

**Federal Reserve Banks  
Cash Services Manual of Procedures**

**CASH SERVICES**

**Effective March 1, 2019**

**CASH SERVICES**  
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## 1.0 INTRODUCTION

This Cash Services Manual of Procedures (CSMOP) and, as applicable, any contract governing international Currency activity executed in accordance with Section 3.1 of [Operating Circular 2](#) contains the requirements that apply to an Institution's Currency and Coin transactions with a Federal Reserve Bank. An Institution that orders from and/or deposits Currency and Coin with a Federal Reserve Bank shall adhere to this CSMOP, and/or such contract, which contains the prescribed procedures for FRB Cash Services. If there is a conflict between the CSMOP and such contract, the contract controls.

## 2.0 DEFINED TERMS

All terms used and not specifically defined in this CSMOP shall have the meaning set forth in [Operating Circular 2](#).

## 3.0 OBTAINING AND RECEIVING CASH SERVICES

### *3.1 Requirements for Obtaining and Receiving Cash Services*

To obtain Cash Services, Institutions must comply with all applicable requirements noted in Operating Circular 2.

For information and forms to add or modify Your service, for new financial services customer set-up forms and instructions, or for the steps to follow for making service set-up changes following mergers, acquisitions, and consolidations, refer to the [Service and Access Setup](#) page on the FRBservices.org<sup>SM</sup> website.

Not to exceed one year following a merger or acquisition, the surviving institution must determine which of its surviving endpoints will be designated to receive Cash services.

### *3.2 UCAP – Frequency of Orders/Deposits*

Under the Uniform Cash Access Policy (UCAP), an FRB provides a basic level of free access for all Institutions. Customers requesting deposits or orders beyond the basic level of access will be assessed a fee, depending on the volume and frequency of the access. The basic level of service allows each Institution to designate up to ten Endpoints per Zone, each of which will be allowed one deposit and one order per Business Week, free of charge. Each of the ten Endpoints may receive additional free access each Business Week (up to once per day) for any deposit or order that exceeds the aggregate high Bundle threshold of 20 Bundles. Additionally, if an Institution has more than ten Endpoints that exceed 50 Bundles per deposit or order (the large volume threshold), these Endpoints will also receive free access.

The FRB recognizes that an Institution's Cash Service needs may exceed the levels defined for free access. To accommodate the demand for additional access to FRB Cash Services, supplemental access will be allowed for a fee. The current level of the fee can be found on the [Service Fees](#) page of the FRBservices.org website.

For specific requirements and additional information, refer to the [UCAP Policy Brochure](#) found on the FRBservices.org website.

### **3.3 Cross-Shipping Currency**

Institutions should carefully review their deposit and order practices in order to avoid cross-shipping or, in cases of cross-shipping, to plan for payment of a Recirculation Fee. If You deposit Fit Currency in a Covered Denomination and order the same denomination within the same Business Week and within the same Zone or Sub-zone, the Recirculation Fee will apply to activity that exceeds the quarterly *De minimis* Exemption. The Recirculation Fee will also apply if You alter Your deposit and order practices solely to circumvent the goal of the Recirculation Policy, as described in the Operating Circular 2.

For more specific information about cross-shipping, the Recirculation Policy, and related applicable fees, refer to the [Currency Recirculation Policy](#), which can be found on the FRBservices.org website.

### **3.4 Custodial Inventory Program**

The Custodial Inventory (CI) Program is a program established by the Reserve Banks in accordance with the Federal Reserve Currency Recirculation Policy. More information and requirements of this program can be found in Operating Circular 2, Appendix 1.

### **3.5 Business Continuity – Preparing for Cash Services Disruptions**

All Federal Reserve Banks have devoted significant attention to planning for business continuity events and recovering from them. These events may disrupt Cash operations, local transportation networks, and other key infrastructure causing delays or changes in services. Communications about business continuity events and response are usually conveyed via e-mail, phone, or on the [Business Continuity](#) page of the FRBservices.org website.

Institutions should consider the following to help limit or lessen the impact of a business continuity event:

- Develop and periodically review a business continuity plan that has been tested and considers issues related to Currency and Coin, including potential response actions and communication activities;

- Maintain FRB Cash Services contact numbers, e-mail addresses, and local District website addresses, and have them readily available; and
- Provide Your servicing FRB with Your contact information.

## **3.6 Third Party Arrangements**

### **3.6.1 Cash Depots**

In some locations, Cash Services are provided by cash depots on behalf of the Federal Reserve Bank to improve operating efficiency and to align with shifts in Currency demand resulting from population and business environment changes.

A cash depot is an alternative market presence for Cash Services. With a cash depot, the Federal Reserve Bank contracts with a third party, usually an armored carrier that acts as a secure point to receive deposits and distribute Currency, on behalf of the FRB to Institutions in the region. The Federal Reserve Bank pays for the transportation between its offices and the depot, and the depot operators follow Federal Reserve Bank mandated procedures.

### **3.6.2 Coin Terminals**

Coin services are often provided by Coin Terminals instead of, or in addition to, a Federal Reserve Bank. Coin Terminals provide additional distribution points for orders and deposits of Coin. Armored carriers operate under contract with the Federal Reserve Bank to provide these services on behalf of the FRB.

The Federal Reserve Bank, at its option, may direct customers to Coin Terminals and/or the local Federal Reserve Bank for Coin services.

### **3.6.3 Coin Exchange Program**

Coin exchanges occur when two Institutions - one with excess coin and the other needing coin - that have coin inventories in the same armored carrier facility work through their carrier to exchange coin. Institutions not serviced by a Coin Terminal may apply to participate in Our coin exchange program where We process the debit and credit to each Institution's Federal Reserve master account.

For additional information on this program, contact Your servicing FRB.

## 4.0 DEPOSITS OF CASH

### 4.1 *Approved Packaging for Currency Deposits*

All Currency deposits must be packaged in clear plastic bags designed for one-time use, or clear plastic or metal containers.

- Bags/containers must bear Your identification (logo and/or name); and
- The bags/containers containing Your deposit must be securely sealed.

Additional requirements for plastic bags are as follows:

- Plastic bag material must be a minimum of 5-mil or the equivalent in strength and durability;
- Contents must be easily distinguishable through the packaging material;
- A full bag may not contain more than 16 Bundles; and
- The seal on the bag must be tamper-evident so that unauthorized access is easily detectable.

For additional information, or if You have any questions, call Your servicing FRB.

To facilitate the preparation of Currency deposits, refer to the [Deposit Visual Reference Guide \(DVRG\)](#).

### 4.2 *Preparing a Currency Deposit*

Before depositing Currency with us, You must prepare Currency according to denomination. For \$1 through \$20 denominations, Your deposit(s) must contain **full Bundles**. If depositing \$50 and/or \$100 denominations, it must be in **full Straps** and/or **full Bundles**. A Bundle consists of 1,000 notes of the same denomination in ten equal Straps. A Strap is a package of 100 notes of the same denomination.

Each Strap must have only one Band around it. A Band is a strip of paper material used to bind or hold together a Strap. The Band must be color-coded (along the edges) to conform to existing standards of the American Bankers Association (ABA). The Currency processing machines used by the Reserve Banks automatically cut and remove the Band around the Strap. For our equipment to function properly, the Band material must be between 1.00 to 1.57 inches wide, with an approximate weight of 100 g/sqm, made of paper and not synthetic materials.

Each Band must be stamped with the following information:

- Your institution name, ABA routing number, and the four-digit endpoint number of the depositing office. A Band without an office identification number is deemed to be from Your head office;
- Dollar amount of Currency in the Strap;
- Initials or names of the persons who verified the Strap must be clearly visible on the Band; and
- Date of verification.

When assembling Currency into Straps:

- Remove any pin, clip, staple, rubber bands, or excess tape on the notes or Band (causing notes to unnecessarily stick together or to the Band);
- Piece count and verify for authenticity the notes in each Strap;
- Do not mix notes of different denominations in the same Strap;
- Include only U.S. Currency. Under no circumstances should Coin or other valuables be included;
- Notes in each Strap may be packaged without regard to direction or facing;
- Bands must be applied to the middle of each Strap; and
- Band length must be such that it wraps the Strap once without any residual material (such as a tail).

Securing the Straps together to make a Bundle may be achieved through the use of rubber bands or other tension material.

When assembling Bundles, all Strap edges must be vertically aligned into a single organized stack and oriented in the same direction.

The Bundle tension material:

- Must be secured enough to remain intact through transportation and handling: (1) not too tight as to overstress the notes causing them to bend/crease within the Bundle; or (2) not too loose where the notes or straps move around or the tension material breaks or falls off of the bundle;
- Must be secured across the short side at both ends of the Bundle (and not on subgroupings of Straps within the Bundle);

- Must allow for a clear view of the currency Band;
- Must not be placed around the long end of the Bundle (i.e., lengthwise); and
- Must not have any residual material (such as a tail) that could risk compromising the shipping bag or the Bundles/Straps around it.

Refer to the [DVRG](#) for information on preparing a Bundle for deposit.

You are responsible for piece counting, verifying for authenticity, and properly assembling and packaging Your Currency deposit. Currency deposits that do not meet the stated criteria upon inspection at Your servicing FRB may be refused.

***Standard units for domestic Currency deposits are available in the table below. However, with respect to Institutions that have executed a contract governing international Currency activity in accordance with Section 3.1 of Operating Circular 2, all international Currency deposits (regardless of denomination) relating to such activity are only accepted in standard bundle increments.***

### **Currency Deposits**

Denomination	Standard Strap (100 notes)	Standard Bundle (1,000 notes/10 straps)	Standard ABA Color Code
	Dollar Amount	Dollar Amount	
Ones	N/A	\$1,000	Blue
Twos	N/A	\$2,000	Green
Fives	N/A	\$5,000	Red
Tens	N/A	\$10,000	Yellow
Twenties	N/A	\$20,000	Violet
Fifties	\$5,000	\$50,000	Brown
Hundreds	\$10,000	\$100,000	Mustard

For all denominations, Bands must be arranged within the Bundle so that all bank stamps within the Bundle are facing in one direction.

For additional clarification, please refer to the [DVRG](#). To facilitate the resolution of potential deposit differences, You should do the following:

- Use white (not brown or beige) Bands to provide a higher color contrast;



- Use dark ink, but **not** red;
- Use a large and easy-to-read font on Your stamp; and
- Refresh ink pads frequently.

Your servicing FRB requires You to include a deposit document with Your deposit or provide an electronic deposit notification. Consult with Your servicing FRB for specific policies and procedures.

The FRB may refuse Cash deposits, defer or reverse credit, and/or return deposits if You fail to comply with any of the requirements noted in this CSMOP. Returns are at Your risk and expense. The FRB may refuse a deposit if the integrity of Your bag/container appears to have been compromised.

### ***4.3 Process for Handling Counterfeit or Unlawfully Altered Currency or Coin***

If You find any counterfeit or unlawfully altered Currency or Coin, You should send it directly to the appropriate U.S. Secret Service office. Counterfeit or unlawfully altered Currency or Coin that is found in Your deposit will be forwarded to the Secret Service, and Your Account will be charged for the difference.

If you are concerned that Your order from Your servicing FRB contained any counterfeit or unlawfully altered Currency or Coin, please contact Your servicing FRB.

### ***4.4 Process for Handling Contaminated Currency***

On occasion You may receive Currency that is deemed to be contaminated. Contamination may result from exposure to a contaminant to the extent that the Currency cannot be processed under normal operating procedures or may pose a health or safety risk. You should obtain as much information as possible from the customer regarding the type and extent of the contamination before contacting us about making a deposit of Contaminated Currency.

For complete instructions, visit the [Contaminated Currency and Coin](#) page on the FRBservices.org website.

Additional deposit requirements may apply to Institutions that have executed a contract governing international Currency activity in accordance with Section 3.1 of Operating Circular 2 and intend to make a deposit of Contaminated Currency relating to such activity. In that event, You should work with Your respective servicing FRB for guidance on any additional deposit requirements.

### ***4.5 Process for Handling Mutilated Currency***

Mutilated Currency should not be sent to Your servicing FRB. This Currency should be sent, along with a letter stating the estimated value of the Currency

and an explanation of how the Currency became mutilated, to the addresses listed on the [BEP website](#).

If You believe the Mutilated Currency has also been contaminated such that it may pose a health or safety risk, write the word “Contaminated” on all internal packaging (not on the outside of the mailing container) and include a description of the contaminant, if known, in Your letter.

The Director of the BEP is the final authority for the settlement of a Mutilated Currency claim. You may call the BEP’s toll-free number, 1-866-575-2361, to obtain information on a Mutilated Currency claim. You will need the 6-digit case number assigned to Your claim.

Burnt Currency that is clearly less than one-half a complete note and cannot be handled without compromising its integrity is considered Mutilated Currency.

Currency that is clearly more than one-half but less than a complete note, heavily soiled, limp, worn, or torn, is not considered Mutilated and should be included in Your normal deposit.

To view examples of Mutilated Currency, review the [DVRG](#).

#### **4.6 Approved Packaging for Coin Deposits**

Coin deposits may be made in either traditional standard canvas bags with seals or plastic bags.

If using plastic bags, they must meet the following requirements:

- Must possess a tamper-evident seal;
- Must have a reinforced handle able to withstand a hang test with +100 lb. load or the equivalent in strength and durability;
- Material must be 6.5-mil gauge or the equivalent in strength and durability;
- Size must approximate that of standard canvas bag;
- Contents must be clearly visible through the packaging material; and
- Each bag must have a label on the opposite side of the handle showing denomination, dollar amount, depositor’s name, and ABA routing number with four-digit Endpoint number, if applicable.

If using canvas bags, they must meet the following requirements:

- Each canvas bag must have a color-coded tag, in accordance with ABA standards based on denomination;
- The tag must contain denomination, dollar amount, institution name,

and ABA routing number with four-digit Endpoint number, if applicable; and

- You must use a tamper-evident seal with Your identification.

#### **4.7 Preparing a Coin Deposit**

You are responsible for piece counting, verifying for authenticity, and assembling Coin before depositing it with us. Coin must be sorted and bagged by denomination. The FRB **does not accept** wrapped Coin.

Standard units for Coin deposits are as follows:

##### ***Coin Deposits***

<b>Denomination</b>	<b>Standard Unit Dollar Amount</b>	<b>Standard ABA Color Code</b>
<b>Pennies</b>	\$50	Red
<b>Nickels</b>	\$200	Blue
<b>Dimes</b>	\$1,000	Green
<b>Quarters</b>	\$1,000	Orange
<b>Halves</b>	\$1,000	Buff
<b>Dollars:</b>		
<b>Eisenhower Dollars</b>	\$1,000	Gray
<b>Presidential/Native American/Susan B. Anthony</b>	\$2,000	Gray

To facilitate the preparation of Coin deposits, review the [DVRG](#).

#### **4.8 Current Coin**

When preparing Coin deposits, the following procedure will apply:

- Include only U.S. Coin;
- Piece count and verify the Coin;
- Do not mix Coins of different denominations in the same bag;
- Susan B. Anthony, Native American, and Presidential dollar Coins may be bagged together, but they must be bagged separately from Eisenhower dollars; and
- Package loose Coin by denomination in plastic or canvas bags. Plastic and canvas bags must have “tamper-evident” seals so that any signs of tampering will be clearly visible.

Your servicing FRB may require You to include a deposit document with Your deposit. Consult with Your servicing FRB for specific practices or procedures.

The FRB may refuse a deposit if the integrity of a bag, plastic or canvas, appears to have been compromised, or if a seal does not effectively deter access to the bag's contents.

#### **4.9 Uncurrent Coin Deposits**

If You receive Coin that shows excessive wear and/or cannot be easily authenticated (Uncurrent Coin), call Your servicing FRB for instructions before depositing.

If You receive instructions from Your servicing FRB to deposit this Coin, prepare the deposit in the same manner as Current Coin. Each denomination of Uncurrent Coin must be in a separate bag with a tag clearly marked "**UNCURRENT COIN.**"

#### **4.10 Handling Bent or Partial Coin**

The Federal Reserve Bank does not accept deposits of Bent or Partial Coin. Coin classified as Bent or Partial should be forwarded directly to the U.S. Mint at the address listed on their website for the [Mutilated Coin Redemption Program](#).

Bent or Partial Coin is not redeemable at face value; it is redeemable only at its bullion (metal) value as established by the Director of the U.S. Mint.

#### **4.11 Process for Handling Contaminated Coin**

On occasion You may receive Coin that is deemed to be Contaminated. The FRB **does not accept** deposits of Contaminated Coin. Contaminated Coin must be decontaminated per the guidelines established by the Center for Disease Control and Prevention (CDC) for decontamination of surfaces in the "Household Cleaning & Sanitizing" section. If You want to deposit the Coin after decontamination, contact the FRB for further instructions.

For complete instructions on Contaminated Coin, visit the [Contaminated Coin and Currency](#) page on the FRBservices.org website.

#### **4.12 Crediting Your Account for Currency and Coin Deposits**

For information on crediting Your Account, please refer to Operating Circular 2.

## 5.0 ORDERS FOR CASH

### 5.1 Methods for Ordering Cash

You may order Cash by using:

- The Federal Reserve Internet based FedLine Web<sup>®</sup> Solution; or
- In an emergency or other unusual circumstances, **and only after confirming with Your servicing FRB**, by facsimile (FAX), telephone, or e-mail.

### 5.2 Submitting Currency Orders

All Currency orders must:

- Be verified according to the denomination breakdown and accuracy of the amounts *before* placing the order; and
- Be submitted within the ordering schedule set by Your servicing FRB (schedules are available on the [Deadlines for Orders and Deposit Notifications](#) page of the FRBservices.org website).

Orders received after the FRB's scheduled cut-off time will be assigned the next available ship date. If You miss the scheduled cut-off time for orders but have an urgent need for a Currency order, You may call Your servicing FRB to discuss available options.

Late or same day Currency order requests must be from an officer listed on Your Official Authorization List (OAL).

Notify Your servicing FRB immediately if You discover an error on the order You submitted.

Standard units for ordering Currency are as follows, including for Institutions that have executed a contract governing international Currency activity in accordance with Section 3.1 of Operating Circular 2 (International Cash Standard).

## Currency Orders

Denomination	Standard Strap (100 notes)	Standard Bundle (1,000 notes/10 straps)	International Cash Standard (16,000 notes/ 160 straps/ 16 bundles) Dollar	Standard ABA Color Code
	Dollar Amount	Dollar		
Ones	N/A	\$1,000	\$16,000	Blue
Twos	N/A	\$2,000	\$32,000	Green
Fives	N/A	\$5,000	\$80,000	Red
Tens	N/A	\$10,000	\$160,000	Yellow
Twenties	N/A	\$20,000	\$320,000	Violet
Fifties	\$5,000	\$50,000	\$800,000	Brown
Hundreds	\$10,000	\$100,000	\$1,600,000	Mustard

You and all Your Endpoints must order in the following basic standard units:

- **full Bundles** of the \$1, \$2, \$5, \$10, and \$20 denominations;
- **full Straps or full Bundles** of the \$50 and \$100 denominations; and
- **with respect to Institutions that have executed a contract governing international Currency activity in accordance with Section 3.1 of Operating Circular 2, for Currency orders relating to such activity, 16 bundle increments of all denominations.**

Except as provided in Section 5.3 or any contract governing international Currency activity executed in accordance with Section 3.1 of Operating Circular 2, Currency orders are first filled with Fit Currency, as inventory levels dictate. Your servicing FRB may, at its discretion, reduce Cash orders to maintain Currency and Coin inventories.

### 5.3 New Currency Ordering

FRBs will accept and process orders for New Currency, if available, in support of the holiday season. Communications in advance of those weeks during the holiday season in which the FRBs accept orders for New Currency (i.e. Holiday Ordering Periods) are posted on the Website and on the FedLine Web Solution. Specific dates, order and pick-up information will be included in the announcements. The order requirements noted in Section 5.2 will apply.

If You want both Fit and New Currency, You will have to submit two separate  
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orders. If You place two orders during the Holiday Ordering Period, one for Fit and one for New, the UCAP Fee for the second order will be waived. Any additional orders, beyond the one Fit and one New, will be assessed the UCAP Fee. If You are designated as a “large volume threshold” Institution (Endpoint that exceeds 50 Bundles per deposit or order), UCAP Fees do not apply.

Some FRBs may accept requests for New Currency under certain or unusual circumstances. New Currency requests for other occasions, such as a customer needing New Currency for foreign adoption transactions or certain cultural holidays, are managed by Your local FRB. **For further information on these types of requests, and/or instructions, contact Your servicing FRB.**

## 5.4 Verification

To ensure the integrity and security of all FRB Cash orders, You or Your agent must verify the contents of each order You receive from us when the package(s) are initially opened<sup>1</sup>. Furthermore, the FRB requires, at a minimum, You control and verify a Cash order using **Dual Control**<sup>2</sup> in order for the FRB to consider any difference claims. If a difference is detected and You intend to notify the servicing FRB, You, rather than Your agent, must submit a difference claim. For more information on difference claims please refer to Section 6.0, Handling Differences in Currency and Coin.

Before accepting a Cash order from Your armored carrier, the FRB recommends that:

- You count the bags and verify the presence of the FRB identification. If You receive a container(s), verify that the containers all have FRB seals on them;
- You examine the integrity of the bags and look for any signs of tampering;
- You verify that the seals on the containers are properly affixed. If You detect any sign or indication of tampering, notify Your servicing FRB immediately; and
- You verify the number of Straps and Bundles in the order before opening it. If a difference is detected, do not open the bag/container or remove the wrapping from the BEP cash pack. Notify Your servicing FRB immediately.

After the initial verification, and when the packages(s) are initially opened, such as when preparing the order for internal processing and/or distribution, You

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<sup>1</sup> The FRB recommends that initial opening and verification of the Cash shipment be performed under camera surveillance coverage.

<sup>2</sup> **Dual Control** means that two employees maintain custody of a Currency and/or Coin shipment and both verify it to the appropriate records.

should perform a closer inspection of the contents. The FRB recommends that You open the bag(s) and/or containers and perform a Strap and Bundle count of the Currency. If You find a difference, notify Your servicing FRB immediately and refer to Section 6.0, Handling Differences in Currency and Coin, for instructions.

If You find a difference when piece counting Currency You received in one of Our orders, refer to Section 6.0, Handling Differences in Currency and Coin, for instructions.

## 5.5 Submitting Coin Orders

All Coin orders must:

- Be verified according to the denomination breakdown and accuracy of the amounts before placing the order;
- Be submitted within the ordering schedule set by Your servicing FRB; and
- Be received before the FRB's scheduled cut-off time. Orders received after the cut-off time will be assigned the next available ship date.

Notify Your servicing FRB immediately if You discover an error on the order You submitted. If You miss the scheduled cut-off time for orders but have an urgent need for a Coin order, You may call Your servicing FRB to discuss available options.

Standard units for ordering Coin are as follows, including for Institutions placing orders for Coin that they intend to ship to a physical location outside the United States (International Unit Dollar Amount).

### Coin Orders

Denomination	Standard Unit Dollar Amount	International Unit Dollar Amount	Standard ABA Color Code
Pennies	\$50	\$4,000	Red
Nickels	\$200	\$12,000	Blue
Dimes	\$1,000	\$50,000	Green
Quarters	\$1,000	\$50,000	Orange
Halves	\$1,000	\$50,000	Buff
<b>Dollars:</b>			
Presidential, Native American, and Susan B. Anthony Dollars	\$2,000	\$140,000	Gray



Please call Us before ordering Eisenhower dollars because they are subject to availability.

Except as provided in Section 5.6, all Coin orders are first filled with Current Coin, as inventory levels dictate.

Late or same day Coin order requests must be from an officer listed on Your Official Authorization List (OAL).

Your servicing FRB may, at its discretion, reduce Cash orders to maintain Currency and Coin inventories.

## **5.6 New Coin Releases**

The Federal Reserve, at its discretion, may allow You to receive certain Coins in advance of the official public release date. New Coin releases are subject to the following:

- Reserve Bank may limit the size of orders, based upon availability; and
- You must order in the standard units set forth by the Reserve Bank.

More information can be found in the Operating Circular 2, Section 5.5.

## **5.7 Large Coin Orders**

Large Coin orders consist of full tractor trailer loads (typically 16 skids). For large Coin orders that may not be readily available at Your servicing Reserve Bank, the FRB can arrange for the Coin to be shipped to You or to a third party from an alternate location. This type of shipment is generally sent at no cost to You.

However, You are responsible for notifying and coordinating the shipment with Your designated third party, if applicable.

For questions regarding this type of order, call Your servicing FRB. If You or Your designated third party will receive a large shipment of Coin, Department of the Treasury rules and regulations covering direct shipments of Coin to an Institution apply.

## **5.8 International Coin Orders**

If You wish to place an order for Coin that You intend to ship to a physical location outside the United States, consult with Your servicing FRB for specific policies and procedures. Such orders will generally be made available for pickup after 20 Business Days from the date that the orders were placed. International coin orders for the penny, nickel, dime, and quarter denominations will be provided directly from the Mint.

For all international coin orders, additional shipping restrictions may apply. Due to the possibility of changing market conditions, please consult your servicing FRB for current shipping procedures and restrictions.

Differences in international coin orders should be reported to Your servicing FRB immediately per Operating Circular 2 guidelines in section 6.2. However, recognizing the increased time needed to receive international orders of coin, customers are allowed **60 Business Days** after receipt of the order to file a claim with their servicing FRB.

## ***5.9 Debiting Your Account***

For information on debiting Your Account, please refer to Operating Circular 2.

## **6.0 HANDLING DIFFERENCES IN CURRENCY AND COIN**

This section describes the process for handling differences You may find in Currency or Coin order(s) You receive from the FRB, as well as disputing FRB adjustments made to Your deposit. In both cases, You are required to submit a corresponding form, which can be found on the Website.

All forms must be signed by an officer listed on Your OAL. The FRB will not honor any difference forms submitted by a third party.

### ***6.1 Filing a Difference Claim in Currency Orders Received***

If You find a difference in an order of Fit or New Currency, You must complete the appropriate sections of the [Difference Claim Request](#) form.

When filing a claim for a difference found in a Currency order, the following shall apply:

- You must file Your claim within **five Business Days after receipt** of Your order. Claims received more than five business days after receipt will not be honored;
- The FRB will not honor a difference claim if You did not verify the order under **Dual Control** when You received it from us;
- We will not honor difference claims found after the Currency has been paid to Your customer(s);
- The FRB will not honor any difference claim submitted by a third party;
- If the difference is in an order of **New Currency**, complete the part titled "For New Currency Only;"
- Claims for missing Straps (100 notes) in New Currency will not be honored if the BEP shrink wrap and Bundle wrap was removed prior to discovering the difference;
- Include all required enclosures with Your claim form; and
- The form must be signed by an officer listed on Your OAL.

## ***6.2 Differences Found in Coin Orders Received***

If You find a difference in an order of Coin, You must complete the appropriate section of the [Difference Claim Request](#) form.

When filing a claim for a difference found in a Coin order, the following shall apply:

- You must file the claim with Your servicing FRB within **twenty (20) Business Days** after receipt of the order. Claims received more than twenty (20) business days after receipt will not be honored;
- All applicable sections on the form must be completed;
- If Your claim is for bent or partial or foreign Coin, include the number of Coins found;
- The FRB will not honor any difference claim submitted by a third party, including differences arising from participation in Our coin exchange program; and
- The form must be signed by an officer listed on Your OAL.

When submitting a Difference Claim Request form on an order of Coin with U.S. Mint packaging, call Your servicing FRB for additional instructions.

## ***6.3 Disputing a Deposit Adjustment***

If an adjustment is made to Your deposit, Your servicing FRB will provide You with a notification in a manner of Our choosing. If You believe that the adjustment to Your deposit was made in error, You may dispute the adjustment. To do so, You must submit a [Deposit Adjustment Dispute Form](#).

When filing a dispute on an adjustment made to Your deposit, the following shall apply:

- Your servicing FRB must receive the completed form within **five Business Days** after You receive the notification from the FRB. Claims received more than five business days after You receive the difference notification will not be honored;
- Include all required enclosures with Your dispute form, including the FRB difference advice with Strap image;
- The FRB will not honor any adjustment dispute submitted by a third party; and
- The form must be signed by an officer listed on Your OAL.

## **7.0 TRANSPORTATION OF CASH**

### ***7.1 Transportation by Armored Carrier***

You must provide written notification to Your servicing FRB of the armored carrier(s) You contract with to provide Cash transportation services to/from the FRB dock. To provide this written notification You must complete and submit a [FedCash® Services Request Form](#). The form must be signed by an officer listed on Your OAL.

If You change armored carrier(s), You must notify us immediately of that change by completing the appropriate section of the FedCash Services Request Form and submitting the form, signed by an officer listed on Your OAL.

You must provide us with a list of names, photos, and sample signatures of the armored carrier personnel who are authorized to pick up Cash orders for You at Our dock, and You must require the armored carrier company to notify us in writing immediately of any changes to the list of authorized personnel.

### ***7.2 Dock Access Schedule***

The Federal Reserve Dock is scheduled to be open to armored carriers every Business Day.

Contact Your servicing FRB for the dates and times when Your armored carrier is authorized to have access to the Federal Reserve Dock.

## **Glossary of Terms**

**Band** - a strip of paper material used to bind or hold together a Strap of 100 Currency notes.

**Bundle** - 1,000 Currency notes of the same denomination in 10 equal Straps of 100 notes each.

**Strap** - a package of 100 Currency notes of the same denomination.