
HELENA BRANCH

FEDERAL RESERVE BANK OF MINNEAPOLIS

CASH SERVICES GUIDE



November 2001

Use this guide as a supplement to the Operating Circular 2. You will find the following in this guide

TABLE OF CONTENTS

CASH SERVICES DIRECTORY 2
CASH SERVICES..... 3
ORDERING AND DEPOSITING 4
UNIFORM CASH SERVICE STANDARDS 5
COIN ORDERING AND DEPOSIT STANDARD..... 6
FEES 8
ADVICE OF CHARGE 9
CREDIT FOR SHIPMENTS 10
DIFFERENCES IN DEPOSITS 11
UNFIT OR MUTILATED CURRENCY 12
UNFIT OR MUTILATED COIN..... 13
FEDPHONE 15
HOW DOES FEDPHONE WORK?..... 16
FEDPHONE MAIN SELECTION MENU 17
 Currency and Coin Order Menu 17
FEDPHONE MAIN SELECTION MENU 18
 Deposit Notification 18
FEDPHONE MAIN SELECTION MENU 19
 Food Coupon Deposit Notification Menu 19
FEDPHONE SPECIAL FEATURES..... 20
 Cash Supplies 20
OTHER FOREIGN CURRENCIES 21
CASH SERVICES INFORMATION..... 22
CASH WEBSITES 23
ADDRESSES FOR CASH SERVICES INFORMATION 24

CASH SERVICES DIRECTORY

Cash Services
Helena Branch
Federal Reserve Bank of Minneapolis
100 Neill Avenue
Helena MT 59601

Toll-Free Automated Cash Ordering (within Montana)	1-800-494-8030
Toll-Free Switchboard (within Montana)	1-800-823-4333
Direct Dial Cash Services	(406) 447-3931/3938/3939
Sue Woodrow , Cash Officer	447-3806
Drake Tummel , Cash Manager	447-3939
Connie Mullikin , Cash Operations Supervisor	447-3938
Currency/Coin Information.....	447-3931
Fax	447-3932
Food Coupons.....	447-3931

CASH SERVICES

Cash services are provided to financial institutions in accordance with this Cash Service Guide and with the Federal Reserve Bank of Minneapolis' Operating Circular 2 entitled "Cash Services".

When you signed up to use our Cash Services, you received:

- ! An order deadline day for cash orders and a delivery day if you are using an armored carrier service.

- ! Deposit tickets ("Currency or Coin Deposits," H226-025)

Any other supplies such as bags, ABA tags or coin, currency straps and seals are available from your supplier.

ORDERING AND DELIVERY

Our Voice Response System is open weekdays from 8:00 a.m. to 4:00 p.m. (MST)*. If you are served by armored carrier, phone your order to us by 4:00 p.m. on your order deadline day. On your scheduled delivery day, you will receive your order from the armored carrier.

If you order for delivery by registered mail, phone your order to us before 4:00 p.m., any business day. You should receive your order two to three days. Because of Postal limits, coin shipments may be split by the U.S Postal Service, with some bags of coin arriving one day and the balance of the shipment arriving the next day. The U. S. Postal Service does not provide door to door service. Pick up of orders at the U.S. Post Office is the responsibility of the financial institution.

*Mountain Standard Time for Montana institutions.

UNIFORM CASH SERVICE STANDARDS

Uniform Cash Service Standards are requirements of the Board of Governors of the Federal Reserve System. The Standards establish a uniform level of cash services to be provided without charge to financial institutions by all Federal Reserve Banks and Branches. The Standard services that will continue to be provided at no explicit charge are as follows:

1) Access Frequency

Normal service frequency for each depository institution or office is once per week. However, more frequent or less frequent service may be called for where volume and costs indicate that another frequency is appropriate. In applying the standards to depository institutions served by the Helena Branch. Each office is entitled to one free order and one free deposit transaction per week. In addition, each office may order or deposit on a more frequent basis and avoid charges as long as each currency transaction is \$250,000 or larger. If an office chooses to order or deposit more frequently than once per week in amounts less than the foregoing transaction minimums, an access fee will be charged for each additional order or deposit.

COIN ORDER AND DEPOSIT PROCESSING BY ARMORED COURIER AND REGISTERED MAIL

DEPOSITS:

- a. The following are the standard quantities in which coin must be deposited by armored courier and through the Postal Service:

	<u>LOOSE</u>
Pennies	\$50
Nickels	\$200
Dimes	\$1,000
Quarters	\$1,000
Halves	\$1,000
Dollars	\$2,000

- b. Helena Branch will not accept deposits in units other than those listed above. *Refer to Operating Circular 2, section 5.4.*
- c. The Helena Branch will replenish 'E' bags to those institutions that have sent coin in the above standards. The 'E' bags are to be used for coin shipments only.

FEES

The Helena Branch offers services in addition to the standard no charge package at the following prices effective January 1, 2002.

- | | |
|--------------------------|--|
| 1) Access Fee | \$25 per transaction in excess of Standard Cash Services. ³ |
| 2) Transportation Charge | \$30 per endpoint for registered mail financial institutions. |
| 3) Wrapped Coin | \$3.25 per box. |

Since the Federal Reserve System's standard level of services meets the needs of most of our current users, it is expected that adoption of the Standards will have little or no impact on most financial institutions. Also, by supplementing the required standards with the offering of nonstandard services at prices set to recover our costs, your current services can be provided without interruption.

¹When beyond normal service level and when less than the established criteria minimums of \$250,000 for currency or 30 bags of coin.

ADVICE OF CHARGE

A shipment advice for currency only will accompany every shipment you receive. Entries for cash/coin shipments will also appear on your daily statement. It is advisable to check your statement daily to verify all of the transactions shown. You will be charged on the day the shipment leaves the Helena Branch (the day after the shipment is ordered.)

CREDIT FOR SHIPMENTS

Your currency and coin shipments are credited to your account or your correspondent's account on the day they are received at the Helena Branch.

DIFFERENCES IN DEPOSITS

Large differences are often caused by miscounting the number of packages or by counting one denomination as another. If you discover that such a mistake has been made, please call Cash Services so that we can arrange to promptly verify your deposit. If we confirm that a difference exists, we will adjust the amount credited to your account to reflect the amount "Actually Received."

Other differences may be discovered when your deposit is piece counted by our currency sorting machine. These errors may include overages, shortages, counterfeits, or altered notes.

If we discover an error in your deposit, we will send you a notice advising you that we are adjusting your account to reflect the amount "Actually Received and Piece Counted." In the case of currency, we will also send the strap from the package in which the error occurred. All adjustments will be debited or credited to your designated account. **PLEASE DO NOT SEND CHECKS OR CASH TO OFFSET ANY DIFFERENCES.**

UNFIT OR MUTILATED CURRENCY

A bill is unfit if:

- ! It is limp, dirty, burned or torn, but is more than one-half its original size and can be readily identified as to its denomination and genuineness.
- ! We will redeem unfit currency for its full value. **Torn bills should be carefully taped (NOT stapled)** to attempt to preserve the original shape as nearly as possible. You may include unfit currency with the standard package of your regular deposit.

A bill is mutilated if:

- ! One-half or less remains of the original note
- ! It is not identifiable as to its genuineness or denomination
- ! It is so fragile that special handling is required to prevent further damage.

Treasury regulations require that mutilated currency be sent to the U. S. Department of the Treasury at the address shown on page, *Addresses for Cash Services Information*. Refer to the *Operating Circular 2*, section 4.3.

UNFIT OR MUTILATED COIN

Uncurrent coins are whole U. S. coins that may be worn or reduced in weight by abrasion but can be easily recognized as genuine and identified by denomination. The condition of these coins allows them to be machine countable.

- ! Sort the coins by denomination into bags. No package or bag should contain more than: \$1,000 in clad coins (dimes, quarters, halves, and dollars), \$200 in nickels, or \$50 in pennies.
- ! Mark the tag "Uncurrent Coin," attach it to the bag, and ship it with your regular shipment (armored carrier or mail).
- ! We will credit your account for the face value of the uncurrent coin.

Bent or partial coins (*mutilated coin*) are U. S. coins which are bent or deformed but can be identified as to denomination and genuineness. These coins cannot be machine counted. Partial coins are pieces of U. S. coins which can be identified as to denomination and genuineness.

- ! Sort these coins by denomination into packages or bags of at least one pound per denomination.
- ! Redemption rates for sorted coins are:

Pennies	\$1.4585 per pound
Nickels	\$4.5359 per pound
Dimes, Quarters, Halves, Eisenhower Dollars	\$.20 per pound
Dollars	\$56 per pound

- ! Coins not sorted by denomination will be redeemed at a rate determined by the U. S. Mint.

**HELENA BRANCH
CASH SERVICES GUIDE
11/01**

- ! Ship bent and partial coin to the U. S. Mint. Such coins are shipped at the sender's risk and expense. The address of the United States Mint is in on page 26, *Addresses for Cash Services Information*.

Fused or mixed coins are U. S. coins which are melted together, but the majority of the coins can be identified as U. S. coins.

- ! A minimum of two pounds of fused and mixed coins is required for redemption.
- ! Mail coins to the U. S. Mint at the address shown on page 26, *Addresses for Cash Services Information*. These coins are shipped at the sender's risk and expense.
- ! Redemption rates will be determined by the U. S. Mint based on metal content and the current scrap values of the metals.

Counterfeit or altered bills or coins: The Federal Reserve Bank does not give credit for counterfeit or altered currency or coin. It must be turned over to the United States Secret Service. If you have any suspicious-looking bills or coins, contact your nearest Secret Service office.

FEDPHONE

Your telephone link to the Federal Reserve's Cash Services.

The Federal Reserve Bank of Minneapolis and the Helena Branch are pleased to announce the availability of **FedPhone** access to Cash Services. **FedPhone** is an automated voice response system for submitting deposit notifications and initiating cash orders over the telephone. Using the **FedPhone**, you may also order cash deposit supplies.

HOW DOES FEDPHONE WORK?

- 1) Simply call FedPhone's Cash Application number: 1-800-494-8030
- 2) Enter your ABA number.
- 3) Enter your three-digit PIN.
- 4) Enter your eight-digit password followed by the (#) key.
- 5) Listen to any special announcements.
- 6) You will be at the Main Menu. Proceed to the appropriate section for placing a cash order, entering a deposit notification, ordering deposit tickets.

Remember:

- FedPhone allows you to make multiple transactions with one call.
- Be sure to use the standard quantities listed in the Operating Circular 2, section 5.3 for currency and section 5.4 for coin.
- Write down your transaction reference number.
- No transaction will be considered complete until FedPhone has confirmed your order or deposit, you confirm that entry is correct, and you receive a reference number.
- The standard help keys, available at the main menu are:
 - 7 – for new ABA re-entry
 - 8 – for assistance instructions
- If you need assistance, hang up and call 1-888-333-7010.

FEDPHONE MAIN SELECTION MENU

CURRENCY AND COIN ORDER MENU

Press **1** to place a currency or coin order.

PRESS 1 TO ORDER CURRENCY

CURRENCY ORDER MENU

To Place a Currency Order:

Press 1: For Armored Carrier Shipment

Press 2: For Registered Mail Shipment

You will be prompted to enter the order amount for each denomination. After entering the amount, enter the pound (#) key. Enter a zero followed by the pound key to by-pass a denomination.

NOTE: If your currency order for today has already been placed, the following options will be offered:

Press 1: To Review Current Order

Press 2: To Delete Current Order

Press 3: To Replace Current Order With a
New One

PRESS 2 TO ORDER COIN

COIN ORDER MENU

To Place a Coin Order:

Press 1: For Armored Carrier Shipment

Press 2: For Registered Mail Shipment

Press 1: For Wrapped Coin

Press 2: For Loose Coin

You will be prompted to enter the order amount for each denomination. After entering the amount, enter the pound (#) key. Enter a zero followed by the pound key to by-pass a denomination.

NOTE: If your coin order for today has already been placed, the following options will be offered:

Press 1: To Review Current Order

Press 2: To Delete Current Order

Press 3: To Replace Current Order With a New
One

FEDPHONE MAIN SELECTION MENU

DEPOSIT NOTIFICATION

Press **2** to Enter a Currency, Coin, or Food Coupon Deposit Notification Currency and Coin Notification Menu

**HELENA BRANCH
CASH SERVICES GUIDE
11/01**

PRESS 1 TO DEPOSIT CURRENCY

CURRENCY DEPOSIT MENU

To Place a Currency Deposit:

Press 1: For Armored Carrier Delivery

Press 2: For Registered Mail Delivery

Enter the four-digit deposit I.D. number.

Enter the eight-digit Deposit Date
(MMDDYYYY format).

Enter the number of bags followed by the pound
key.

You will be prompted to enter the deposit
amount for each denomination. After entering the
amount, enter the pound (#) key. Enter a zero
followed by the pound key to by-pass a
denomination.

NOTE: If your currency order for today has already
been placed, the following options will be offered:

Press 1: To Review Current Deposit

Press 2: To Delete Current Deposit

Press 3: To Replace Currency Deposit With a
New One

PRESS 2 TO DEPOSIT COIN

COIN DEPOSIT MENU

To Place a Coin Deposit:

Press 1: For Armored Carrier Delivery

Press 2: For Registered Mail Delivery

Enter the four-digit Deposit I.D. Number.

Enter the eight-digit Deposit Date
(MMDDYYYY format).

Enter the number of bags followed by the pound
key.

You will be prompted to enter the deposit amount
for each denomination. After entering the amount,
enter the pound (#) key. Enter a zero followed by
the pound key to by-pass a denomination.

NOTE: If your coin deposit for today has already been
placed, the following options will be offered:

Press 1: To Review Current Deposit

Press 2: To Delete Current Deposit

Press 3: To Replace Current Order With a New
One

FEDPHONE MAIN SELECTION MENU

FOOD COUPON DEPOSIT NOTIFICATION MENU

Press **3** to Deposit Food Coupons

PRESS 3 TO DEPOSIT FOOD COUPONS

FOOD COUPON DEPOSIT MENU

To Enter a Food Coupon Deposit:

Enter the four-digit Deposit I.D. number.

Enter the eight-digit Deposit Date (MMDDYYYY format).

Enter the number of bags followed by the pound key.

You will be prompted to enter a deposit amount for each denomination. After entering the amount, enter the pound (#) key. Enter a zero followed by the pound key to by-pass a denomination.

NOTE: If your food coupon deposit for today has already been placed, the following options will be offered:

Press 1: To Review Food Coupon Deposit

Press 2: To Delete Food Coupon Deposit

Press 3: To Replace Food Coupon Deposit With a New One

FEDPHONE SPECIAL FEATURES

CASH SUPPLIES

**PRESS 3 TO ORDER A SUPPLY OF
CASH OR FOOD COUPON DEPOSIT
TICKETS**

Press 1: To Order Currency and Coin Deposit
Tickets

Press 2: To Order Food Coupon Tickets

OTHER FOREIGN CURRENCIES

The Helena Branch does not process any currency or coin except that of the United States. Several of the large banks in the metropolitan area have international banking departments where you can exchange or purchase foreign currency.

CASH SERVICES INFORMATION

Counterfeits – United States Secret Service	406/452-8515
Currency / Coin – Helena Branch.....	406/447-3931
Mutilated Coin – United States Mint.....	215/597-4982
State Coin Information	1-800-USA-MINT

CASH WEBSITES

www.mpls.frb.org

Federal Reserve Bank of Minneapolis

www.usmint.gov

The United States Mint

www.ustreas.gov

The United States Treasury Department

ADDRESSES FOR CASH SERVICES INFORMATION

! Currency and Coin Deposits Only

Cash Services
Helena Branch
Federal Reserve Bank of Minneapolis
100 Neill Avenue
Helena MT 59601

! Mutilated Currency

Department of the Treasury
B. I. P.
DCRDS Room 344
B. E. P. A.
P. O. Box 37048
Washington D. C. 20013

! Mutilated Coin

United States Mint
P. O. Box 400
Philadelphia PA 19105

! Counterfeits

United States Secret Service
Room 222
Post Office Building
Great Falls MT 59401