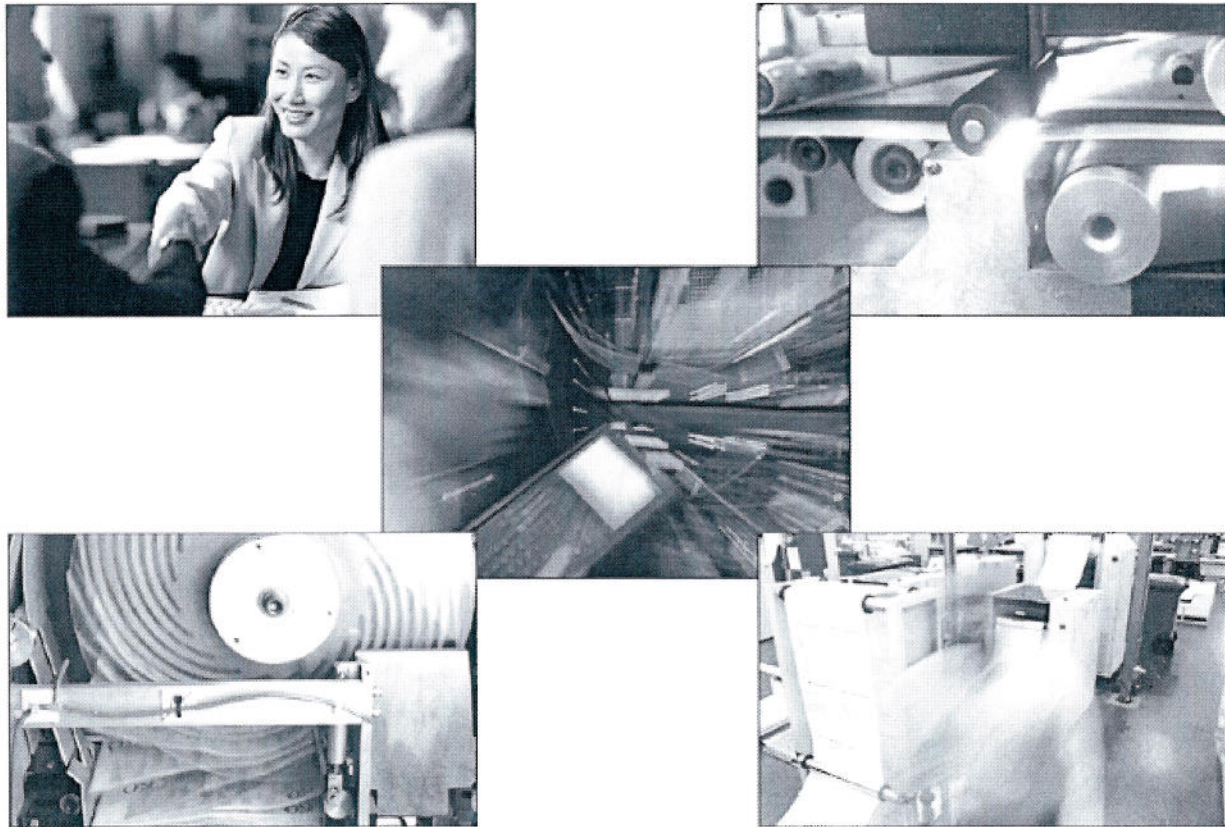


Interactive Voice Response (IVR) System

Order Instruction Guide



HSBC 

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Introduction

Welcome to the new and improved Interactive Voice Response System

This Interactive Voice Response (IVR) Instruction Guide provides step-by-step instructions for using the system and has been designed to help you get started and acquainted with the new features of the touch-tone service.

We suggest that you review the guide to ensure that you are familiar with the features and prompts of this system.

Highlights of the IVR Features:

1. Security of the system allows for one unique Client and Password which can be shared among several authorized users.
2. Cash denominations are ordered by the number of notes required
3. Coin denominations are ordered by the dollar value of the box(es) required
4. Cash and/or coin order(s) are time and date stamped at the start of the call
5. Status of orders can be obtained through the IVR On-Line Inquiry system
6. IVR enables you to accept the next scheduled delivery date or select an alternate scheduled delivery date
7. The IVR system is available 24 hours, 7 days a week.

In this Instruction Guide, you will find an IVR Order Worksheet that you are encouraged to complete for your cash and/or coin order(s) prior to phoning the IVR. Also included are instructions on how to use the on-line inquiry feature to obtain the status of your order, and a sample of an IVR password Change Request Form.

Keep this Instruction Guide handy for all your future cash and/or coin orders.

1.0 Getting Started

1.1 USING THE IVR SYSTEM

The Interactive Voice Response System (IVR) is a convenient and automated method for ordering Canadian and US currencies and/or Canadian coin, and shipping cash and/or coin to the Currency Operations Centre. The system is available 24 hours a day, 7 days a week, enabling you to place orders or advise of shipments by phone at your convenience. The automated prompts are easy to use and are available in both English and French.

2.0 System Security Features

2.1 CLIENT ID AND PASSWORD

To access the IVR system, a unique 5-digit Client ID and 5-digit password is required. The security of the system requires your unique Client ID and password to be keyed before the call will be accepted. You will need to use the Client ID and password that has been provided to you by the Currency Operations Centre.

A new Client ID and password will be assigned to your location. The assigned Client ID and password can be shared among any number of authorized users at your location. You can also request 2 additional passwords if required.

In the event you need to change the assigned password for any of the authorized users, it is important that you photocopy and complete the IVR System Password Change Request Form enclosed in this Instruction Guide (page 14) and forward it to the Currency Operations Centre via your designated armoured carrier.

Upon receipt of your request, the Currency Operations Centre will dispatch the password(s) to you (under confidential cover) via Canada Post to the attention of store/location Manager.

3.0 Placing Orders

Orders and shipments can be placed 24 hours a day, 7 days a week.

Your order must be placed a minimum of one business day in advance of your next scheduled armoured car delivery and must be placed no later than 10:00 a.m.

Any order placed after the 10:00 a.m. cut-off will be delivered to your branch one additional business day later OR on the next scheduled armoured car delivery date.

Note: All orders placed on a weekend will be treated as if placed on a Monday.

3.1 DAILY AUTHORIZED LIMIT

When placing an order through the IVR system, ensure that the amount of your total daily cash and/or coin order is within your daily authorized limit. Once your total order reaches the authorized daily limit, the system will not allow you to place another order for that day.

In the event you have exceeded your authorized daily limit for orders, the system will prompt you to change the order to bring it in line with your daily limit.

Note: The Currency Operations Centre is not authorized to increase order limits.

4.0 Statutory Holidays

Delivery dates are likely to change in the event of a statutory holiday.

In general, you will need to place your order one day earlier. You may wish to call the Client Response Team if you require specific information on delivery dates.

Refer to Section 8 for IVR Support Information.

5.0 Testing the System

To test the IVR system, use the Test Client ID and password that has been provided to you.

For live orders, please use your assigned Client ID and password.

6.0 How to Place an Order

Before placing your order through the IVR, refer to the Cash and/or Coin Order Worksheet to record your cash and/or coin requirements. Ensure that the amount of your order is within your authorized daily limit.

Step 1 Calling the System:

<i>Dial the IVR Phone No:</i>	<i>Local:</i>
	<i>Toll-Free:</i>
<i>For service in English</i>	<i>Press 1</i>
<i>For service in French</i>	<i>Press 2</i>

Step 2 Accessing the System:

- | | | |
|----|-------------------------------------|------------------------|
| 1. | <i>Enter your 5-digit Client ID</i> | <i>Press the * key</i> |
| 2. | <i>Enter your 5-digit Password</i> | <i>Press the * key</i> |

Step 3 Placing an Order

<i>To place an Order</i>	<i>Press 1</i>
--------------------------	----------------

Upon selecting Option 1, to place an Order, the system provides your next scheduled armoured car delivery date and the following prompts:

<i>To accept this date</i>	<i>Press 1</i>
<i>To repeat the date</i>	<i>Press 2</i>
<i>To select another date</i>	<i>Press 3</i>

Note: If you selected option 3, the system will provide the next delivery date based on your armoured car delivery schedule. This feature allows you to place orders in advance.

Once you have selected a delivery date, the system responds:

<i>To order:</i>	
<i>CAD cash</i>	<i>Press 1</i>
<i>CAD coin</i>	<i>Press 2</i>
<i>USD cash</i>	<i>Press 3</i>
<i>To repeat these categories</i>	<i>Press 6</i>
<i>To end this order</i>	<i>Press #</i>

Step 4 Entering the Order Denomination and Number of Notes or Coin Value

<i>Enter the denomination</i>	<i>Press the * key</i>
<i>Enter the number of notes or value of coin</i>	<i>Press the * key</i>
<i>Press the # key to complete this order</i>	

CDN cash denominations include 5, 10, 20, 50, 100

Notes must be ordered in units of 100 notes. For example, to order \$2,500 in 5s, key 5 * 500 notes. The system will respond by providing you with an order value (i.e. \$2500) for this denomination.

CDN coin denomination are entered as follows: 1 for pennies, 5 for nickels, 10 for dimes, 25 for quarters, 100 for loonies, 200 for toonies.

To order Coin, the dollar value is required to be inputted into the IVR system without the decimal point. For example, to order \$100.00 (1 box) of nickels key 5 * 10000.

Upon selecting the # key to end the order, the system will provide a sub-total for the cash and/or coin ordered.

The system will then repeat the sub-total, followed by;

<i>To repeat the above order</i>	<i>Press 6</i>
<i>To end the order</i>	<i>Press the # key</i>

Note: If your total order exceeds your authorized daily limit, the system will not allow you to place any additional orders. You are required to edit the order or end the call.

Step 5 Ending the Order

If you have selected the # key to end the order, the system will respond:

<i>Your total for this order is</i>	
<i>To accept this order</i>	<i>Press 1</i>
<i>To edit this order</i>	<i>Press 2</i>
<i>To cancel this order</i>	<i>Press 3</i>

If you have selected 1 to accept the order, the system will respond...

*Your order has been accepted.
Your confirmation number is.....*

<i>To repeat the confirmation number</i>	<i>Press 1</i>
<i>To continue</i>	<i>Press 2</i>
<i>To end this call</i>	<i>Press 3</i>

IMPORTANT: Record the confirmation number provided by the IVR system. The IVR inquiry system requires that you key this confirmation number to obtain the details of your order(s).

You will be asked to provide this confirmation number for all inquiries made to the Client Response Team or through the IVR Inquiry system.

Step 6 Final Menu Selections

<i>To continue</i>	<i>Press 1</i>
<i>To end this call</i>	<i>Press 2</i>

If '1' is selected to continue, the system will take you back to the initial order menu.

7.0 Online Inquiries

How to inquire on the status of your Cash & Coin Order(s)

Refer to your Order worksheet for your confirmation number(s). This information will be required to obtain the status for all cash and/or coin order(s).

Step 1 Calling the System:

Dial Local IVR phone number:

Local:

Toll-Free:

For service in English

Press 1

For service in French

Press 2

Step 2 Accessing the System:

Enter your 5-digit Client ID

*Press the * key*

Enter your 5-digit Password

*Press the * key*

Step 3 Accessing the On-Line Inquiry:

To use the on-line inquiry system

Press 3

Step 4 Enter your order confirmation number

*Press the * key*

The system confirms your order amount and the date that the order was received.

A further message will confirm:

If your order has/has not been processed

The dispatch date for your order

The date when the order will be delivered to you

To review additional orders repeat Step 4

8.0 Troubleshooting & IVR Support

Troubleshooting:

- If the system does not accept the assigned Client ID and/or password
 - ◆ Re-key the Client ID and password.
 - ◆ Ensure that the * key is used to enter the appropriate information.

If re-keying the Client ID and password does not resolve the issue, call your Client Response Team for assistance

- An incorrect category and/or number of notes were entered
 - ◆ If you have entered an incorrect denomination and/or number of notes, the system will respond: “Sorry that is not a valid entry”. You will need to re-enter the denomination and/or notes into the system.
 - ◆ You may change an entry at any time during your call by selecting the # key to end the order and then selecting the edit option to change the entry.
 - ◆ Once the system has provided a confirmation number, you cannot amend the order. To make any change to your order, you must contact the Client Response Team.
- The call is terminated before the system provided a confirmation number
 - ◆ Call the IVR a second time and repeat the order.
- An error is identified after the call was completed or the IVR system is not available
 - ◆ Contact the Client Response Team for assistance.

IVR SUPPORT

Contact Currency Operations Client Response Support for:

General Inquires

Implementation

Password changes

Hours of Business:

Monday to Friday 6:00 am to 5:00 pm EST

Local: 905-502-4212

Toll Free: 1-888-872-5888

9.0 Appendix

IVR PASSWORD CHANGE REQUEST FORM

*******SEND PRIVATE & CONFIDENTIAL*******

**CURRENCY OPERATIONS CENTRE
VIA YOUR ARMoured CARRIER**

Attention: Main Supply Department

Date Requested: _____
MM/DD/YYYY

Customer Name:	
Customer Address:	
Phone Number:	
Fax Number:	

ADD NEW PASSWORD	EXISTING PASSWORD(S) TO BE DELETED

Authorized by Manager

Name:
(print name) _____

Signature: _____



Customer IVR Cash and/or Coin Order Worksheet

Place order(s)

- Call the Interactive Voice Response System (IVR)
- Key your: Client ID _____ and Password _____
- Record your Armoured Car Delivery Date as provided by the IVR system: _____

mm/dd/yyyy

- Note your confirmation number: _____

When Placing an order, enter the denomination followed by an * then enter the Number of Notes or Coin Value followed by another *. When you complete your order, the system will provide you with a Total order value and a confirmation number. The confirmation number is required when using the IVR inquiry function and for all inquiries made to the Client Response Team.

Example					
When ordering currency the number of notes must be ordered in units of 100					
Denomination(s)	Enter	*	Number of Notes Required	*	Order Cash Value (\$)
\$20	20	*	500	*	\$10,000.00

Canadian Currency

Denomination(s)	Enter	*	Number of Notes Required	*	Order Cash Value (\$)
\$100	100	*	_____	*	_____
\$50	50	*	_____	*	_____
\$20	20	*	_____	*	_____
\$10	10	*	_____	*	_____
\$5	5	*	_____	*	_____
Total CAD Cash Order					_____

U.S. Currency

Denomination(s)	Enter	*	Number of Notes Required	*	Order Cash Value (\$)
\$100	100	*	_____	*	_____
\$50	50	*	_____	*	_____
\$20	20	*	_____	*	_____
\$10	10	*	_____	*	_____
\$5	5	*	_____	*	_____
\$1	1	*	_____	*	_____
Total USD Cash Order					_____

Example					
Note: When keying the Coin value, key full value without the decimal point.					
Denomination(s)	Enter	*	Coin Dollar Value	*	Order Coin Value (\$)
Nickels	5	*	10000	*	\$100.00

Boxed Coin

Denomination(s)	Enter	*	Coin Dollar Value	*	Order Coin Value (\$)
2 Dollar coin	200	*	_____	*	_____
1 Dollar coin	100	*	_____	*	_____
Quarters	25	*	_____	*	_____
Dimes	10	*	_____	*	_____
Nickels	5	*	_____	*	_____
Pennies	1	*	_____	*	_____

Total Coin Order _____

Total Order Value

Quick Reference

Coin Box Value			
2 Dollar coin	\$ 1,000.00	Dimes	\$250.00
1 Dollar coin	\$ 1,000.00	Nickels	\$100.00
Quarters	\$ 500.00	Pennies	\$ 25.00