



## Internet Change Order (ICOS) Instructions

**\*\*\*All orders must be placed by 11:00 AM\*\*\***

### I. Creating a Link in Favorites

1. Open your Internet Browser and type the following link: <https://xnet.loomisfargo.com/ico/>
2. Click on "Go" or press Enter. Do not log in at this time.
3. Click on "Favorites", select "Add to Favorites" and name the link "ICOS".
4. Click on OK.
5. Click on **Favorites** again.
6. Right click the link that you just created.
7. A dialogue box will open. Click "**Properties**".
8. Click on the Tab titled "**Web Document**".
9. In the URL Box, type the following: <https://xnet.loomisfargo.com/ico/>
10. Click on "**OK**".
11. Close your Internet Browser.

### II. Logging in for the first time

*Before you log in for the first time, please follow the instructions above to create a link in Favorites*

1. Click on your Favorites link to **ICOS**.
2. Type your **User ID** being sure to enter capital letters as indicated.
3. Type your temporary password which should be: **Welcome1**. (Passwords are case sensitive)
4. ICOS will ask you to assign a new password.
5. Enter your old password.
6. Enter a new password that you can remember. It must be 8 characters long and contain at least one capital letter and one numeric digit.
7. Re-enter your new password to confirm.
8. Click on "**Submit**".
9. When you get the confirmation that your password has been changed, click "**OK**".
10. Log in using your new password.

### III. Placing an Order

*After you have logged in to ICOS, follow these steps to place an order:*

1. From the **ICOS** home page, click on **“Order Entry”**
2. If you have access to more than one location for ordering, select the location you wish to place an order for, from the drop-down box.
3. Review the delivery date. If you need to change the delivery date, do so now. You should select a delivery date that corresponds to your Armored Delivery Schedule
4. Type in the amount you wish to order in each denomination
5. Move between denominations using the **“TAB”** key or by clicking on the denomination.
6. When you have entered all the desired denominations, click on **“View Order”**
7. You will see a summary of your order. If it is what you want to order, click **“Submit Order”**. If it is not right, click **“Back”** and make required changes.
8. You will be presented with an order confirmation screen which gives you a confirmation number.
9. Make note of the number or click on **“Print”** to print your order confirmation.
10. Click on **“Exit”** and close your internet browse

**NOTE:** *An order cannot be cancelled or edited after your cut off time has passed. If you wish to cancel or edit an order after the cutoff time has passed, please contact your bank representative.*

### IV. To Cancel or Edit an Order

1. Log into **ICOS**
2. Click on **“Edit Order”**
3. If the order is available for cancellation or editing, it will appear in the drop-down box.
4. Select the order you wish to edit or cancel.
5. To edit the order, simply make the necessary changes, and click on view order.
6. To cancel an order, enter 0 in each denomination and click on **“Submit Order”**

### V. Resetting Passwords

If you forget your password or want to change it, please contact Columbia Treasury Management Support at 866-563-1010 (7:30AM - 5:30PM PST)

You will be asked to supply your **User ID**. The password will be reset to **“Welcome1”**, which will expire the first time you log in with the reset password.

You may also request password resets by sending e-mail to: [treasurymanagement@Columbiabank.com](mailto:treasurymanagement@Columbiabank.com)