



September 1, 2011

FedCash® Services of the Future

The Federal Reserve Banks recognize the need to continually review our service offerings to help ensure we are providing effective and efficient cash services. We are moving toward greater service level consistency for all cash services across Reserve Offices. As such, we recognize that today there are differences in the timing of when Reserve Banks process orders when a Depository Institution (DI) does not have a regularly scheduled armored carrier pick-up from a Reserve Bank. In an effort to move toward a more consistent order process and provide your institution with greater ordering flexibility, we are implementing standard procedures to allow DIs to place orders on a daily basis, as well as eliminating the need to make special arrangements with the Federal Reserve Banks for your currency and coin orders outside of your carrier's normal pick-up schedule.

Changes to Daily Carrier Run Procedures

The Federal Reserve Banks will roll out new Daily Carrier Run procedures gradually over the next year. A limited roll out began with a pilot for DI customers serviced by the Federal Reserve Bank of Atlanta's New Orleans branch. Best practices from that successful pilot will be incorporated into our plans for national implementation of these procedures. As a result, starting in October 2011, DI customers serviced by the Richmond and Kansas City offices will begin to use the new order procedures.

The new procedures will give your institution the flexibility to place orders within any of the following five business days and eliminate the need to make special arrangements with the Federal Reserve Banks for orders placed outside of your carrier's normal pick-up schedule (assuming order deadlines are met). As such, restrictions on order placement by scheduled carrier pick-up day that currently exist in the FedLine Web® access solution will be eliminated. However, it is still your responsibility to make any special arrangements with your carrier to pick-up the orders from your local Reserve Bank that are not in line with your institution's normal, contractual carrier delivery schedule.¹

Starting in October 2011, when you place an order in the FedLine Web access solution, the order will be packaged and ready for pick-up by the carrier on the date you select, regardless of your carrier's scheduled pick up date. An order will be held until the carrier picks it up. Your institution will be debited on the date you scheduled the order to be picked up by the

¹ Today, when orders are placed via the FedLine Web access solution, the application will only allow you to select shipment dates when your carrier is scheduled to arrive at your servicing Reserve Bank. Going forward, when you place a currency and/or coin order via the FedLine Web access solution, the application will allow you to designate a pick-up date on any of the following five business days.



carrier (in the FedLine Web access solution) regardless of when the order is actually delivered to your institution. Fees may be assessed by your carrier for additional or special arrangement runs.

If you have any questions regarding these changes, please contact your [local Cash Services representative](#).

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