

# Cash carrier light service guide

Your guide to managing your Cash Carrier Light service

 Santander Corporate & Commercial



# Supporting your cash needs

At Santander Corporate & Commercial we value open and honest relationships with our customers. We try to make life easy for them by providing great value products with no hidden surprises. In a market where banking can be complex, you'll find us straightforward to deal with, so you can focus on what's important to you – running your business.

We offer a simple cash and cheque collection and depositing service, which provides you with up to three cash collections per week (from each of your sites) and delivery of change.

The service has a simple pricing structure, based on the typical value of your cash deposits. Whether you are depositing notes, coins, cheques or a combination of all three, this solution gives you the flexibility to manage your day-to-day business deposits.

## **Setting up a collection arrangement**

We will work alongside you and our partner, G4S, to create a collection and change delivery service that suits the needs of your business. From agreeing the collection days and site locations to the size and make-up of your typical cash deposit, your Relationship Director will help guide you through the process to create a solution that really matches your needs.



# Getting started

## Setting up the service

Our Relationship Director will work alongside you and G4S to create the service that suits your business' needs.

You can decide:

- The number of collections you require from each of your sites (up to three a week).
- The days of those collections, subject to G4S availability.
- The typical size of your deposits; up to £5,000 or up to £7,500 per deposit.
- If and when you require change to be delivered as part of these collections.

G4S will then undertake a site review with you for each site that you'd like to arrange collections from. You will then be able to agree on your collection days.

## Collections

- Up to three collections per week from each of your sites, subject to postcode and a G4S site survey.
- Up to a maximum of £500 of coin per deposit, in separate sachets.
- Includes cheque deposits. These do not count towards the total deposit value.
- Cheques can only be deposited as part of a cash collection.

## Change delivery

- Get £250 of change delivered directly to your premises.
- Choice of coin denominations.
- Up to three deliveries per week (as part of a collection).

# How to deposit your cash

When depositing cash, it is important that your deposits are correctly packaged and submitted to ensure that the funds are credited to your account as quickly as possible.

## Coin

Coin should be bagged in the correct denominations, with one denomination per sachet as follows:

£20 of £2	£20 of £1	£10 of 50p
£10 of 20p	£5 of 10p	£5 of 5p
£1 of 2p	£1 of 1p	

Please note that a maximum of £500 of coin can be deposited as part of the overall deposit and that this is included within the total £5,000 or £7,500 deposit sum.

Please use the correct stationery and envelopes to ensure quick and accurate processing of your deposits.

### To order more stationery please call:

Deposit books – **0151 966 2903** or **0151 966 2905** or email **stationeryorders.corp@santander.co.uk**

Coin sachet bags – **0844 824 6099**. Lines are open Monday to Friday 9am to 5pm

## Notes

- Separate the notes into the different denominations.
- Counterfeit notes should be returned to the Bank of England and not included in your deposit.

When making up the security carrier container please ensure you enter your company name, collection address and deposit value in the appropriate area on the outside of the bag. The destination cash centre and identification code should also be entered.

- Complete your deposit form as shown on the next page.
- Detach all counterfoils from the deposit form and retain them for your records. Counterfoils must not be sent to the destination cash centre.

## Cheques

These instructions will help to ensure efficient and accurate processing of your cheque deposits.

- Remove all staples, pins and paper clips from the cheques.
- Record full details of all cheques (payer's name, sort code, amount, cheque number and bank account number). This is to be retained for your records and must not be forwarded to us.
- Complete a list detailing the value of each cheque and total. Keep the cheques in the order they are listed and in bundles of no more than 50.
- Write your bank account number and sort code on the back of each cheque.

## Recording cheque details

<b>Anybank</b> Anybank plc Some Road Somewhere X22 0AB		Amount	Sort code
		00-00-00	
Pay	<b>The Company</b>	20	
Amount	<b>Five Hundred Pounds</b>	£	<b>500-00</b>
THE COMPANY LTD 1 THE ROAD TOWNFIELD COUNTFISHIRE T1 ABC		Account Payee	(2) <i>[Signature]</i> Please do not write or mark below this line
123456   12 1234: 12345678			
Cheque number	Bank account number	Name of payer	

# How to complete your cash deposit form

Enter the branch reference number, if not already printed

Enter the cash total in the Amount box

Enter date of deposit

Enter the seal number(s) of the security carrier bags

Santander Corporate & Commercial

Reference

Credit account number

£

Signature

Date

Seal Number(s)

Cash analysis

£50		
£20		
£10		
£5		
£2		
£1		
50p		
20p		
Silver		
Bronze		
TOTAL CASH	£	

Sortcode

**CASH ONLY**

Please do not write or mark below this line and do not fold this document

The Manager or person authorised to make deposits must sign the form in the space provided

Enter the details of the make-up of cash in the 'cash analysis' column and total

Please print information clearly and within the confines of the appropriate box.

- Detach all counterfoils from the deposit form and retain them as a record of your deposit. Counterfoils must not be sent to the destination cash centre.
- When making up the security carrier bags, where there are multiple bags for a single deposit, the deposit form should be enclosed with the last bag. This bag should be marked with a large 'X', and all bags should be numbered, for example 1 of 5, 2 of 5 etc.
- If you are making multiple deposits inside one security carrier bag please complete a schedule of deposits form.

Destination cash centre and identification code

For more information please contact your local Relationship Director or visit:

[santandercb.co.uk](http://santandercb.co.uk)

# How to complete your cheque deposit form

These instructions will help to ensure efficient and accurate processing of your cheque deposits.

- Complete your deposit slip as shown below and detach all counterfoils, as these should be retained for your records. **Important note – counterfoils must not be forwarded with your deposit slip.**
- Complete the details on the front of the cheque deposit envelope.
- Each cheque deposit envelope will hold approximately 100 cheques. Loose cheques will not be accepted.
- Place the cheque deposit slip, cheques and add list into the cheque deposit envelope(s), ensuring the deposit document is on the top and visible. Then seal the envelope(s).
- Place sealed cheque deposit envelope(s) inside your cash carrier bag. Do not place cheque deposits inside any other carrier container.

### To order more stationery call:

Cheque Deposit books – 0151 966 2903 or 0151 966 2905 or email [stationeryorders.corp@santander.co.uk](mailto:stationeryorders.corp@santander.co.uk)

Cheque envelopes – (quote item number PVC 74) – 0844 824 6099\* (lines are open Monday to Friday 9am to 5pm)

The Manager or person authorised to make deposits must sign the form in the space provided

Enter the cheque total in the Grand Total box

Enter the date of deposit

Enter the number of cheques

Please print information clearly and within the confines of the appropriate box.

**Please note – under no circumstances should any cash be placed in a cheque only cheque deposit envelope.**

# How to order change

## To order change simply:

1. Telephone **0844 561 9504**.
2. Insert your 7 digit identification number.
3. Follow the operator instructions.
4. All orders placed should be for full sachets of coin to a value of £250.
5. You will be asked to enter the value of each denomination of change including nil requests.

The acceptable denominational breakdown for full bags of coin and notes are as follows:

## Coin

As a guide the following breakdown is suggested:

Denomination	Number Sachets	Value per Sachet	Total Value per Bag
£2	2	£20.00	£40.00
£1	5	£20.00	£100.00
50p	5	£10.00	£50.00
20p	3	£10.00	£30.00
10p	3	£5.00	£15.00
5p	2	£5.00	£10.00
2p	2	£1.00	£2.00
1p	3	£1.00	£3.00
			£250.00

- You will be provided with an order confirmation number. Please make a note of this number as this is proof that your request has been accepted. It can take up to 20 seconds to receive your order confirmation number. If you do not receive an order confirmation number please re-key your order request.

## Order and collection times

- Your order for change must be completed prior to midday, two days before delivery is required at the latest. For example, if your Cash Carrier Light service day is Wednesday and you require change to be delivered as part of this collection, you must complete your order before midday on Monday (Note: Bank Holidays are not classed as working days).

Cash Carrier Light Service Day	Mon	Tues	Wed	Thurs	Fri	Sat
Ordering Change (prior to midday)	Thurs	Fri	Mon	Tues	Wed	Thurs

- You can order change in advance and nominate a collection date of your choice in line with your agreed service days.

## Contact points

For query or complaint, for example non-delivery or late receipt of change: contact G4S on **0208 722 3320** (Option 1)<sup>†</sup>

Locked out of account following 7 digit identification number failure: **0151 966 2882**

Discrepancy in change order received: **0151 966 3039**

<sup>†</sup>Please refer to your Head Office if not resolved.

