

CIRCULAR

DATE September 26, 2017

**RECEIPT, HANDLING, AND TRANSPORT OF MUTILATED CURRENCY
RECEIVED THROUGH BUREAU OF ENGRAVING AND PRINTING MAIL**

REVIEW DATE: September 26, 2022

1.0 PURPOSE

This circular establishes policy and procedures for the receipt, handling, and transport of mutilated currency claims that are misdirected and/or received via mail at the Bureau of Engraving and Printing (Bureau/BEP).

2.0 POLICY

It is the policy of the Bureau to provide the highest level of protection for all mutilated currency received from the Federal Reserve Banks, commercial banks, foreign governments, businesses, the general public, and other agencies.

3.0 SCOPE

These procedures apply to all employees at the Washington, DC and Fort Worth, TX facilities and the Landover, MD warehouse.

4.0 SUPERSESSION

This circular supersedes Circular No. 35-00.11, "Receipt, Handling, and Transport of Mutilated Currency Received Through Bureau of Engraving and Printing Mail," dated August 25, 2010.

5.0 BACKGROUND

The Office of Financial Management (OFM), Mutilated Currency Division (MCD), is responsible for the redemption of lawfully held paper currency of the United States that has been mutilated. MCD has specific procedures for the handling of such mail received from individuals, businesses, and/or financial institutions; however, on occasion, such mail may be misdirected and sent to Offices other than MCD.

6.0 PROCEDURES

- 6.1 Immediately upon opening mail or a package that contains mutilated currency, the employee shall report it to his/her supervisor or Office Chief.
- 6.2 The supervisor or Office Chief (or designated representative) shall immediately notify the Manager, MCD, Claims Processing Branch, Examining and Redemption Branch or the Chief, OFM. OFM has the primary responsibility to retrieve the subject mail/package from the Office that initially received the mail/package. Under no circumstances should currency be forwarded to MCD through the Bureau internal mail.
- 6.3 The employee and supervisor or Office Chief shall together:

CIRCULARDATE September 26, 2017

- 6.3.1 Inspect the package for signs of tampering. If the package indicates signs of tampering, **immediately contact the Office of Security, Product and Physical Security Division;**
- 6.3.2 Verify the contents of the package;
- 6.3.3 Seal (tape or staple) the package;
- 6.3.4 Write a brief description of the contents on the package, indicating whether currency or other valuables (jewelry, foreign currency, coins, or other personal effects) and/or non-currency items (letters, form letters, or other documents) are enclosed or on a separate piece of paper and affix it to the package;
- 6.3.5 Sign and date the package; and
- 6.3.6 Coordinate with MCD and arrange for pickup and transfer of the securities by MCD. If the Manager, MCD or the Chief, OFM are not available, the Office Chief shall send an e-mail notification to @OFM MANAGERS whereupon OFM management shall arrange for pick-up by OFM personnel within 30 minutes of receipt of the email notification.

NOTE: The envelope or package shall remain under dual control immediately and up to delivery to the Office of Financial Management or the Office of Security.

7.0 OFFICE OF PRIMARY RESPONSIBILITY

Office of Financial Management

<electronically approved>Leonard R. Olijar
Director