Vault Currency
and Coin Orders

User Guide

KeyBank ⊹⚷®

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Phone Currency and Coin Ordering

Here are step-by-step instructions for how to place your currency and coin orders by phone through Key's interactive voice response system.

Penny supply update

• The Federal Reserve has received the last of the pennies from the U.S. Department of Treasury. The Reserve's disbursement of pennies to banks will end when this inventory is depleted.

• Pennies are not being removed from circulation. There are no current plans to demonetize or discontinue existing pennies.

• As inventory is depleted, the option to order pennies at impacted vault sites will be removed or adjusted accordingly.

• User will be presented with an error over the phone or online if pennies are depleted at a vault site.

Tips for Placing Currency and Coin Phone Orders

• If at any time you need to reset your PIN, need assistance with placing your order, or have any questions, please contact Key's interactive voice response system (VRU) number at 800-363-1491 and select option 2.

• Listen carefully to system messages as they walk you through each step to place an order.

Note: 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. Please contact Key's interactive voice response system (VRU) number at 800-363-1491 and select option 2 to ensure order was not placed and place order again.

• 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:** Screenshots in this guide may show functionality that your organization does not have. All options may not be available in all locations. Please consult your Payments Advisor with questions regarding Currency and Coin Ordering options.

How to Place Currency and Coin Phone Orders

Currency and coin orders must be placed by your standard order cut-off time setup when you established your vault services. If you have questions regarding your order cut-off time, please contact KeyBank's interactive voice response system (VRU) number at 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, provided to the ordering location

• **PIN:** 6 digits, provided to the ordering location

▶ **Note:** The system will require you to reset your PIN upon your first use. Your new PIN cannot begin with a zero (0), cannot be a PIN used previously, and cannot have recurring digits like 111, 222, etc The PIN will automatically reset six months after the last reset and a new PIN will need to be set.

To place your order, follow the steps below:

1. Dial the automated ordering system at 800-363-1491

2. Press 1 to place your order

3. Enter your Client ID, followed by the pound sign (#)

4. Enter your User ID, followed by the pound sign (#)

5. Enter your PIN, followed by the pound 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 of product codes and value. For example: 501 "Enter the amount you wish to order" 100# (see Ordering Worksheet for product codes)

7. The system will repeat what was ordered; Press 1 to confirm or 2 to re-enter

8. Press 1 to add additional items or press 2 to complete order and select delivery date

9. You will then receive the following message "Your Next Available Delivery Date is…"

   — To accept this delivery date, press 1

   — 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 key (#)

10. The system will repeat the order details and delivery date

    — To accept, press 1

    — To make changes, press 2

11. Write down your confirmation number on order worksheet

12. Press 1 to place another order, press 2 for the Operator, hang up to exit the system

▶ **Note:** The PIN will automatically reset six months after the last reset and a new PIN will need to be set.

Phone Currency and Coin Ordering

	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 Dollars	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 Dollars	534	$10	534 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 Dollars	540	$1,000	540 1000#	540_____
Dollars	541	$2,000	541 2000#	541_____
Order Placed Date		**Order Total**	$	
Order Delivery Date		**Order Confirmation #**		

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 KeyNavigator®. Screenshots have also been provided along with the instructions to guide you through the process.

## How to Place Currency and Coin Orders online with KeyNavigator

From your internet browser, go to www.key.com, Businesses & Institutions tab on the top of screen to log into KeyNavigator.

Enter your User ID and Password in the KeyNavigator sign-on box and click the **Sign On** button.

▶ **Note:** Actual website images may change from time to time.
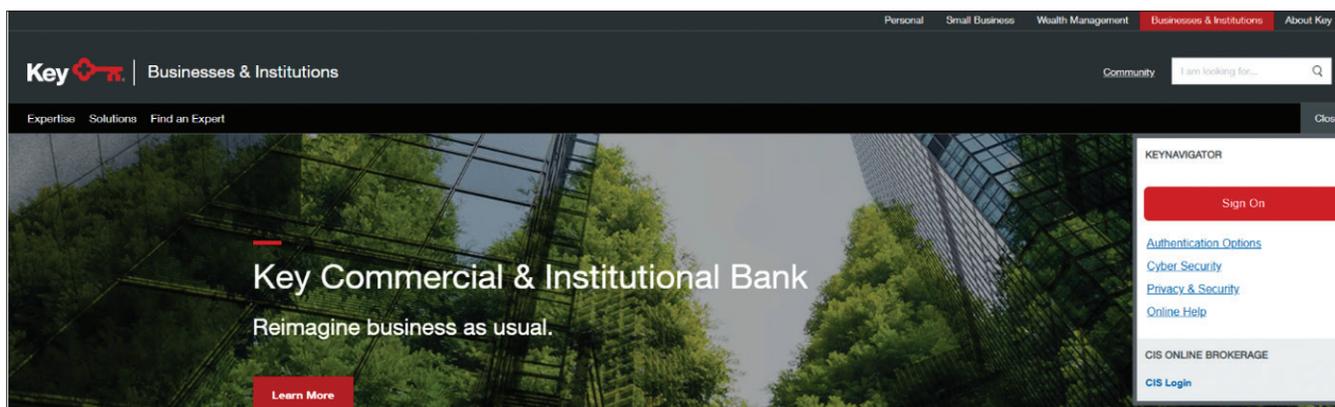
Once you are logged into KeyNavigator, under the Quicklinks in the top left hand corner, click the **Gear** icon to create a Quicklink.
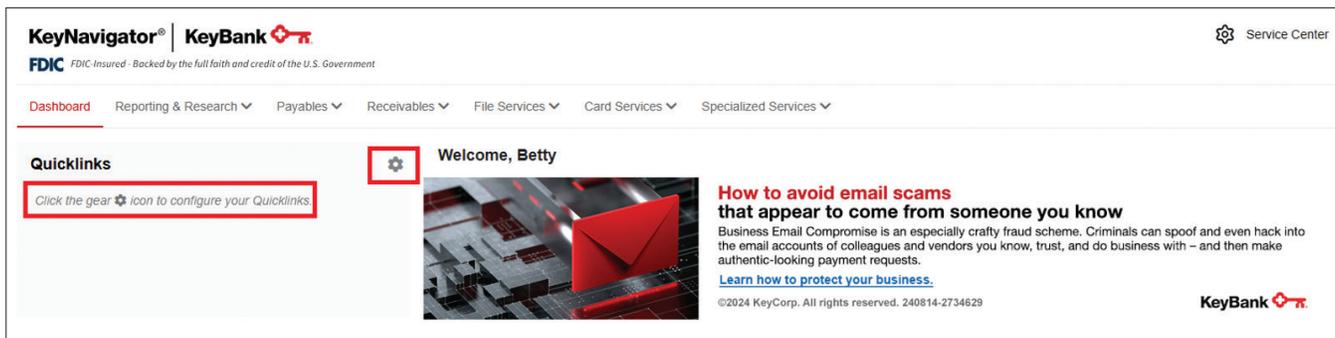
Online Currency and Coin Ordering

From the Customize Your Quicklinks screen, scroll down to the Specialized Services section and select **Cash Vault Currency & Coin Order**. Click **Done**.
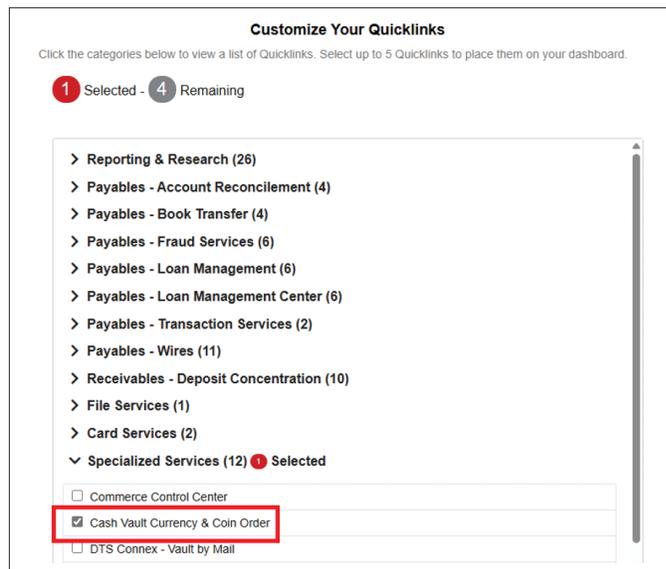
Then, under your customized Quicklinks section, click on the **Cash Vault Currency & Coin Order** link.
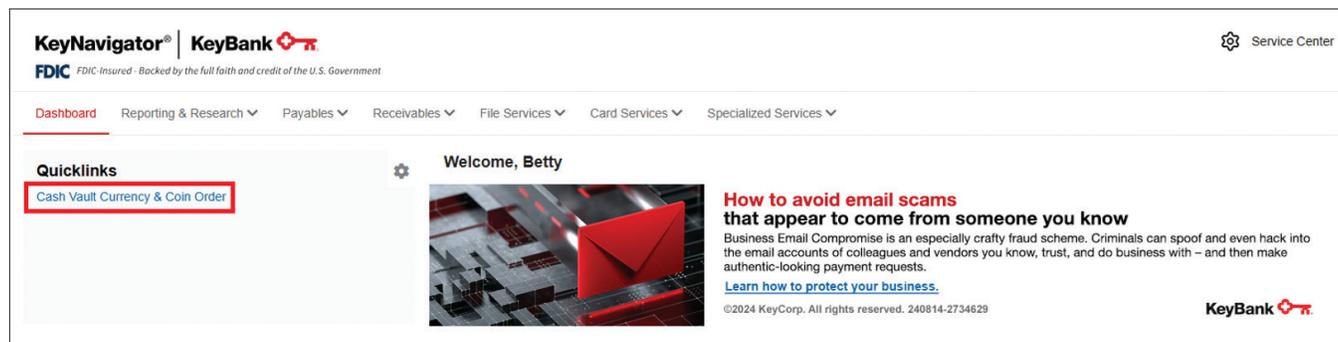
After you click the **Cash Vault Currency & Coin Order** tab, the next screen will be the Cash Vault Ordering System main log-in. Here, you will enter your existing Client ID, User ID, and PIN.
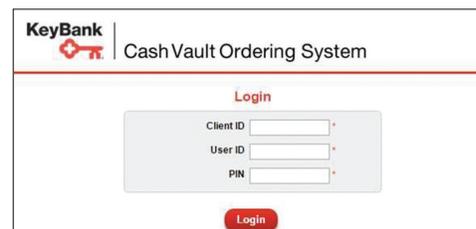
Penny supply update:
- Federal Reserve has received the last of the pennies from the U.S. Department of Treasury. The Reserve's disbursement of pennies to banks will end when this inventory is depleted.
- Pennies are not being removed from circulation. There are no current plans to demonetize or discontinue existing pennies.
- As inventory is depleted, the option to order pennies at impacted vault sites will be removed or adjusted accordingly.

Online Currency and Coin Ordering

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. Your new PIN cannot begin with a zero (0), cannot be a PIN used previously, and cannot have recurring digits like 111, 222, etc

▶ **Note:** The PIN will automatically reset six months after the last reset and a new PIN will need to be set.

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 online, your PIN for the phone system will also change. If you call to have your PIN changed through the phone system, your PIN for online ordering will also change.

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

Online Currency and Coin Ordering

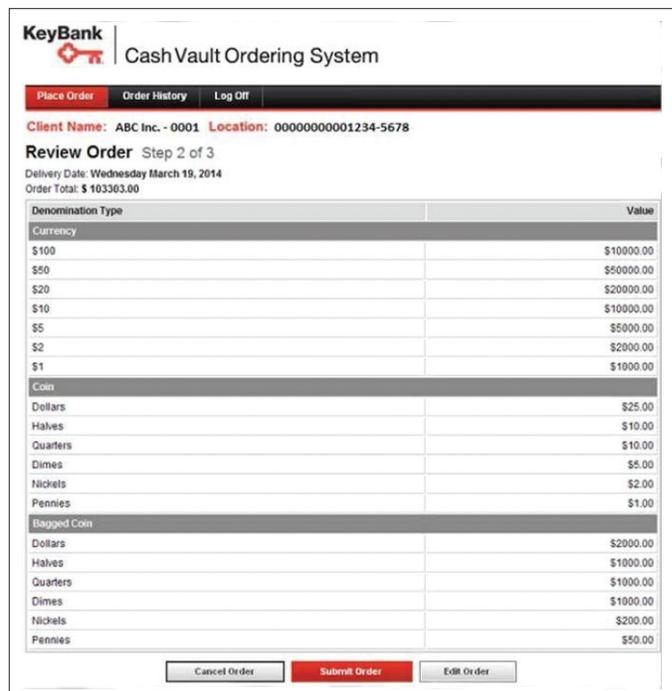To place your order you will need to complete the following fields:

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 asking you to change your delivery date. Rush order deliveries may be available by contacting KeyBank's Commercial Banking Services at 800-821- 2829.

Create Your Order

• 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 an order summary 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.

▶ If you need to cancel an order, click 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.

Online Currency and Coin Ordering

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.**

To view past orders, or to see if 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.

▶ If your search criterion is beyond the 30-day window, you will receive an error message.
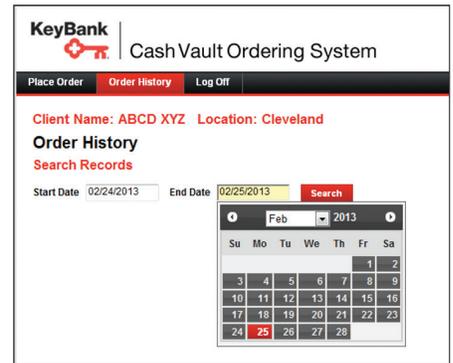
When the search results display, the Confirmation Number is a link that will display a complete summary of that order.

Contact Corporate Client Services at (800) 821-2829 with any questions. Dial 711 for TTY/TRS.

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