US bank

Comp-U-Order*TM Procedures
Vault ID and Order Types

- To place your order, call Comp-U-Order at 1-800-464-0068 by 11:00 a.m. CT
- For questions regarding your order, please contact Cash Vault Customer Support at 1-888-499-1595, available 7:00 am, CT to 7:00 p.m. CT, Monday through Friday.

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**Currency Strap Supplies**

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Welcome to the Comp-U-Order system. To order money or depository supplies simply follow the instructions below using a touch-tone phone. The system will prompt you at each step.

The information in brackets [ ] is what you will need to enter; as you are being prompted. The (#) sign must be entered after each command. Please listen to the greetings message in its entirety as it contains special information, including holiday hours. Once you have entered the Comp-U-Order system, you may input codes or amounts before a message is complete to speed up your ordering process.

To begin, dial 800-464-0068 using a touch-tone phone.

**Main Menu**

- Enter Vault ID [#]
- Enter Location ID [#]
- Enter Password [#]
- Select the service you require:
  - [1] [#] Place an order
    (see "To Order Money and Depository Supplies" section)
  - [2] [#] Inquire about an order
    (see "To Inquire about Money and Depository Supplies" section)
  - [8] [#] Repeat message
  - [9] [#] Quit

**To Order Money and Depository Supplies**

- Enter Order Type [#]
  (see order types on the enclosed insert)
  Please note: To reduce your order entry time you can enter the speed code which takes you directly to that item in the category. For example: entering 823 takes you to Straps for $5.
- Select the appropriate description and quantity desired, followed by [#]. (You may press [#] to skip to the next item choice or [*] to skip the complete category.)
- Select desired function:
  - [1] [#] Choose another order category
  - [2] [#] Accept the order
  - [3] [#] Repeat category total

- When your currency and coin order is complete the system will provide you with a delivery date and grand total. Respond by selecting from the following options:
  - [1] [#] Accept delivery date
  - [2] [#] Change delivery date (mm/dd/yy)
  - [3] [#] Repeat grand total
  - [4] [#] Repeat delivery date

- You must wait for an order confirmation number to complete the order. Please note: if you hang up the telephone before you receive the confirmation number the order will not be processed. Retain the confirmation number for any future inquiries about the order.
  - [2] [#] Repeat confirmation number
  - [3] [#] Return to main menu

The delivery dates provided by Comp-U-Order only pertain to currency and coin orders. Your depository supplies will generally be delivered three to five business days after you place the order.

**To Inquire about Money and Depository Supply Orders**

- Enter the confirmation number for your order [#]
  Please note: Comp-U-Order will state the order number, provide the order date, the grand total, the delivery date, and the order status.
- You may select:
  - [1] [#] Receive order detail
  - [2] [#] Repeat order summary
  - [3] [#] Return to main menu
  - [4] [#] Cancel the order
  Please note: An order cannot be canceled if it has already been processed.
- Press [1] [#] to confirm cancellation of the order. Press any key and [#] to return without canceling the order.

**Important Information about Your Order**

Money and Depository Supply orders may be placed 24 hours a day, 7 days a week.

For questions regarding your order please contact Cash Vault Customer Support at 1-888-499-1595, available 7:00 a.m. to 7:00 p.m. CT Monday through Friday.
USbank, U.S. Bank Cash Vault Services
Checklist for Deposit Preparation

Please use the following guidelines when preparing your deposits for the cash vault

Preparing your deposit
- Provide separate deposit slips for currency, coin ($25.00 and over), and checks (preferred, but not required)
- Prepare deposit slips in ink.
- Currency should have all paper clips and rubberbands removed. If needed, please use minimal rubberbands to secure the currency. Currency of like denomination should be strapped in 100-note straps with all bills facing the same direction.
- Include a duplicate deposit slip if a receipt is required.
- Traveler’s Checks should be included with your check deposit totals.

Securing your deposit
- Place cash and checks in separate tamper evident polybags with separate deposit slips (preferred).
- If one polybag is not large enough to hold a deposit, split deposits into multiple polybags. Make a separate deposit slip for each polybag.
- Complete all the information requested on the outside of the tamper-evident polybag, following the instructions exactly to secure the seal. (Labels can be used for name and address information.)
- Complete the armored carrier manifest in its entirety with the following information (this information will assist us to research deposit inquiries):
  - Your company name and store location number.
  - The pre-printed number(s) of the tamper evident bags shipped. The total number of bags shipped.
  - The total number of deposits in each bag.
  - The individual values of those deposits by type.

Other important information
- Cash Vault Services will call the designated customer contact on any corrections of $100.00 or more.
- Please do not include Merchant Bank Card deposits with cash deposits Please check with your Relationship Manager for the correct mailing address for these deposits.
- Receipts are mailed to the address designated by the customer.

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