

FEDERAL RESERVE BANK OF DALLAS

DALLAS, TEXAS 75222

Circular No. 80-47  
March 18, 1980

ADDITIONAL TELEPHONE LINES IN THE  
CHECK PROCESSING DIVISION

TO ALL BANKS IN THE DALLAS TERRITORY  
OF THE ELEVENTH FEDERAL RESERVE DISTRICT:

We are pleased to announce that two additional telephone lines have been installed in the Check Processing Division, (214) 651-6138 and 651-6139. They are for your use in reporting discrepancies relating to our cash letters such as missing bundles, extra bundles, nonreceipt of cash letters, and missent cash letters. Also, a TOLL FREE number, (800) 442-7278, has been installed in our Adjustment Division for Texas banks outside of Dallas to utilize when reporting all other check processing discrepancies. Banks in the Dallas area should continue to place calls direct, and banks in Louisiana and Oklahoma should call TOLL FREE to the main bank number (800) 527-9200. These steps were taken to improve telephone service relating to check processing discrepancies.

To help provide better service on large dollar amount adjustments, please refrain from calling unless discrepancies are for \$250 or more. Discrepancies for lesser amounts will continue to be handled by correspondence. Banks should continue timely reporting of discrepancies located in proving our cash letters, such as encoding errors, missing items, etc., on form TR-418, Return Items and Adjustments.

For convenient reference, two Telephone Information Cards are enclosed which provide telephone numbers to use when reporting check processing discrepancies. For best results in utilizing the attached cards, they should be kept near the telephone as a convenient reference to your bank's check processing personnel.

If you have any questions regarding the use of these cards, please contact James E. Phillips, Ext. 6168, or John E. Weems, Ext. 6280.

Sincerely yours,

Robert H. Boykin

First Vice President

Enclosures (2)

**FEDERAL RESERVE BANK OF DALLAS**  
**TELEPHONE INFORMATION CARD**  
**FOR REPORTING ALL DISCREPANCIES RELATING TO CHECK PROCESSING**  
**OTHER THAN MISSING BUNDLES, EXTRA BUNDLES, AND MISSENT CASH LETTERS**

Call Toll-free\*

**800 442-7278 (Texas banks only)**

If the toll-free WATS number is not accessible within a reasonable time:

Call Collect

**214 651-6154**

**or**

**214 651-6155**

If there is difficulty in reaching us concerning erroneous items:

Call Collect

**214 651-6170**

**or**

**214 651-6168**

In the unlikely event that you experience any unnecessary delay in contacting us using the above numbers, it would be appreciated if you would:

Call Collect

**214 651-6337**

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It is suggested that this card be kept near the telephone in the appropriate using areas. Of course, the telephone numbers listed above are dedicated exclusively to check processing-related problems. However, you are reminded that the toll-free number for other categories of inquiries to this Bank may be placed TOLL-FREE\* to the main Bank number **800-442-7140** (Texas banks only).

\*For out of Texas banks, call TOLL-FREE to the main Bank number **800-527-9200**.

**FEDERAL RESERVE BANK OF DALLAS**  
**TELEPHONE INFORMATION CARD**  
**FOR REPORTING MISSING BUNDLES, EXTRA BUNDLES,**  
**AND MISSENT CASH LETTERS**

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**Call Collect**

**214 651-6138**

**or**

**214 651-6139**

If there is difficulty in reaching us using the above numbers.

**Call Collect**

**214 651-6342**

**or**

**214 651-6280**

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It is suggested that this card be kept near the telephone in the appropriate using areas. The telephone numbers listed above are dedicated exclusively to check processing-related problems. However, you are reminded that the toll-free number for other categories of inquiries to this Bank may be placed TOLL-FREE\* to the main Bank number **800-442-7140** (Texas banks only).

\*For out of Texas banks, call TOLL-FREE to the main Bank number **800-527-9200**.