

Your guide to using the Cash Carrier Light service



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.

Preparing your cash deposit

Notes

- Separate the notes into the different denominations.
- Counterfeit notes should be returned to the bank of issue (eg Bank of England for English notes) 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 should also be entered.

- Complete your deposit form as shown on the next page.

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 deposit sum. Coin deposited is restricted to a single bag containing a maximum of 25 sachets.

Cash deposits are fully indemnified by G4S as soon as they leave your site. The maximum indemnity limit will be chosen by you on set up of the service. If the actual deposit value exceeds the limit then the indemnity is invalid for the entire collection value.

How to complete your cash deposit form



Enter the cash total in the Amount box

Enter date of deposit

Santander

Date _____

Reference Credit account number

£ **This must be identical to total at bottom of cash analysis**

Cash analysis		
£50		
£20		
£10		
£5		
£2		
£1		
50p		
20p		
Silver		
Bronze		
TOTAL CASH	£	<input type="text"/>

Signature _____

CASH ONLY

Seal Number(s)
Taken from outer or coin bag(s)

Please only use Black\Blue Ink

Please do not write or mark below this line and do not fold this document. Any damaged slips should be destroyed & a new one used.

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

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

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

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

Preparing your cheque deposit



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

- Please use a separate deposit slip for each cheque envelope.
- Each envelope will hold approximately 50 cheques.
- Loose cheques cannot be accepted.
- Remove all staples, pins and paper clips from the cheques.
- Put your branch or site reference number (as appropriate) and your Santander sort code and account number on the back of each cheque.
- Record the payer's name, cheque number, sort code, account number and amount. This will assist us in resolving any subsequent queries.
- To assist in recording cheque details, specially designed cheque summary pads are supplied by Santander Corporate and Commercial.
- List and total the cheques in bundles of no more than 50.
- Keep the cheques in the order in which they are listed and put them with your cheque deposit slip and the supporting list in the cheque envelope.
- Enter your account number on the front of the cheque envelope (a generic Santander sort code is pre-printed on the envelope for internal purposes).
- Close and seal each envelope.

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

The form is titled 'Santander CHEQUES'. It contains the following fields and instructions:

- Reference**: A box for entering the reference number.
- Credit account number**: A box for entering the credit account number.
- Cheque total**: A box with a pound symbol (£) for entering the total amount. A red line points to this box with the instruction 'Enter the cheque total in the Grand Total box'.
- Date**: A line for entering the date of deposit. A red line points to this field with the instruction 'Enter the date of deposit'.
- Signature**: A line for the authorised person's signature. A red line points to this field with the instruction 'The Manager or person authorised to make deposits must sign the form in the space provided'.
- Seal Number**: A line for entering the seal number from the cash carrier container. A red line points to this field with the instruction 'Enter the seal number from your cash carrier container'.
- Sortcode**: A box with the pre-printed code '09-nn-nn' for entering the sort code.
- Number of Cheques**: A box for entering the number of cheques. A red line points to this field with the instruction 'Enter the number of cheques'.

At the bottom of the form, it says 'CHEQUE ONLY' and 'Please do not write or mark below this line and do not fold this document'.

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.

To order more stationery call:

Cheque Deposit books – please call **0333 207 2229**.

Coin sachet bags, cheque envelopes and cheque summary pads - call **0330 123 0720** or order online at consumables@initialpackaging.co.uk.

How to order change



To order change simply:

1. Telephone **0330 678 2770**.
 2. Insert your 7 digit identification number.
 3. Follow the operator instructions.
 4. Orders are based on a single bag containing a maximum of 25 sachets and the value must not exceed £500.
 5. You will be asked to enter the value of each denomination of change including nil requests.
- 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 redial and place your order again.

Order and collection times

- **Your order for change must be completed prior to 12 noon, two days before delivery is required.** 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 12 noon on Monday (Note: Bank Holidays are not classed as working days).

Cash Carrier Light Service Day	Mon	Tues	Wed	Thurs	Fri	Sat
Order change (prior to 12 noon)	Thurs	Fri	Mon	Tues	Wed	Thus

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

Contact points

- Enquiries in relation to collection or delivery, call G4S on **0844 800 4205**
- Locked out of account following 7 digit identification number failure: **0333 207 2229**
- Discrepancy in change order received: **0333 207 2229**

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

[santander.co.uk](https://www.santander.co.uk)