

Engage with us

Cleveland Fed Cash Services



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Welcome to the Federal Reserve Bank of Cleveland Cash Services Newsletter!

We are pleased to provide resources and insights into currency and coin operations to enhance our relationships with our customers and partners across the Cleveland Fed's District.

How to...



Notify the Federal Reserve of a change in armored carrier

When changing armored carriers, a [Cash Services Request Form CASH-01](#) must be completed and emailed to [the Federal Reserve Bank Customer Contact Center](#).

Please complete the following sections:

Section 2: Customer Information (all fields)

Section 3: Service Specific Information/Customer Specific Requests

- Requested Effective Date
- Servicing FRB Office
- Check the box for “Change Armored Carrier Information”

Section 3.1: Current/New Branch and Carrier Information

- All fields except GLNs and FRB Ship Date
- Carrier Name, identify your *current* armored carrier

Section 3.2: Change To

- Carrier Name, identify your *new* armored carrier, including their location

Section 4: Authorized Approval (all fields)

- Authorized Signer must be on Official Authorization List

Cash Guides + Resources

Contaminated currency depositing procedures

Currency is considered contaminated when it has been damaged by or exposed to a contaminant or impurity that poses a health hazard or safety risk. A few examples of contaminated currency are when it has the presence of mold or was exposed to bodily fluids, sewage, and/or tear gas from a dye pack.

To deposit contaminated currency, please visit [FRB Services Contaminated Currency](#) for detailed, step-by-step procedures. Contaminated deposits that do not meet the requirements will be refused. A few key highlights for proper preparation:

- Contaminated deposits must be separated from normal deposits.
- Contaminated deposits must be double bagged in clear plastic bags with a tamper evident seal and be marked “Contaminated.”
- The bag must be large enough to permit movement of the currency inside the bag for visual inspection; also make sure the printing or labels on the bags do not inhibit the view of the bagged contents.
- Complete deposit ticket and contaminated notification form and ensure the documents accompany the contaminated deposit.
- [Notify the FRB prior to deposit via email](#).



Update

Federal Reserve permanently discontinues holiday currency special ordering periods

The Reserve Banks suspended holiday currency special ordering periods in 2020 and 2021 due to the COVID-19 pandemic. While the holiday currency special ordering periods are being discontinued, the Reserve Banks will continue to pay out new currency to depository institutions in all denominations periodically throughout the year. We recommend setting aside new notes to meet customer needs. For further information, please contact the [Customer Contact Center](#).



Frequently Asked Questions

I've always wondered about...How do I...?

[Send questions](#) on Cash Services topics to us! Questions received may be included in future newsletter FAQs.

What is the Federal Reserve's 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:

- Veterans Day: Friday, November 11, 2022
- Thanksgiving Day: November 24, 2022
- Christmas Day: Observed Monday, December 26, 2022
- New Year's Day: Observed Monday, January 2, 2023
- Martin Luther King Jr. Day: Monday, January 16, 2023
- Presidents Day: Monday, February 20, 2023

Have questions or feedback? Reach us below!

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

Federal Reserve Bank of Cleveland

Cash Services
1455 East Sixth Street
Cleveland, OH 44114

P. 216.579.2274

F. 216.579.2950

Federal Reserve Bank of Cleveland Cincinnati Branch

Cash Services
150 East Fourth Street
Cincinnati, OH 45202

P. 513.455.4241

F. 513.455.4588

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

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Federal Reserve Bank of Cleveland, 1455 E 6th St, Cleveland, OH 44114, US

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