

CASH SERVICES



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DATE: June 29, 2011, **Updated on July 12, 2011ⁱ**

TO: Chief Operations Officers of all Depository Institutions serviced by the Nashville Branch in the Atlanta Federal Reserve District

SUBJECT: **Additional Details about the Transition of FedCash® Services to a Cash Depot in Nashville on August 1, 2011**

Earlier this year, the Federal Reserve Bank of Atlanta sent you reminders about the scheduled transition of the Nashville Office to a cash depot arrangement serviced by the Federal Reserve Bank of Atlanta. This change becomes effective **August 1, 2011**. For your reference, below is a final reminder about the changes you can expect.

As communicated previously, there are no additional fees to your institution for using the depot; however, the standard UCAP and cross-shipping fees will remain in effect.

The Atlanta Office has contracted with Loomis Armored to serve as the Nashville zone cash depot operator. Your contracted carrier will deliver your currency deposits and pick up your currency orders at the Loomis Armored site at **3020 Brick Church Pike, Nashville, TN 37207**, beginning August 1, 2011, starting with orders delivered on August 1, 2011. We will discuss this arrangement and armored carrier protocols, including potential changes to armored carrier schedules for pick-up and delivery of orders and deposits, with your armored carrier in early July.

Service Changes

- *The FedLine Web® access solution for Cash Ordering.* Continue to place your orders using the FedLine Web access solution. However, beginning at 7:00 a.m. Eastern Time on August 1, 2011, the Federal Reserve Bank of Atlanta will be displayed as your servicing Fed. The Nashville Federal Reserve Branch will no longer be listed in your order menu.
- *Currency Order Deadline.* **The currency ordering deadline will change from 2:00 p.m. Central Time to 1:00 p.m. Central Time beginning July 29, 2011.** You should continue to order currency via the FedLine Web access solution by the day preceding disbursement to ensure orders are available to your carrier from the depot the next business day. The new 1:00 p.m. Central Time ordering deadline will also apply to currency advance orders (placed up to five days prior to pick-up).
- *Coin Order Deadline.* **The coin ordering deadline will change from 2:00 p.m. Central Time to 1:00 p.m. Central Time beginning July 29, 2011.** You should continue to order

coin via the FedLine Web access solution by the day preceding disbursement to ensure orders are available at the coin terminal servicing you on your normal disbursement date.

- *The FedLine Web access solution for Deposit Notifications.* Continue to place your deposit notifications using the FedLine Web access solution. However, beginning at 7:00 a.m. Eastern Time on August 1, 2011, the Federal Reserve Bank of Atlanta will be displayed as your servicing Fed. The Nashville Federal Reserve Branch will no longer be listed in your deposit notification menu.
- *Cash Services Programs.* The Atlanta Office will assume responsibility for oversight of Federal Reserve cash programs in the Nashville zone, including custodial inventories (CIs), strategic inventory locations (SILs), and coin terminals (CTs).
- *Cash Department Contacts.* The contact names and numbers will change to the information shown in the contact list that follows.

Federal Reserve Bank of Atlanta Cash Contact Information		
	Name	Numbers
Customer Service	Currency & Coin Orders/ Deposits, Differences, Supplies, Inquiries	(877) 553-9735, option 7
Section Manager	Kenji Williams	(404) 498-8756
Manager	Anita Hollis	(404) 498-7955

What Will Remain the Same

The Atlanta Cash Department will provide the same high level of customer service that you have become accustomed to receiving from the Nashville Branch.

- *Deposit Deadline.* The deposit deadline for currency will remain **2:00 p.m. Central Time** for same-day credit.
- *Large Difference Notification.* You will continue to be notified of large differences in deposits within 24 hours of verification. The threshold for contacting you will remain a \$100 difference.

Informational Meetings

To help ensure a successful transition for depository institutions, we plan to offer the following informational call-in meeting on a first-come, first-serve basis.

- On Thursday, July 14, at 1:00 p.m. Central Time, staff from the Federal Reserve Bank of Atlanta and the Nashville Branch will host a Nashville Cash Customer Call-in meeting, please [register](#) for this training by July 11, 2011.

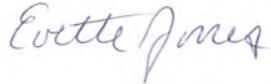
The Federal Reserve Bank of Atlanta and the Nashville Branch will also coordinate a meeting in July for all armored carriers to provide the information necessary to ensure they understand the new arrangement.

In addition to the customer service numbers above, if you have any questions about the cash depot transition you can also contact Evette Jones, Atlanta Cash Officer at (404) 498-8276, or Joey Gambino, Atlanta Cash Director at (404) 498-7087.

If you would like more information regarding FedCash Services or any of our products and services, please visit FRBservices.org.

Thank you for your continuing business relationship with the Federal Reserve Banks.

Sincerely,

A handwritten signature in blue ink that reads "Evette Jones". The signature is written in a cursive style with a large, looped "E" and a long, sweeping "J".

Evette Jones
Assistant Vice President
Federal Reserve Bank of Atlanta Cash Services

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ⁱ The address of new depot site has been updated