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Charlotte Branch of the Federal Reserve Bank of Richmond is Converting to a New Internal Cash Transactional System

To: Depository institutions serviced by the Charlotte Branch of the Federal Reserve Bank of Richmond and their armored carriers

The Federal Reserve has recently implemented an upgrade to its cash processing systems, including the internal cash transactional system and the FedCash[®] Services via the FedLine Web[®] access solution.

Charlotte Branch is Converting to the New Internal Cash Transactional System

The Charlotte Branch of the Federal Reserve Bank of Richmond will convert to the new internal cash transactional system beginning close of business on Friday, September 23, through Sunday, September 25. The conversion will occur over the weekend and should not interfere with normal business operations. Although we expect that the conversion will not impact our ability to provide Cash Services to our customers, it may cause some initial slowdown of service as Federal Reserve Bank staff adapts to the new system.

New Look and Feel of Federal Reserve's Cash Order Paperwork Beginning September 26

As part of this upgrade, the Federal Reserve has refreshed the look and feel of the paying manifest, the packing slip, and the shipping tag. The Charlotte Branch will begin using the new documentation on Monday, September 26. A [document](#) highlighting the changes is available and can be printed and posted in your operations area. Please note that armored carrier personnel may require time to become familiar with the new documentation.

We appreciate your patience during this upgrade. Please let us know if you encounter any issues with the FedCash Services via the FedLine Web access solution. If you have questions, please contact the Charlotte Branch of the Federal Reserve Bank of Richmond Cash Services at (866) 418-5832.