

## MAIL-IN DEPOSIT PROGRAM FAQ'S

1. Never mention to the Postal Carrier what is in the USPS mailer, refer to it as documents, or something similar.
2. Always ask your Carrier to scan the package in front of you. If they give you push back, please be respectful and state that it is our company policy that this be done. If they still persist and will not scan the package send an email to everyone listed: Colleen, Kathryn, Colette, Lisa or Jacqueline and we will watch the package as it goes through the system and bring our USPS Customer Service Contact to watch as well and follow-up with the supervisor of the carrier.
3. Please have your packages near the front of the store in a safe location anticipating the arrival of your USPS carrier since they are on timed routes and do not want to wait, we need to be considerate of their time.
4. Never put change in your mailer – we don't want it to jingle.
5. Twice a week, verify that deposits are getting shipping labels created and that they are getting picked up. No deposit should sit in your safe over a week.
6. Deposits over \$5,000 in cash should be broken up in more than one deposit
7. Create a DTS deposit slip for each and every deposit. In addition, if checks are included in your deposit, you need to fill out a manual bank deposit slip including the cash and checks (the entire deposit amount) and include it with the checks in the 2-part deposit bag. A manual deposit slip is ONLY required if checks are included.
8. Password resets can be done online but all temporary passwords go to the manager's email address. You can also contact any of those listed earlier for assistance with this.
9. Safes are ordered for each store prior to their roll-out date and the Maintenance Manager for each store location should be contacted ASAP for installation in the back room or somewhere out of the customer's view.