

# 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...

#### Dispute a deposit adjustment

If an adjustment is made to your deposit, a notification will be sent via FedLine. The adjustment will include the FRB difference advice and strap image. If you believe the adjustment to your deposit was made in error, you may dispute the adjustment by submitting the [deposit adjustment dispute form](#).

The FRB **must** receive this form within 5 business days after you receive the difference advice. The form and difference advice with strap image can be [emailed](#) directly to our team for processing. Prior to submission, the form must be signed by someone on your official authorization list (OAL).

### Cash Guides + Resources

#### Updating your official authorization list

The official authorization list (OAL) is a document that serves as a legal basis for establishing your institution's authority to engage in business with us, as well as identifying those who have authority to designate individuals who can take actions regarding your institution's use of Federal Reserve Bank accounts or services. It is very important that the OAL is up to date with your financial institution's current employees to ensure there is no delay in any FRB processes requested. To complete an OAL Form for your institution or to add authorized individuals to your institution's OAL, visit [OAL form](#).

## Top Tips



### Preparing currency deposits

- All straps must contain 100 notes of the same denomination with one band around them.
- Do not include sub straps (rubber bands or paper clips subdividing notes within the strap).
- Each strap must contain a band stamp with bank information; the stamp must be legible.
- All stamps in the bundle must face the same direction.
- Do not include any paper inside the deposit bags.
- All deposit tickets must be included outside the deposit bags.

## Frequently Asked Questions



## How can our bank enhance business continuity?

For business continuity purposes, it is suggested banks set up FedLine user access for more than one individual at a bank or branch. User access provides the ability to order currency and coin, enter deposit notifications, order deposit tickets, and view associated reports. If one user is unable to place currency and coin orders, another user would be able to place the orders, ensuring timely receipt of funds to meet customer demand.

Each organization's end user authorization contacts (EUACs) have the authority to designate authorized individuals who will transact business via a FedLine solution. The EUAC will use their credentials to access the EUAC Center, which enables the EUAC to submit subscriber requests, reset FedLine subscriber passwords and access subscriber reports and FedLine documentation.

The [EUAC support page](#) provides resources to determine which services are needed and the corresponding [subscriber access levels](#) for those services. The form to set up an EUAC can be located [here](#) and if you need assistance completing the form, please contact the Customer Contact Center (888) 333-7010.

## What is the Federal Reserve's holiday schedule?

*To find our holiday schedule for 2023 and beyond, visit [FRB holiday schedules](#).*

Featured below are some upcoming holidays during which the Federal Reserve

System will be closed:

- Presidents Day: Monday, February 20, 2023
- Memorial Day: Monday, May 29, 2023
- Juneteenth: Monday, June 19, 2023
- Independence Day: Tuesday, July 4, 2023
- Labor Day: Monday, September 4, 2023



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**Have questions or feedback? Reach us below!**

[clev.cin.csh.admin@clev.frb.org](mailto: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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