



The Fed Dock Experience Guiding Principles

Efficiency | Transparency | Communication

This document is based on feedback from Armored Carriers (Carriers) and Federal Reserve Cash Operation staff (Fed tellers) on how to approach daily Fed Dock activities in a way that improves time, safety, and compliance. Summarized within are key existing Fed requirements—focused on how Carriers and Fed tellers can carry them out in a partnered and principled way.

Sharing this publication outside of these intended groups is prohibited.

What's within this guide?

| | | |
|-----------------------------------------|----|---------------------------------------------------------------------------------------------------------|
| Fed Dock Experience Background..... | 3 | When reading this reference guide, look for the following indicators: |
| Deposit Requirements and Refusals | 4 | |
| Picking Up the Pace: Manifests..... | 5 |  |
| Picking Up the Pace: Staging..... | 6 | |
| Communication and Safety..... | 7 | Guiding Principles checklists are noted by this icon for easy reference. |
| Currency Bag/Container Deposits..... | 8 | |
| Coin Deposits..... | 9 |  |
| Contaminated Deposits..... | 10 | |
| Appendix A—Additional Photos..... | 11 | Pro-Tips are optional practices shared by experienced teams that improve the Fed Dock Experience. |
| | | |

An important note for Carriers:

The Fed Dock Experience Guiding Principles does not supersede or otherwise affect any existing agreements between Carriers and/or depository institutions (DIs) and/or the Federal Reserve Banks (FRB). Please refer to the following governing documents frequently to ensure ongoing compliance:

| |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Cash Services Operating Circular 2 (OC2) <i>Provisions that apply to a DI accessing cash services from FRBs</i> Located on https://www.frb services.org/regulations/operating_circulars.html |
| Cash Services Manual of Procedures (CSMOP) <i>Operational guidelines and requirements of the FRBs in relation to cash services provided to DIs</i> Located on https://www.frb services.org/regulations/operating_circulars.html |
| Coin Terminal and Depot Agreements <i>Contractual obligations specific to Carrier partners that manage FRB coin terminals and/or FRB Depots</i> Located with the respective FRB cash offices, their coin terminals and FRB Depot partners |

An important note for Fed tellers:

The Fed Dock Experience Guiding Principles does not supersede or otherwise affect any internal departmental guidance or compliance documents. Please speak with your local cash office management if you have a question about any portion of this guidance.

Fed Dock Experience Guiding Principles

The Fed Dock Experience encompasses all activities when a Carrier accesses their local cash office's loading dock or bay (Dock) for the purposes of depositing and picking up currency and coin. This includes activities from the point of a Carrier's arrival at the Fed (or Fed Depot) up through the point where a Carrier departs the Fed's premises.

To better understand the current state of the Dock, a collaborative workgroup performed outreach aimed at understanding the perspectives of Fed tellers and Carrier teams. Overall, the survey responses indicated that Fed and Carrier teams are working well and effectively together across all Docks.

Survey responses additionally resulted in shared common perspectives on what could improve the Fed Dock Experience. These shared perspectives are referred to as the Guiding Principles:



This reference guide provides a summary of specific requirements that must be met by Carriers and Fed tellers when accessing the Dock and transferring accountability of valuables. Where appropriate, additional context is shared to provide a better understanding of why the requirements are in place.

No Deposits? A Quick Mention on Orders

Order payouts to Carriers tend to run more efficiently than deposits which is why this document is largely focused on improving the deposit process. Before a Carrier arrives, Fed tellers prepare orders under camera coverage and follow required internal Fed procedures to ensure that Carriers receive the requested amount of valuables for delivery to DIs. Carrier teams may notice that immediately prior to releasing an order, a Fed teller or team will conduct the appropriate bag and container counts.

While Carriers review the orders and compare them to the order manifest, Fed tellers must then watch over the valuables until the Carrier team signs the order manifest, which serves as a receipt that they have accepted the orders. Carrier teams may stop the transfer if the Fed teller or team is not clearly watching the transfer process.

*FedCash E-Manifest Service Process: Carriers will compare orders to the 'What to Expect' (WTE) file and in lieu of signing an order manifest, carriers will generate the electronic submission of the e-Receipt to

serve as the receipt that they have accepted the orders.

Recording Devices

Each local Fed cash office works with their local Fed law enforcement unit to provide Carriers direction on what may or may not be brought onto the Fed's premises. In all instances, there is a strict prohibition of photographic or video recording devices while within the Federal Reserve's secured footprint.

Deposit Requirements and Refusals



Knowing Deposit Requirements Matters... Even When Someone Else Prepares the Packaging

Carrier teams may be tasked with delivering a deposit to the Fed, but the Carrier teams may not have packaged the deposit. In these cases, Carriers could offer advice to their DI customers when picking up deposits to help them understand how to meet the Fed's requirements.

By knowing the Fed's requirements, such as those listed on the next several pages, Carriers will help lessen the likelihood of a refusal and may reduce Dock wait times. This also means that DIs will receive credit for their deposits faster.

Deposit Refusals

While deposit requirements are the same across all Fed cash offices, the way in which deposits are refused may vary from Dock to Dock*:

- If there is an issue with a portion of the deposit, most cash offices will refuse the entire deposit.
- Some cash offices, however, may refuse only that portion of the deposit with an issue.

*FedCash E-Manifest Service Process: Cash offices would refuse the individual SSCC (Serial Shipping Container Code) bags or containers with the issue.

Please note that partial refusals require additional administrative work, which may result in longer wait times while on the Dock. For information about your local cash office's process, please contact the local cash office directly.

Integrity Check Refusals

One of the main reasons deposits are refused is due to integrity issues. An integrity check is the process of carefully inspecting a bag or container for evidence of tampering, which can take the form of a broken seal, bag tear, or any other sign that a bag or container's contents may have been compromised.

All incoming deposits will undergo an integrity check by Fed tellers. Carriers will help lessen the likelihood of integrity-related delays by checking for integrity issues before arriving at the Dock.

Avoid Integrity Issues With Careful Handling

Bags and containers will move while in transit. To limit movement during transportation, which may lead to torn bags or broken straps, secure deposits as best as possible. Also, handle bags appropriately. Throwing bags or stepping on bags may cause unintended integrity issues, which leads to the need for additional review by Fed teams and longer wait times on the Dock.

Keep Proper Watch of Deposits

While Fed tellers review deposits and deposit manifests, Carriers must maintain watch over their deposits. Carriers must monitor the deposit process until the Fed tellers accept the deposit and signs the deposit manifest—which serves as a receipt that accountability has been transferred from the Carrier team to the Fed team*.

*FedCash E-Manifest Service Process: Fed tellers will scan all bags/containers, accept the physical deposit and generate an e-Receipt for the Carrier signaling the acceptance of the SSCC bags or containers and, if applicable, those that were rejected. The Carrier will review and accept the e-Receipt via a touchscreen monitor on the FRB cash dock that will contain the e-signatures of both the FRB teller(s) and the Carrier. The e-Receipt will be available to the Carrier upon completion of the transaction.

Fed tellers will stop checking-in valuables if Carrier teams are not clearly watching the deposit process. This also applies to situations where a delivery is split between two transfer rooms. If watching two rooms becomes difficult to track, Carrier teams should let the Fed team know of their preference to accept the deposit in a single room.

Picking Up the Pace—Manifests



Once a Carrier team has been assigned a Fed team and transfer room, dock wait times are primarily driven by the need for Fed tellers to compare deposit carrier manifest information to what is actually being deposited by a Carrier.

By conducting a preliminary check of their paperwork for accuracy, Carriers can help speed up the pace of this process and minimize interruptions.

A Carrier's preliminary review does not mean that Fed tellers will not conduct their own review of the paperwork and physical deposits, but it may result in Fed tellers needing to stop the transaction process less often to seek clarification from the Carrier or Fed supervisor.

FedCash E-Manifest Service Process: Fed tellers will scan SSCC bags and/or containers to ensure a valid WTE file exists for the incoming deposit. **WTE files must be submitted by a financial institution's authorized armored carrier prior to arriving at the dock.**

What to Look For When Pre-Validating A Paper Manifest

- **Is the deposit manifest complete and easy to read?** All required fields must be completed and Fed tellers may not assume certain edits (such as in telling the difference between a 4 or a 9).

- Does the deposit manifest accurately state the number of bags and containers being deposited?
- Do deposit manifest dollar amounts have decimals in the right place? A misplaced decimal or an extra zero can lead to a big deposit difference.

Carrier Name _____ CARRIER ABC123 Date: 07/25/16
Carrier Name _____
MANIFEST RECAP

VEHICLE NO. 1103 ROUTE NO. 33 DELIVER TO FRB

| CONSIGNOR (FROM) | TOTAL COIN CURR | LIABILITY | SEAL NO. | MANIFEST NO. |
|------------------|--------------------|-----------------|-------------|-----------------|
| Sample DI | 1 | \$ 1,598,000.00 | NA | 23 |
| TOTALS | 1 | \$ 1,598,000.00 | - | - |

Carrier Team Member 1 _____ Fed Teller 1 _____
Carrier Signature _____ Received By _____
Carrier Team Member 2 _____ Fed Teller 2 _____
Carrier Signature _____ Received By _____

FRB CASH SERVICES: CARRIER MANIFEST FOR CURRENCY

DATE DELIVERED TO FRB: 7/25/16
CARRIER NAME: CARRIER ABC123
CARRIER SIGNATURES: Carrier Team Member 1 and Carrier Team Member 2

Sealed currency bags listed below were received on a said-to-contain basis by FRB tellers:
Fed Teller 1 and Fed Teller 2

| DEPOSITOR NAME AND BRANCH | # OF BAGS | TOTAL AMOUNT |
|------------------------------|-----------|-----------------|
| Sample DI | 1 | \$ 1,598,000.00 |
| TOTALS | 1 | \$ 1,598,000.00 |

Deposit manifests vary from one Carrier to another. Some Carriers provide their own deposit manifests (above left) and other Carriers use a deposit manifest template (above right) provided by the local cash office.

Check with the local Fed cash office to see if they review additional deposit manifest details (other than those noted above) as part of the manifest validation process. Regardless of the manifest type used, the Fed tellers will provide the Carrier team the original, signed manifest to serve as a receipt that the Fed teller team has accepted accountability of the deposit. The Fed team must also retain a copy of the manifest.

Picking Up the Pace—Staging



Deposit manifest edits are occasionally made in order to align manifest details to the actual physical deposit.

For example, a deposit manifest might state that a Carrier team is depositing 2 bags (as shown below left) and the Fed teller observes that only 1 bag was deposited. In this case, a correction may be made on the deposit manifest to show that only 1 bag was deposited so long as all involved with the transaction agree to the edit and appropriately initial. The Fed teller may also cross-reference the manifest with the currency deposit ticket (example shown below right) for added assurance that the deposited bag count and listed dollar amount are correct.

| FRB CASH SERVICES: CARRIER MANIFEST FOR CURRENCY | | | Federal Reserve Bank | | Currency Deposit Ticket | | | | | | | | | | | | | | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|-----------------|--------------------------------------------------|-----------|---------------------------------|-----------|---|----|---------------|---|-----------------|-------------------------------------------------------------------------------------------------------------------------------------------------|--|--------|--------------|---|---|--|--|
| DATE DELIVERED TO FRB: 7/25/16 | | | Barcode: 4 3 2 3 2 7 6 3 4 8 4 8 6 | | Date Shipped to FRB: 07/25/2016 | | | | | | | | | | | | | | |
| CARRIER NAME: CARRIER ABC123 | | | Sample DI Name | | Currency | | | | | | | | | | | | | | |
| CARRIER SIGNATURES: Carrier Team Member 1 and Carrier Team Member 2 | | | Branch Name | | 1's \$ 190,000.00 | | | | | | | | | | | | | | |
| Sealed currency bags listed below were received on a said-to-contain basis by Fed Teller 1 and Fed Teller 2 | | | DI Address Details | | 2's \$ 8,000.00 | | | | | | | | | | | | | | |
| | | | | | 5's \$ | | | | | | | | | | | | | | |
| | | | | | 10's \$ | | | | | | | | | | | | | | |
| | | | | | 20's \$ 1,400,000.00 | | | | | | | | | | | | | | |
| | | | | | 50's \$ | | | | | | | | | | | | | | |
| | | | | | 100's \$ | | | | | | | | | | | | | | |
| | | | | | Total \$ 1,598,000.00 | | | | | | | | | | | | | | |
| <table border="1"> <thead> <tr> <th>DEPOSITOR NAME AND BRANCH</th> <th># OF BAGS</th> <th>TOTAL AMOUNT</th> </tr> </thead> <tbody> <tr> <td>Sample DI</td> <td>2</td> <td>\$</td> </tr> <tr> <td>TOTALS</td> <td>2</td> <td>\$ 1,598,000.00</td> </tr> </tbody> </table> | | | DEPOSITOR NAME AND BRANCH | # OF BAGS | TOTAL AMOUNT | Sample DI | 2 | \$ | TOTALS | 2 | \$ 1,598,000.00 | <table border="1"> <thead> <tr> <th># Bags</th> <th># Containers</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>1</td> </tr> </tbody> </table> | | # Bags | # Containers | 1 | 1 | | |
| DEPOSITOR NAME AND BRANCH | # OF BAGS | TOTAL AMOUNT | | | | | | | | | | | | | | | | | |
| Sample DI | 2 | \$ | | | | | | | | | | | | | | | | | |
| TOTALS | 2 | \$ 1,598,000.00 | | | | | | | | | | | | | | | | | |
| # Bags | # Containers | | | | | | | | | | | | | | | | | | |
| 1 | 1 | | | | | | | | | | | | | | | | | | |
| Person(s) Preparing Deposit: Carrier ABC123 Armored Carrier: _____ Carrier Staff Accepting Deposit: _____ | | | Internal FRB Deposit ID: 230345 Date: 7-25-16 | | | | | | | | | | | | | | | | |

FedCash E-Manifest Service Process: If the Fed teller scans an SSCC bag and/or container and it is not on the 'What to Expect' WTE file, those SSCC bags or containers will be rejected and listed on the e-Receipt.

Deposit manifest example (left); currency deposit ticket example (above) may not be altered in any way by Fed tellers.

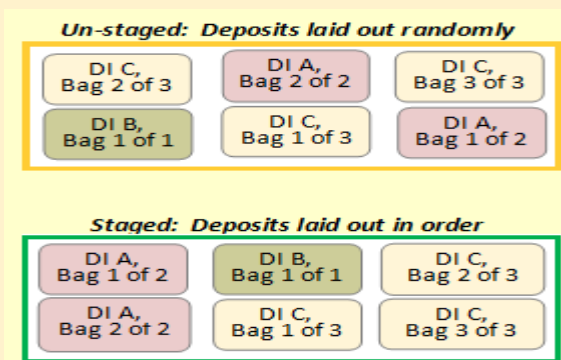
Staging Deposits

In addition to pre-validating manifests, “staging deposits” is another way to pick up the pace (even more!) during deposit check-in. Staging is when deposit bags and containers are physically arranged in the same order as they are listed on the manifest. By doing this, Fed tellers can find the deposit bags easily — rather than looking through a random assortment of bags — to review any necessary information. This is especially helpful when Carrier teams bring in large deposits.

Shown to the right are examples demonstrating the difference between an un-staged and staged deposit. Seeking out deposits for review and comparison to the manifest has the potential to run a lot more quickly and efficiently when bags are grouped by DI and in the order listed on the manifest.

Ready to Start Pre-Validating or Staging Deposits?

When a Carrier team is on the Dock waiting for a Fed team to check-in a deposit, consider making use of this wait time. Carriers should let a Fed team member know of the plan to pre-validate and/or stage valuables and may request Dock space and currency/coin carts or tables to help with this process.



FedCash E-Manifest Service Process: Staging deposit bags and containers should be physically arranged by WTE file to avoid delays in receipt processing. Deposits should also be staged to ensure SSCC barcodes are visible.

Communication and Safety



Understandably, daily Carrier and Fed operations do not always run according to plan. In these instances, communicating early and consistently can still have a positive impact.

Carrier Teams: If you have any of the following situations, please contact your local Fed Cash office as soon as possible:

- **Are you a new Carrier team member? Are you new to the Fed run route?** Avoid major delays by knowing (*before you arrive to the Fed*) whether you have been pre-authorized to access the Fed Dock. Carriers can do this by checking with their management team or contacting the Fed's Law Enforcement Unit to see if you have been pre-authorized.
- **Do you know if you are pre-authorized for Fed Dock access?** Carrier team members not on the Fed's pre-authorized personnel listing (name and signature) will not be permitted onto the Dock until an updated listing is received from Carrier management.
- **Are you running off-schedule?** Some Feds have set time periods for certain Carriers to access the dock. Other Feds do not assign arrival times and expect Carriers based on arrival history. Whether running early or late, call the Fed cash office and the Fed may be able start planning around the new arrival time.
- **Are you delivering a larger than usual deposit?** Carrier teams should call ahead so the Fed can try to schedule additional tellers to take in your deposit.

Fed teams: If you have any of the following situations, please contact your local Carrier teams as soon as possible:

- **Are you paying out a larger than usual payout?** Fed teams will attempt to call ahead if Carrier teams might need a larger truck or possibly an additional truck.
- **Are you running off-schedule?** If the Fed is aware of any potential disruptions to regularly scheduled pick-up times, they should try to contact affected Carriers as soon as possible.

Safety

While on the Dock, Fed and Carrier teams must abide by safety rules, including the following:

- **Dock machinery may only be used by authorized and trained persons.**
- **Be aware of forklift machine operators and make sure they can see you at all times.**
- **Never leave machinery running unattended or leave items in a path that may cause a slip or fall.**

Carrier and Fed teams should discuss any safety concerns with their management so that the appropriate follow-up actions can be taken to ensure a safe Dock experience.

Currency Bag/Container Deposits



Fed tellers and Carrier teams should understand currency deposit requirements. Properly prepared deposits help minimize refusals and help prevent time-consuming Fed management reviews.

What Fed Teams Review Prior to Accepting Currency Deposits

- ☐ **Currency must be packaged in either clear plastic bags designed for one-time use or clear containers.**

- ☐ **Bags and containers must be securely sealed.** Seals must be tamper evident so that unauthorized access is easily detectable.
 - ☐ **Bags and containers must bear the logo and/or name of the depositor.** This is the same information that should be listed on the deposit notification. This is part of the match-up process that Fed teams require upon checking-in a deposit to ensure that the deposit manifest, deposit notifications, and physical deposit match one another.
 - ☐ **If using plastic seals,** each bag should have a bag tag attached to the seal or within a compartment of the bag separate from the currency. The tag must include the ABA number, bank/branch name, dollar amount of the contents, and bag number (e.g., bag ____ of ____).
 - ☐ **Currency bags must be clear enough that contents are easily distinguishable and strong enough to prevent tears.**
 - ☐ **Currency bag material must be a minimum of 5-mil or the equivalent in strength and durability.**
 - ☐ **Use right-sized currency bags.** A full bag may not contain more than 16 bundles. Bags packed too tightly may easily tear; bags packed too loosely should be cinched or sealed in a way that prevents tearing.
 - ☐ **If using paper deposit tickets, deposit tickets may not be sealed within the bag or container.** Fed teams are not permitted to break the secured seal to remove a deposit ticket as it would jeopardize the integrity of the deposit during initial receipt.
- ☐ **FedCash E-Manifest Service Process: Bags or containers must have an exterior SSCC barcode that is visible for scanning and meets the E-Manifest requirements (see the Deposit Visual Reference Guide for details).** All SSCC barcoded bags or containers must be included in the WTE file to be accepted. The WTE file will include the denominational breakdown and total amount of the currency.



CORRECT— On the above left two images, the currency bag is secure with a tamper-evident plastic seal. On the above right image, the tag is attached to the seal. In each example, the bag is properly and tightly cinched based on the size of the deposit.

Coin Deposits



Fed tellers and Carriers should understand coin deposit requirements. Properly prepared deposits help minimize refusals and help prevent time-consuming Fed management reviews. Coin may be deposited in either plastic bags or traditional standard canvas bags. The FRB does not accept wrapped coin.

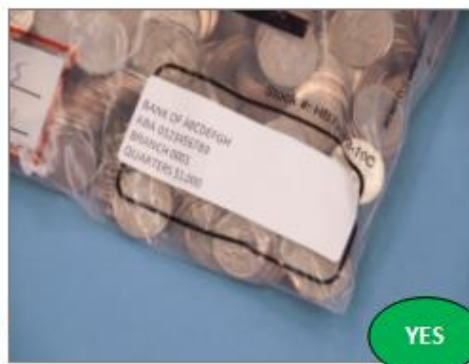
What Fed Teams Review Prior to Accepting Coin Deposits

(Preferred Method) → When using plastic bags:

- ☐ **Bags must possess a tamper-evident seal.** Seals must be tamper evident so that unauthorized access is easily detectable.
- ☐ **Bags must have a reinforced handle able to withstand +100 lb. load hang test** or the equivalent in strength and durability.
- ☐ **Bag material must be a minimum of 6.5-mil or the equivalent in strength and durability.**
- ☐ **Bag contents must be clearly visible through the packaging material.** Labels or writing must not prohibit the view of bag contents.
- ☐ **Each bag must have a label on the opposite side of the handle showing:** denomination, dollar amount, depositor's name, and ABA routing number with four digit endpoint number, if applicable.

(Alternate Method) → If using traditional standard canvas bags:

- ☐ **Bags must have a tamper-evident seal *with your identification*.** Seals must be tamper evident so that unauthorized access is easily detectable.
- ☐ **Each bag must have a tag showing:** denomination, dollar amount, institution name, and ABA routing number with four digit endpoint number, if applicable.
- ☐ **Each bag must have a color-coded tag, in accordance with ABA standards based on denomination:** Pennies (Red), Nickels (Blue), Dimes (Green), Quarters (Orange), Halves (Buff), Dollars (Gray).



CORRECT—The tamper-evident plastic bag is correctly labeled with the institution identification based on the denomination, with the dollar amount.



CORRECT—The plastic bags are stacked on the pallet with all labels facing out.

Contaminated Deposits



From time to time, you may have to package or transport a contaminated currency deposit. These procedures must be followed when depositing currency that has been damaged by or exposed to a contaminant or impurity that poses a health hazard or safety risk. Deposits will be refused if these requirements are not met.

What Fed Teams Review Prior to Accepting Contaminated Deposits

- ☐ Contaminated currency must be packaged separately from normal deposits and prepared by denomination, in straps of 100 notes and in bundles of 10 straps.
- ☐ Rubber bands must be used to secure multiple full straps (100 notes of a single denomination) and, contrary to normal deposit procedures, should be securely placed around the middle of the bundle.
 - Partial straps of 50 notes or less of a single denomination must be fanned in a way that allows for more than 50 percent of each note to be clearly visible through all of the packaging material. Staples should be used to secure the fan before the notes are placed into the bag. *See image below.*
 - Partial straps containing between 51 and 99 notes of a single denomination must be wrapped with a paper band. The band must be marked with the piece count and dollar amount. *See image below.*
- ☐ Contaminated currency must be double-bagged, and the bags must be large enough to permit movement of the currency inside the bag for initial visual inspection.
- ☐ Both bags must be clear, plastic and have tamper evident seals.
- ☐ The word "CONTAMINATED" must be written in permanent marker and large letters on the outside of the outer bag. Any exterior printing on the bags must not inhibit the view of the bagged contents.

- ❑ **Do not include any extraneous items (paper clips, deposit documents, bag tags, dye pack mechanisms, etc.) inside or between the inner and outer bags.** Staples used to secure fanned notes are allowable. The presence of extraneous items will result in your deposit being returned.
 - ❑ **Provide advance written notification to your local Federal Reserve Bank cash office by completing the Contaminated Currency Notification Form.** When completing the form, be sure to provide as much information as possible regarding the type and extent of the contamination. Failure to provide this information will result in your deposit being returned.
 - ❑ **If using paper deposit tickets, complete a separate Federal Reserve Bank deposit document or electronic deposit notification form that includes the denominational breakdown and total of the contaminated currency.** The deposit document should accompany the contaminated deposit.
- ❑ **FedCash e-Manifest Service Process:** In addition to the financial institution's submission of the Contaminated Currency Notification Form, the contaminated deposit must be submitted on a separate WTE file by the carrier in advance of arrival on the dock, and the exterior bag must have an SSCC barcode that is visible for scanning and meets the e-Manifest requirements.



See above instructions for fanning partial straps of 50 notes or less of a single denomination.



CORRECT—Partial straps of 51-99 notes of a single denomination are wrapped with a paper band and marked with the piece count and total dollar amount.

Appendix A:

Additional Deposit Requirement Photos

The photos included here and on the last several pages are sample images of properly packaged currency, coin, and contaminated deposits from the Fed's Deposit Visual Reference Guide (DVRG) and are intended to supplement the requirement checklists included in this document.

For the full and current DVRG publication, please visit:

<https://www.frb services.org/resources/financial-services/cash/depositing-ordering/visual-reference-guide.html>