

Engage with us

Cleveland Fed Cash Services



Issue #1 | July 22, 2022

Welcome to the Federal Reserve Bank of Cleveland Cash Newsletter!

We are excited to launch this quarterly communication to engage on important topics, helpful resources, and industry insights. We welcome your feedback on future topics and look forward to enhancing our collaborative relationship with our customers and partners in Cleveland Fed's District.

We Need Your Help!

Please fill out [CASH 01 FedCash Services Request Form](#). This will ensure we are reaching the most appropriate contact to resolve questions and issues with deposits or orders.

Fill out the following sections (all other sections are not required):

- *Section 2 – Complete entire section*
- *Section 3 – Within Service Request section, check the box for Change Current Branch Information*
- *Section 3.1 – Provide Contact Name, Telephone with extension number, and Email Address*
- *Section 4 – Complete entire section; reminder the form must be signed by someone on the bank's official authorization list*

Cash Guides + Resources

Are your deposit tickets difficult to read or different than the version below?

Request deposit tickets!

Federal Reserve Bank of Cleveland

Copy C **Internal FR**

Bags

Containers

Internal FRB Deposit ID

Currency Deposit Ticket

Date Shipped to FRB: _____

Currency	
1	\$
2	\$
5	\$
10	\$
20	\$
50	\$
100	\$
Total	\$

Person(s) Preparing Deposit _____

Armored Carrier _____

Phone # _____

Carrier Staff Accepting Deposit _____

Date _____

If you answered yes, it's time to order new deposit tickets!

Send an email to clev.cin.csh.admin@clev.frb.org, and provide the following information:

- Bank name
- Branch location
- 9-digit routing number
- 4-digit branch number

Deposit Visual Reference Guide

Did you know we have a [Deposit Visual Reference Guide](#) that will assist you step by step in preparing deposits? Check out some things you might find helpful:

- Bank stamps often are blurred. Ensure you use large and easy-to-read font on your stamp and refresh ink pads frequently. This will guarantee any depository differences are adjusted to the correct bank and branch (*see image A*).
- To prepare a bundle for a deposit, 10 bank straps must be arranged with bank stamps facing the same direction.



- A bundle consists of 1,000 notes of the same denomination in 10 equal straps of 100 notes each. To ensure bundle is secure, use rubber bands on the short side at both ends of the bundle (and not on subgroupings of straps within the bundle) and allow for clear view of the currency strap band (see *image B*).
- To prepare currency bags, remember to indicate routing number (with four-digit endpoint number), institution's name, dollar amount of the contents on each bag, and the bag number (e.g., "bag ___ of ___").

Frequently Asked Questions

What do I do if a shipment we received from the Federal Reserve was over or short?

1. Fill out a CASH-02 [Difference Claim Request](#). The form **must** be received at the FRB within five business days after receipt of currency order.
2. Please email (clev.cin.csh.admin@clev.frb.org) the form along with copies of the currency bands.
3. Mail the form along with the band(s), outer shipping bag with label, and inner currency bag that contained the strap with the difference. *See office addresses in contact information below.*

What is your holiday schedule?

To find our holiday schedule for 2022 and beyond, visit [FRB Holiday Schedules](#).

Featured below are some upcoming holidays during which the Federal Reserve System will be closed:

- Labor Day: Monday, September 5, 2022
- Columbus Day: Monday, October 10, 2022
- Veterans Day: Friday, November 11, 2022

Contact us. Have questions or feedback? Reach us below!

clev.cin.csh.admin@clev.frb.org

Federal Reserve Bank of Cleveland

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Want to learn more?

About us: Welcome to the Federal Reserve Bank of Cleveland

Get a sneak peek of the Cash Department: Inside Cash at the Federal Reserve Bank of Cleveland

FEDERAL RESERVE BANK *of* CLEVELAND

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