

# Welcome to GardaWorld Cash



[cash.garda.com](http://cash.garda.com)

GARDAWORLD





**Thank you  
for your  
business**

**We're proud to secure  
your assets and your  
employees.**

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 provide a service, 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 assets, your customers, employees and the success of your business. We're here to support you and look forward to a long and rewarding relationship.

# GardaWorld's Identification System

This information is confidential and provided exclusively to our clients.

Our identification system is designed to protect you and your assets. Today's advanced technology makes it possible for imposters to create fake ID cards that may mislead you to turn over your deposits to them. Our unique uniform and new Authorized Agent Card (AAC) are designed to prevent such incidents and protect your assets.

## OUR UNIQUE UNIFORM

- GardaWorld Cash Services Officers must be in proper uniform with no exceptions
- The shirt and pants are blue-black
- There are GardaWorld logo patches on both sleeves which displays our code of conduct: **integrity, trust, vigilance and repeat**
- Our Cash Services Officers carry weapons for your added protection



## AUTHORIZED AGENT CARD

This Authorized Agent Card and the proper uniform as depicted should make you feel at ease that the person you are interacting with is a current GardaWorld team member.

**The Authorized Agent Card and the proper uniform are created to ensure that you feel secure working with GardaWorld's team members.**

Front of the ID card



- A Photo, large and in color.
- B "Authorized Agent" in red lettering.
- C Barcode represents the team member's ID number.
- D Team member's ID number underneath barcode.
- E GardaWorld color logo placed vertically.
- F Silver lion hologram embedded on the card—NOT a sticker adhered to the card's surface.

The Authorized Agent Card has a lion hologram that is difficult to reproduce. You will know that the GardaWorld team member is not a imposter.

PLEASE DO NOT hand over your deposits to anyone without the proper uniform and Authorized Agent Card. If you desire verification, please feel free to call Client Care at **1 855 GO GARDA**. The number is also listed on the back of the Authorized Agent Card for your convenience.

Back of the ID card



- G This number represents the GardaWorld ID number, i.e. 123456. It must match the ID number that appears on the front of the card under the barcode, minus the four digits located after the dash.
- H Team member's signature to assist customers in verifying identity if necessary.
- I Barcode represents the team member's ID number.
- J Our Client Care support telephone number listed for easy employment verification.

# Service Procedure and Guidelines

## PREPARING FOR DELIVERY AND/OR PICK UP SERVICE

During the week prior to the commencement of services, a GardaWorld Cash Services Officer will affix a barcode, 3½" x 1½", to a convenient spot at your site (table, desk, or wall). This barcode will be used to match each package to your location.

### DELIVERY

- 1 Upon arrival at your location, the GardaWorld Cash Services Officer will scan your location's barcode and their own ID badge, activating the secure delivery process.
- 2 The Cash Services Officer will have a pre-printed delivery receipt for you to review. They will scan each item you are receiving in your presence.
- 3 Once all delivery items have been scanned, the Cash Services Officer will show you the listing on the scanning device of all the items that are being delivered to you.
- 4 The Cash Services Officer will ask you to verify that the information is correct.
- 5 After you have verified that the information on the scanning device is accurate, please sign on the device and then return it to the Cash Services Officer.

### PICK UP

- 1 The printed barcodes on your bags can be scanned by the handheld scanner. (A book of yellow bar codes might be provided as a back up if bag bar codes are unreadable).
- 2 The GardaWorld Cash Services Officer will scan your location's barcode and his or her own ID badge, activating the secure pickup process.
- 3 The Customer Consignment Log is used as a paper receipt of assets shipped for your records. List all pickup shipments in the Customer Consignment Log PRIOR to the Officer's arrival. The GardaWorld Cash Services Officer will scan the barcode on each item you are shipping. Depending on the type of item; cash, coin, checks, etc., the officer will enter the value of each item into the scanner.
- 4 The Cash Services Officer will request your verification of scanned items. Once verified, you both will sign the screen on the scanner. PLEASE NOTE: This is the official record of your pick up so be sure to verify all items with care.
- 5 The GardaWorld Cash Services Officer will sign for the items on the Customer Consignment Log once all items have been verified.
- 6 If needed, a paper based signature process can be used to continue the transaction and ensure liability coverage.



## Tips for effective asset management:

- If the listing on the scanning device does not match the items you are shipping, do not sign.
- Make sure you inspect each item to be sure it is properly sealed when it arrives, and please make sure all your bags are sealed carefully when shipping. Please place your deposit in sealed, clear, tamper-evident deposit bags — this is the only type of bag we will pick up.

## Discover the power of GardaWorld's nationwide Client Care support team

**ONE** nationwide Client Care contact

- [client.support@garda.com](mailto:client.support@garda.com)

**ONE** team to service your account 7 days a week.

**ONE** easy way to get the answer you need

- Service changes
- Service issues
- Billing Questions
- General Support
- Access to self-service tools

[cash.garda.com/client-portal](http://cash.garda.com/client-portal)

