



FEDERAL RESERVE BANK  
OF DALLAS

HELEN E. HOLCOMB  
FIRST VICE PRESIDENT AND  
CHIEF OPERATING OFFICER

DALLAS, TEXAS  
75265-5906

September 26, 2001

**Notice 01-70**

**TO:** The Cash Officer of each financial institution  
in the Eleventh Federal Reserve District

**SUBJECT**

**Minimum Service Level Standards for Cash Order and Deposit Deadlines**

**DETAILS**

To address customer desires for more consistent delivery of cash services across Reserve Bank offices, the Federal Reserve System will implement minimum service level standards for cash order and deposit deadlines. By January 2, 2002, all Reserve Bank offices will provide the following minimum service levels:<sup>1</sup>

- Currency and coin orders received by 2:00 p.m. local time will be available for armored carrier pickup the following business day, and
- Customers will receive same-day credit for currency and coin deposits arriving at the Federal Reserve Bank dock by 2:00 p.m. local time.

These standards became effective September 10, 2001, for financial institutions served by the El Paso office. The Dallas, Houston and San Antonio offices will implement the same service levels on January 2, 2002.

**ATTACHMENT**

The attached chart indicates order and deposit deadlines for each Reserve Bank office, along with the dates on which minimum service levels will be implemented.

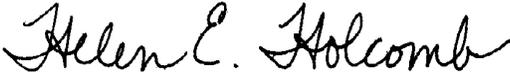
<sup>1</sup>Some Federal Reserve offices will continue to offer later deadlines. See chart.

### **MORE INFORMATION**

For additional information, please contact Bill Morse, (214) 922-6802, at the Dallas office; Jane Pyke, (915) 521-8265, at the El Paso branch; Martha McAnally, (713) 652-1612, at the Houston branch; and Mario Garcia, (210) 978-1300, at the San Antonio branch. You may also contact your account executive or refer to the Cash section of the Federal Reserve Financial Services web site at <http://www.frbservices.org>.

For additional copies of this Bank's notice, contact the Public Affairs Department at (214) 922-5254 or access District Notices on our web site at <http://www.dallasfed.org/banking/notices/index.html>.

Sincerely,

A handwritten signature in black ink that reads "Helen E. Holcomb". The signature is written in a cursive style with a large initial "H" and "H".

**Federal Reserve System  
Cash Order and Deposit Deadlines**

<b>Federal Reserve District</b>	<b>Federal Reserve Office</b>	<b>Order Deadline Local Time for Next Day Shipment (<i>upcoming changes highlighted</i>)</b>	<b>Deposit Deadline Local Time to Receive Same-Day Credit (<i>upcoming changes highlighted</i>)</b>	<b>Effective Date of Upcoming Changes</b>	<b>Description of Change</b>
<b>First</b>	Boston	<b>12:00 p.m.</b>	2:00 p.m.	1/2/02	Currently has a two-day advance order requirement with a 3:00 p.m. deadline.
<b>Second</b>	New York	<b>2:00 p.m.</b>	3:00 p.m.	10/1/01	Currently has a two-day advance order requirement with a 3:00 p.m. deadline.
	Buffalo	<b>2:00 p.m.</b>	3:00 p.m.	10/1/01	Currently has a two-day advance order requirement with a 3:00 p.m. deadline.
<b>Third</b>	Philadelphia	<b>12:00 p.m.</b>	2:30 p.m.	1/2/02	Currently has an 11 a.m. order deadline.
<b>Fourth</b>	Cleveland	<b>12:00 p.m.</b>	2:30 p.m.	1/2/02	Currently has an 11 a.m. order deadline.
	Cincinnati	<b>12:00 p.m.</b>	2:30 p.m.	1/2/02	Currently has an 11 a.m. order deadline.
	Pittsburgh	<b>12:00 p.m.</b>	2:30 p.m.	1/2/02	Currently has an 11 a.m. order deadline.
<b>Fifth</b>	Richmond	2:00 p.m.	2:00 p.m.		Changed from 12 p.m. order and deposit deadlines earlier in the year.
	Baltimore	2:00 p.m.	2:00 p.m.		Changed from 12 p.m. order and deposit deadlines earlier in the year.
	Charlotte	2:00 p.m.	2:00 p.m.		Changed from 12 p.m. order and deposit deadlines earlier in the year.
<b>Sixth</b>	Atlanta	2:00 p.m.	2:00 p.m.		No change.
	Birmingham	2:00 p.m.	2:00 p.m.		No change.
	Jacksonville	2:00 p.m.	2:00 p.m.		No change.
	Miami	2:00 p.m.	2:00 p.m.		No change.
	Nashville	2:00 p.m.	2:00 p.m.		No change.
	New Orleans	2:00 p.m.	2:00 p.m.		No change.
<b>Seventh</b>	Chicago	2:00 p.m.	2:00 p.m.		Changed from a two-day advance order requirement and a 12 p.m. deposit deadline earlier in the year.
	Detroit	2:00 p.m.	2:00 p.m.		Changed from a two-day advance order requirement with a 3 p.m. deadline and a 12 p.m. deposit deadline earlier in the year.
<b>Eighth</b>	St. Louis	3:00 p.m.	2:00 p.m.		No change.
	Little Rock	3:00 p.m.	2:00 p.m.		No change.
	Louisville	3:00 p.m.	2:00 p.m.		No change.
	Memphis	3:00 p.m.	2:00 p.m.		No change.
<b>Ninth</b>	Minneapolis	3:00 p.m.	<b>2:00 p.m.</b>	1/2/02	Currently has an 11:30 a.m. deposit deadline.
	Helena	4:00 p.m.	2:00 p.m.		No change.

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<b>Tenth</b>	Kansas City	3:00 p.m.	2:30 p.m.		No change.
	Denver	5:00 p.m.	2:00 p.m.		No change.
	Oklahoma City	5:00 p.m.	2:00 p.m.		No change.
	Omaha	3:00 p.m.	2:00 p.m.		No change.
<b>Eleventh</b>	Dallas	2:00 p.m.	<b>2:00 p.m.</b>	1/2/02	Currently has a 12:30 p.m. deposit deadline.
	El Paso	2:00 p.m.	2:00 p.m.		Changed from a 4 p.m. order deadline and an 11 a.m. deposit deadline on 9/10/01.
	Houston	2:00 p.m.	<b>2:00 p.m.</b>	1/2/02	Currently has a 12:00 p.m. deposit deadline.
	San Antonio	2:00 p.m.	<b>2:00 p.m.</b>	1/2/02	Currently has an 11:30 a.m. deposit deadline.
<b>Twelfth</b>	San Francisco	12:00 p.m.	2:00 p.m.		No change.
	Los Angeles	12:00 p.m.	2:00 p.m.		No change.
	Portland	12:00 p.m.	2:00 p.m.		No change.
	Phoenix	12:00 p.m.	2:00 p.m.		No change.
	Salt Lake City	12:00 p.m.	2:00 p.m.		No change.
	Seattle	12:00 p.m.	2:00 p.m.		No change.