

# MIMICS Frequently Asked Questions



Western Alliance  
Bank® Member FDIC

MIMICS Cash Ordering System

Central Vault Contact Info

Phone: (702) 252-6105

Email:

[cashshipments@westernalliancebank.com](mailto:cashshipments@westernalliancebank.com)

Q: How do I place an order if I have no internet connection?

A: Contact the Central Vault by phone to let us know.

Q: How do I place an order for supplies?

A: Under *Enter Cash Order* tab, there is a box for *Special Instructions*. In this box you can enter the type and the quantity of supplies you are requesting. This has to be placed as a separate order from your cash orders. Please leave the dollar amount of your supply order at \$0.

Q: If I have a change in staff, do I need to do anything in addition to adding/deleting a user in the change order system?

A: Yes, the system will prompt you to contact the Central Vault or your Treasury Management Officer after you have added or deleted a user in the Change Order System.

Q: I locked myself out of the system, how do I get my password reset?

A: If you are an authorized user, your Company Administrator can reset your password. If you are the admin for the account, you must contact the Central Vault to have your password reset. A new password will be sent securely to the email we have on file. You will be prompted to change your password the first time you sign in.

Q: How do I delete an order I just placed but no longer need?

A: To delete an order, go to *View Orders* tab, input order information to search for the order you would like to cancel. Click on the *Cancel* option (this will

only be available if it is before the cut off time and has not been processed yet) and confirm cancellation.

Q: How do I modify a change order I have already placed?

A: To modify an order, please contact Central Vault for further assistance or cancel and re-enter a new order. Go to the *View Orders* tab, input specific order information and click Filter. Once the order comes up, select the order and you can click on cancel. Click OK and close.

Q: How do I modify/cancel a standing order?

A: To modify or cancel a standing order, you must edit the order in *Standing Order Set Up* tab. A list of your current standing orders will display, select the pencil for the order you would like to cancel. Make your changes and submit. \*Please note: any changes to a standing order must be done one week in advance. If you need any changes before then contact the Central Vault.

Q: Can I change my order limits?

A: You must contact your Company Administrator to change any limits.

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Q: Will the system allow me to place a special order, such as an order for same day delivery?

A: No, you must notify the Central Vault, via phone, that a special order will be placed. We will then need an order form completed with an authorized signature faxed or emailed. You will also need to contact your armored carrier to arrange for a same day delivery.

Q: How long do I have to place an order for delivery?

A: All orders must be placed before 10 am PST to receive next day delivery. You may also place orders for future dates.

Q: How many days in advance can I place a change order?

A: You may place a change order up to 30 days in advance.

Q: Can I place more than one order per location?

A: Yes, the system will inform you if a duplicate order is placed. Please be mindful of your overall daily limit.

Q: What if the account I'm looking for doesn't appear in the drop down menu?

A: The accounts you are authorized to access are added during the set up process by your Administrator. If one or more accounts are missing, please notify your Company Administrator.

Q: What is the next available delivery date?

A: The next available delivery date is the earliest date that you can receive an order based on the delivery schedule set up with your armored carrier.



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