

## Procedures for Ordering Deposit Tickets and Supplies

### 1. Bank of America Depository Plus Account deposit tickets (un-encoded checks) and supplies

- Deposit tickets and supplies are ordered by each agency through the Special Forces group at Harland Clarke (Bank of America's contractor for deposit tickets).
- DO NOT CALL BANK OF AMERICA OR THE HARLAND CLARKE GENERAL CUSTOMER SERVICE. The State of Maryland has specific requirements and only the Harland Clarke Special Forces Group is familiar with those requirements.

#### Procedure:

- 1) Obtain the current State of Maryland BOA Depository Plus Account – Deposit Ticket Order e-Form and instructions from the Banking Service Division (BSD) website <http://www.treasurer.state.md.us/banking-services/banking-forms.aspx> or by calling the BSD Deposit Match coordinator at 410-260-7897.
- 2) Complete the form following the guidance of the BOA Depository Plus Account- Deposit Ticket Order e-Form instructions which are also located on the BSD website. Contact the BSD Deposit Match coordinator if you need assistance completing any of the sections
- 3) Email (preferred) or fax the completed form to the Harland Clarke Special Forces group at the email address and fax number listed at the top of the order form.
- 4) You should receive an order confirmation email or fax from the Harland Clarke Special Forces Group.

### 2. Remote Deposit Service Bank of America Depository Plus Account deposit tickets

- Deposit tickets and supplies are ordered by each agency through the Special Forces group at Harland Clarke (Bank of America's contractor for deposit tickets).
- DO NOT CALL BANK OF AMERICA OR THE HARLAND CLARKE GENERAL CUSTOMER SERVICE. The State of Maryland has specific requirements and only the Harland Clarke Special Forces Group is familiar with those requirements.

#### Procedure:

- 1) Obtain the current State of Maryland BOA Remote Deposit Service Ticket Order for Depository Plus Accounts form and instructions from the Banking Service Division (BSD) website <http://www.treasurer.state.md.us/banking-services/banking-forms.aspx> or by calling the BSD Deposit Match coordinator at 410-260-7897.
- 2) Complete the form following the guidance of the State of Maryland BOA Depository Plus Account- Remote Deposit Service Ticket Order Form instructions which are also located on the BSD website. Contact the BSD Deposit Match coordinator if you need assistance completing any of the sections
- 3) Email (preferred) or fax the completed form to the Harland Clarke Special Forces group at the email address and fax number listed at the top of the order form.
- 4) You should receive an order confirmation email or fax from the Harland Clarke Special Forces Group.

### 3. Community Bank Account – deposit tickets for State Revenue

- All orders are coordinated by the BSD Community Bank Coordinator.

#### Procedure:

- 1) Fax a copy of your last Community Bank Account deposit ticket to the BSD Community Bank Coordinator at 410-974-2076.

- 2) Call the BSD Community Bank Coordinator at 410-260-6094 to request a new order.
- 3) The BSD Community Bank Coordinator will place the deposit ticket order. After receiving and checking the order, Banking Services will ship the deposit tickets to your agency. Allow 7 to 10 business days from the time you place the order for your order to be received.

#### **4. Cash Exchange Account**

- The Cash Exchange Account deposit tickets are ordered by the BSD Cash Exchange Account coordinator

##### **Procedure:**

- 1) Call the BSD Cash Exchange Account coordinator at 410-260-7847 to request a new order.
- 2) The BSD Cash Exchange Account coordinator will place the deposit ticket order.
- 3) The BSD Cash Exchange Account coordinator will receive and verify the deposit ticket order and then ship the tickets to your agency.

#### **5. Agency Working Fund, Escrow and other Special Purpose Accounts**

- Each agency is responsible for obtaining deposit tickets for these accounts directly through the applicable financial institution. Please contact your bank branch where you bank or your primary bank contact for directions.