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**FEDERAL RESERVE BANK OF DALLAS**

Station K, Dallas, Texas 75222

Circular No. 84-24  
February 9, 1984

**TO:** The financial institution addressed in the Eleventh Federal Reserve District

**ATTENTION:** Cash Operations Officer

**SUBJECT:** **RESPONSE -- new cash ordering system**

**SUMMARY:** A new method for placing cash orders is being offered as a supplement to the RESPONSE communications network.

**DETAILS:** The Federal Reserve Bank of Dallas has installed a new electronic system for receiving cash orders and early credit information from financial institutions which will supplement its RESPONSE communications network. This system, called the ORDERRECORDER, uses a touchtone activated, voice response personal computer and will enable better utilization of human resources by financial institutions and the Dallas Reserve Bank.

The new system is easy to use and requires a minimum amount of instruction. It requires only touchtone telephone equipment for access; no terminals or personal computers are required to be installed in the financial institution. Financial institutions which do not use the RESPONSE network to place cash orders should consider using the ORDERRECORDER system as an alternative. The Federal Reserve Bank of Dallas will supply access information and a training guide to those institutions desiring to use the new service.

The only expense to some users is approximately \$30 to purchase an adapter used to emit the required touchtone signal. This expense is necessary only when a financial institution using a rotary-type telephone is on a telephone system capable of transferring a touchtone signal through its lines.

Financial institutions which have participated in a pilot program to test the new system have been very satisfied as to the speed, accuracy and security provided by the ORDERRECORDER. Interested institutions are requested to furnish the Cash Department at the Federal Reserve Bank of Dallas, in letter form, the initials of one to four employees authorized to place cash orders with the Reserve Bank.

**MORE INFORMATION:**

Jim Houser, Cash Department, Extension 6355

**ADDITIONAL COPIES:**

Public Affairs Department, Extension 6289