

Armored Car Update

Staff Guide

Effective March 1, 2025



WHAT IS HAPPENING & WHY



What: Beginning March 1, 2025, we are making a change to cash/check deposits in select locations.

- TeamVision will use Garda exclusively. Brinks will be discontinued.
- Pickup frequencies are being updated based on the amount of cash/checks collected on average per site.



Why: Cash and check are not our most common forms of payment. This change will help reduce the cost to sites and streamline backend operations. We have assessed risk with Asset Protection and Sales Audit to determine the appropriate frequency of pickup based on each site's location, safety, proximity to Bank of America and cash collection averages.

CURRENT STATE VS FUTURE STATE- OVERVIEW

Site	Name	Current State	Future State
T003	Cooper Panariello Eye Institute BK	Garda weekly pickup	Garda every other week pickup
T004	Star Optical	Brinks weekly pickup	Garda weekly pickup
T027	Metro Optics Parkchester	Garda weekly pickup	NO CHANGE- Garda weekly pickup
T028	Metro Optics Weschester Square	Garda weekly pickup	NO CHANGE- Garda weekly pickup
T029	Metro Optics Hunts Point	Garda weekly pickup	Garda every other week pickup
T030	Metro Optics Throggs Neck	Garda weekly pickup	NO CHANGE- Garda weekly pickup
T031	Central EyeS Optical	Garda weekly pickup	Garda every other week pickup
T033	Lake Havasu Family EyeCare	Garda weekly pickup	NO CHANGE, Garda weekly pickup, (T128 will bring deposits here for pickup)
T044	Triangle Visions Optometry - Chapel Hill	Brinks weekly pickup	Garda every other week pickup
T048	Triangle Visions Optometry - Greenwood	Brinks weekly pickup	Garda every other week pickup
T050	Triangle Visions Optometry - Havelock	Brinks weekly pickup	Garda every other week pickup
T051	Triangle Visions Optometry - Hillsborough	Brinks weekly pickup	Garda every other week pickup
T053	Triangle Visions Optometry - Lexington	Brinks weekly pickup	Garda every other week pickup
T054	Triangle Visions Optometry - Lillington	Brinks weekly pickup	Garda every other week pickup
T055	Triangle Visions Optometry - Lumberton	Brinks weekly pickup	Garda every other week pickup
T058	Triangle Visions Optometry - Sanford	Brinks weekly pickup	Garda every other week pickup
T117	Chariho Eye Care	Garda weekly pickup	Garda every other week pickup
T118	Peak Eye Care Statesville	Brinks weekly pickup	Garda every other week pickup
T128	Lake Havasu Family Eyecare McCulloch	Garda weekly pickup	CANCEL, Bring deposits to T033 Weekly for pickup
T135	EyeCare Group Lexington	Brinks weekly pickup	Garda every other week pickup
T137	EyeCare Group Winston Salem	Brinks weekly pickup	Garda every other week pickup
T144	Dalton Family EyeCare Cleveland	Garda weekly pickup	Garda every other week pickup
T145	Dalton Family EyeCare Dahlonega	Garda weekly pickup	Garda every other week pickup
T146	Advanced Eyecare Center	Garda weekly pickup	Garda every other week pickup
T167	Basden Eye Care	Garda weekly pickup	Garda every other week pickup
T168	Basden Eye Care at Moores Mill	Garda weekly pickup	Garda every other week pickup

SITES REMAINING ON GARDA

T027	Metro Optics Parkchester
T028	Metro Optics Weschester Square
T030	Metro Optics Throggs Neck
T033	Lake Havasu Family EyeCare

NO CHANGE (T027, T028, T030, T033)

- Pickups will continue to occur weekly. No change to process.

T003	Cooper Panariello Eye Institute BK
T029	Metro Optics Hunts Point
T031	Central EyeS Optical
T117	Chariho Eye Care
T144	Dalton Family EyeCare Cleveland
T145	Dalton Family EyeCare Dahlonega
T146	Advanced Eyecare Center
T167	Basden Eye Care
T168	Basden Eye Care at Moores Mill

FREQUENCY OF PICKUP CHANGE (T003, T029, T031, T117, T144, T145, T146, T167, T168)

- Effective the week of 3/1/25, pickups will occur EVERY OTHER WEEK
- Process does not change

T128	Lake Havasu Family EyeCare McCulloch
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CANCELING PICKUP (T128)

- Deposits will be taken to T033 weekly for consolidated pickup by Garda
- Detailed Policy & Procedure for cash handling will be sent separately

SITES TRANSITIONING FROM BRINKS TO GARDA

T044	Triangle Visions Optometry - Chapel Hill	Every other week
T048	Triangle Visions Optometry - Greenwood	Every other week
T050	Triangle Visions Optometry - Havelock	Every other week
T051	Triangle Visions Optometry - Hillsborough	Every other week
T053	Triangle Visions Optometry - Lexington	Every other week
T054	Triangle Visions Optometry - Lillington	Every other week
T055	Triangle Visions Optometry - Lumberton	Every other week
T058	Triangle Visions Optometry - Sanford	Every other week
T118	Peak Eye Care Statesville	Every other week
T135	EyeCare Group Lexington	Every other week
T137	EyeCare Group Winston Salem	Every other week
T004	Star Optical	Every week

- Effective the week of 3/1/25, you will transition from Brinks to Garda.
- Pickups will occur EVERY OTHER WEEK (Note: T004 will pick up every week).
- You will receive deposit logs and a welcome kit (also attached to this communication) from your Garda driver during the first pickup **TBD**. See next page for sample of instructions.
- You will receive a new Client ID and Password from treasury@luxotticaretail.com. These are used to order change (see additional attachments for how to order change through Garda).
- If you have not received your welcome packet, deposit log, Client ID, or password by 3/15, contact TVOps@teamvisionteam.com.

GARDA INSTRUCTIONS- SAMPLE

GardaWorld Client Portal Self-Help Options

GardaWorld Client Portal- Get access to Cash Services client resources as well as support for ordering supplies, service adjustments, and other general inquiries.

Link- [Client Center | GardaWorld Cash](#)

1. **OnSolve by Crisis24 Weather Alert-** Register for weather alerts to receive real-time updates on service disruptions, proactive planning tips, and restoration updates during severe weather.
Link- <https://accountportal.onsolve.net/gardaworld-cashservices>
2. **Standing Order Form-** Place your change order online via Money Manager™ or complete a standing order form request.
Link- <https://cash.garda.com/sites/default/files/2024-10/Garda-Standing-Order-Form-Revised.xlsx>
3. **Invoice on Demand Portal-**View and print real-time invoices, paid invoices, account statements, remittances, adjustments, and current contact information.
Link- <https://garda.adrenalin-solutions.com/customer-portal>
4. **Billing Disputes-** Please complete the billing form for disputed charge(s) on an invoice and email it back to us. Instructions can be found directly on the form.
Link- https://cash.garda.com/sites/default/files/2024-10/Billing_Dispute_Web_Form_Template.xlsx
5. **Change in Service-** To add new locations, remove an existing location, and/or change service on existing locations (i.e. bank changes, day-of-service changes), please complete the Change in Service form and email it back to us. Instructions can be found on the form.
Link- https://cash.garda.com/sites/default/files/2024-06/Change-In-Service-form_rev2024-06-18.xlsx
6. **Holiday Schedule 2025 and Seasonal Service.**
Link- <https://cash.garda.com/sites/default/files/2024-11/2025-Holiday-Schedule-GARDAWORLD.pdf>
7. **Preparing for GardaWorld Service-** On your first day of service and beyond, GardaWorld strives to make your cash services experience secure and hassle-free. This kit contains all the information you'll need to get started, from what to expect when our Cash Services Officers make a pick-up to how to reach our Client Care representatives with questions or concerns. With GardaWorld, you're safe to focus on what's most important—your customers, employees and the success of your business. We're here to support you and look forward to a long and rewarding relationship.



Welcome Kit.pdf

BANK OF AMERICA CLIENT ID & PASSWORD- SAMPLE



Thank you for trusting us with your currency and change orders. Here are a few things to get you started.

When you're ready to place your change order, you can visit our [Cash Vault Change Order Information Page](#) for instructions. Please keep this link as a reference on how to use this service. You'll need both a Client ID and a Password to place change orders through our service.

- Your Client ID is **XXXXX**
- Your initial Password(s) will be sent in a separate communication.
- It's a good idea to keep any reference to your Password(s) away from your Client ID.

This Client ID is associated with the following:

Location name: **TEAM VISION #TXXX**

Location number: **0**

Account ending: **XXXX**

Servicing vault: **LAS VEGAS**

Change order system phone number: **(877) 564-2019**

Keep in mind, to receive your order by the next scheduled delivery date, please enter your order by: **11:00 AM (local time)**

If you have questions or need additional information, please reach out to your Bank of America service representative

Thank you for being our client.



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Here's **your initial Password(s)** that you'll use to access the Change Order system. You'll be prompted to change your Password(s) on first use.
XXXXX

Keep in mind, if you don't use your initial password(s) within 60 days, it will expire.

Your Client ID was sent in a separate communication.

It's a good idea to keep any reference to your Password(s) away from your Client ID.

This Password is associated with the following:

Location name: **TEAM VISION #TXXX**

Location number: **0**

Account ending: **XXXX**

Servicing vault: **LAS VEGAS**

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Thank you for being our client.

GARDA FAQ

- **What happens if my driver misses a pickup?**
 - Notify treasury@luxotticaretail.com the day after a missed pickup. They will submit a ticket to Garda and determine if there will be a make-up pickup or if funds will have to be held until the next regularly scheduled pickup date. Keep in mind pickup day may vary on weeks containing a holiday.
- **What should I do to ensure a proper pickup?**
 - Always keep deposit bags SEALED.
 - Make sure the driver signs the Garda deposit log EVERY time.
 - Complete site "Bank Deposit Log" with date of pickup for each deposit bag.
- **How should I complete ID verification of the driver?**
 - The first time you meet your driver; confirm they have a Garda World Cash badge and ask to see their ID if you are uncertain of their identity. Confirm this information each time you meet a new driver.
- **How do I handle Sales Audit notifications for missing deposits that just haven't been picked up yet?**
 - Reply to the audit inquiry with a photo of your site bank deposit log and the signed Garda Deposit log.
 - Note the deposit amount and date the deposit was picked up by Garda in the body of your email.
- **Will I receive bank deposit received notifications?**
 - Yes, you should receive a confirmation of deposit for each deposit bag via email to your TXXXMaager@teamvisionteam.com email address. Record the date of this confirmation on your Bank Deposit Log.
- **Will my driver signature pickup log ever be checked?**
 - Yes, your field leader, TVOps, and Sales Audit teams may ask at any time to see your driver signature log. Please maintain this in a secure location.

NEED HELP?

If you have questions about this process:

- Reach out to your Field Leader if you have any questions
- Attend Office Hours
- Ask your Ops Manager and/or email TVOps@teamvisionteam.com

