

Business Continuity – Cash and Check Services

Overview

The Federal Reserve maintains comprehensive business continuity plans that will be activated in the event of a business disruption. For details on continuity plans related to the Federal Reserve's national financial services, refer to the [National Business Continuity Guide](#). The guide can help you prepare for a business disruption at the Federal Reserve and outlines steps to take during and immediately after such a business disruption.

Cash Services

The Federal Reserve Bank of St. Louis' business continuity plans for its cash services are aligned with those of other Federal Reserve districts to support continuity of service. Visit the [national Cash Services business continuity web page](#) for more information.

If the normal provision of cash services is impaired, the Eighth District will notify its customers via the following methods:

- [ED e-mail notification](#) (Eighth District e-mail subscription service),
- FedLine for the Web broadcast message,
- FedPhone voice response message of the day and
- FedLine DOS broadcast message.

Accessing Federal Reserve Cash Services

If your normal currency and coin ordering channels (e.g., FedLine for the Web, FedLine DOS and FedPhone) are unavailable, you can also place orders by contacting your local Federal Reserve office by telephone. (See below.)

If an Eighth District Fed office becomes inaccessible for an extended period of time, your financial institution may be directed to place orders with other Federal Reserve offices. You also may be informed about restrictions on currency and coin orders and deposits, and you may be directed to alternative pick-up and delivery points.

Cash Services Contact Numbers

If your normal currency and coin ordering channels are unavailable, use the following numbers to place your orders:

St. Louis Zone

- Telephone orders (currency and coin): 901-579-2424
- Fax orders (currency and coin): 901-579-2497
- Cash Administration Division: 901- 579-2424
- After-hours contact number (FRB Police): 901- 579-2483

Little Rock Zone

- Telephone orders (currency and coin): 314-444-8328
- Fax orders (currency and coin): 314-444-8878
- Cash Administration Division: 314-444-8328
- After-hours contact number (FRB Police): 314-444-8480

Louisville Zone

- Telephone orders (currency and coin): 513-455-4241
- Fax orders (currency and coin): 513-455-4588
- Cash Administration Division: 513-455-4241
- After-hours contact number (FRB Police): 513-455-4220

Memphis Zone

- Telephone orders (currency and coin): 314-444-8328
 - Fax orders (currency and coin): 314-444-8878
 - Cash Administration Division: 314-444-8328
 - After-hours contact number (FRB Police): 314-444-8480
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Check Services

During a business disruption, the Federal Reserve works to ensure the highest level of service for its customers. Successful operations require preparation, coordination and cooperation between your institution and Federal Reserve staff. Answers to critical questions about continuity plans for local Federal Reserve check services are provided below.

Information about national check services is available on the [National Check Business Continuity page](#). In combination, this information should be used for your institution's business continuity planning.

How will the Federal Reserve contact us during a business disruption?

In the event of a business disruption, each Eighth District office has various means to contact the institutions it serves.

St. Louis

Institutions that use FedLine DOS for their check services will receive notification on their FedLine printer detailing the situation and, if necessary, what alternatives for shipping/drop points for deposits are available. Customers who use FedLine for the Web for check services will receive notification via broadcast fax. If you do not use FedLine for check services, you will receive notification via fax. When appropriate, a contact number will be included in the communication.

Memphis (including customers in the Little Rock zone)

Institutions that use FedLine DOS for their check services will receive notification on their FedLine printer detailing the situation and, if necessary, what alternatives for shipping/drop points for deposits are available. Customers who use FedLine for the Web for check services will receive notification via broadcast fax. If you do not use FedLine for check services, you will receive notification via fax. When appropriate, a contact number will be included in the communication.

How can we obtain information on shipping/drop points for deposits during a business disruption?

If alternative drop points or schedules are established, you will be notified via the communication methods mentioned above.

Whom should we contact with questions about check processing continuity?

Direct all questions about check adjustment services for all offices to Adjustment help desk at 866-433-3227. Direct all questions about Check 21 file receipt or delivery to Check 21 help desk at 800-762-0713. For answers to questions about check processing disruptions, call the appropriate contacts below, depending on the office that serves you.

St. Louis

William D. Little, 314-444-8499

Kelley Kull, 314-444-4797