels	\$100.00
342342	Pennies	\$100.00
Order Total:		\$36,000.00