



How to Access Agent Manual Instructions

1. **MEMO Agents have the ability to obtain Agent Manuals directly from our website at <https://www.memoco.com/agents.html>.** You can click to open or choose to save whichever manual applies to the services you are providing as an agent of MEMO.
2. **Additionally, you can request a copy of the Agent Manual by emailing sales@memoco.com and providing your Agent #.** We will email you a PDF version of the manual that you can then save for viewing or print at your convenience.
3. If you do not have access to our website and do not have email, please call 1-800-922-8079, option **8**, to reach **Sales & Marketing** to request a printed version of the Agent Manual. Please be prepared and have your agent number ready so that we can verify your mailing address and phone number.

Forms Available on the MEMO Website

These forms can be downloaded, completed on the computer (they are fill in forms), and emailed or printed. Each form explains which department to email or fax to within MEMO.

- Money Order Stop Payment Form
- Money Order VOID Order Form
- Money Order Transaction Report
- Money Order Printer Supplies Order Form
- Money Order Signage and Forms Order Form



AUTOMATED TELEPHONE SYSTEM

Information Available 24 Hours a Day / 7 Days a Week

MEMO's goal with the Automated Telephone System is to better serve you, our valued agents and customers. We believe you will benefit from the information that is available through our telephone system. We provided you with an **Automated Telephone System** reference that will help guide you through most situations you may encounter. If your situation cannot be handled through the telephone system, please transfer to a customer service representative for prompt assistance.

The Automated Telephone System will ask you for your Agent Number. Your Agent Number is located on the laminated **Contact Information** sheet enclosed in the front pocket of this manual. When accessing the **Automated Telephone System**, enter your Agent Number plus a number sign. Example, your Agent Number is 99999. Enter 99999#.

- ▶ System has expanded hours to better serve MEMO'S agents and customers. The automated telephone system is available 24 hours a day. MEMO customer service representatives are available Monday - Friday from 8:00 a.m. - 5:00 p.m. EST.
- ▶ System does not require agents or customers to enter a prefix letter for any money order number they input when verifying a money order.
- ▶ System gives the option to receive instructions in English or Spanish. There is a complete Spanish script for our Spanish-speaking agents and customers.
- ▶ System allows you to access the extension number, if known, or the employee directory, which will enable agents and customers to speak directly to specific MEMO staff, if desired.
- ▶ System allows agents and customers to verify a money order for stop payment. If the stopped money order has been replaced, the system will give the replacement money order number, dollar amount, and the current status of the replacement money order if requested.
- ▶ System allows agents and customers to inquire about the status of an unlimited number of money order numbers during the same phone call.
- ▶ System allows agents to order supplies, such as reporting forms, customer service request forms, etc... However all Ribbon and Lister/Thermal Paper orders must be taken by a customer service representative.



VISIT WWW.MEMOCO.COM TO USE OUR WEBSITE

MEMO's website also helps us to provide our agents and customers with the highest level of customer service possible. Our website, www.memoco.com, assists agents and customers with money order, bill payment and inquiries about our company and services such as:

- ▶ Provides a summary of MEMO's history, current news and plans for the future.
- ▶ Allows business owners to submit a request for more information concerning the services we offer.
- ▶ Allows business owners to place an order for money order supplies such as:
 - Ribbons for the Money Order Dispenser or Receipt Printer
 - Lister Paper
 - MEMO Money Order Signage
 - MEMO Forms
- ▶ Provides information concerning MEMO Money Order and/or Bill Payment equipment.
- ▶ Describes the products that MEMO has to offer, such as:
 - Money Orders
 - Bill Payments
- ▶ Provides answers to frequently asked questions concerning Money Orders, Bill Payments and Equipment Technical Support such as:
 - How can I tell if a MEMO money order I purchased has been cashed?
 - How can I obtain a refund or replacement money order?
 - Where can I cash a MEMO money order?
 - Where can I obtain a Customer Service Request Form?
- ▶ Provides a printable copy of the Agency Application, Customer Service Request Form (in English and Spanish), Suspicious Activity Report by Money Services Business Form, Currency Transaction Report and High Dollar Transaction Report.
- ▶ Provides Agents and Customers with MEMO contact information.
- ▶ Provides information, guidelines and forms concerning the Anti-Money Laundering Program.
- ▶ Allows Agents to obtain and print their Money Order Sales Summary Reports.

MONEY ORDER SALES SUMMARY REPORT WEBSITE INSTRUCTIONS

MEMO Agents have the ability to obtain **Sales Summary Reports** directly from our website at www.memoco.com. To retrieve your store's report, follow these easy instructions.

1. Logon to www.memoco.com and select "**Sales Summaries**" under the "**Agents Only**" Tab.
2. Login using your *Agent Number* and *Password*. The first time you access this feature your password will be your store's zip code. Follow the prompts to enter your store phone number and create a new password. We suggest you write your new password down on this page for use in the future.

NEW PASSWORD _____

3. Choose from available ACH/Wire dates for a single report or choose a transaction date range to obtain sales information for a longer time frame.
4. Select **Get Report** to view report on the screen or check the box to save the report to an Excel Spreadsheet.
5. Logout when finished.

Our customer service staff is available to answer any questions you may have from
8:00 am – 5:00 pm, Monday thru Friday.

Money Order Printer Supplies Order Form









Date _____ Store Name (DBA) _____ Agent # _____

State _____ Telephone # _____ Agent's Signature _____

Ordering Options:

1. Visit our website at www.memoco.com and select the **Order Supplies** option from the **Agents Only** drop-down menu. Photos of the equipment and supplies are available on the website.
2. Call **800-922-8079** between 8 a.m. and 5 p.m. eastern time Monday through Friday to request a **Money Order Printer Supplies Order Form** be faxed or emailed to you. Complete the **Money Order Printer Supplies Order Form** and either email it to cc@memoco.com or fax to **800-715-3590**.

Qty	Description	Cost	Item #	
	1 PI23 Dispenser Ribbon (money orders are printing too lightly)	\$2.75 Each	1050	
	12 PI23 Dispenser Ribbons (money orders are printing too lightly)	\$30.45 for 12		
	1 Certex Dispenser Ribbon (money orders are printing too lightly)	\$4.85 Each	12	
	Model #SP200 Star Lister Printer Ribbon (reports printing lightly)	\$2.80 Each	1064	
	Model #SP200 Star Lister Printer Ribbon (reports printing lightly)	\$31.20 for 12		
	Model #SP700 Star Lister Printer Ribbon (reports printing lightly)	\$5.55 Each	6	
	Model #SP700 Star Lister Printer Ribbon (reports printing lightly)	\$61.65 for 12		
	3 Rolls of Lister Paper 3" (paper reports print on)	\$2.45 for 3	1065	
	12 Rolls of Lister Paper 3" (paper reports print on)	\$9.05 for 12		
	3 Rolls of Thermal Paper 2.25" (paper reports print on)	\$2.50 for 3	1052	
	12 Rolls of Thermal Paper 2.25" (paper reports print on)	\$9.25 for 12		

Shipping and Handling as well as applicable sales tax will be added to the cost of your order.

All prices are subject to change without notice.

ATTENTION: OPERATIONS DEPARTMENT

Money Order Signage and Forms Order Form



Date _____ Store Name (DBA) _____ Agent # _____

State _____ Telephone # _____ Agent's Signature _____

All materials listed on this form are **FREE** of charge.

Ordering Options:

1. Visit our website at www.memoco.com, and select the **Order Signs** option from the **Agents Only** drop-down menu.
2. Call **800-922-8079** between 8 a.m. and 5 p.m. eastern time Monday through Friday to request a **Money Order Signage and Forms Order Form** be faxed or emailed to you. Complete the **Money Order Signage and Forms Order Form** and either email it to sales@memoco.com or fax to **717-731-0524**.

Qty	Description	Size	Item #	
	Money Order Vinyl Banner (Outdoor Use)	48" x 18"	1040	Available to all Agents with the exception of Agents Connecticut, New York and Rhode Island Agents.
	Money Order Poster "RETAIL PRICE" (Outdoor Use)	22" x 27 1/2"	1026	
	Money Order "SOLD HERE" Poster (Indoor Use)	11" x 15 1/2"	1016	
	Money Order "RETAIL PRICE" Poster (Indoor Use)	11" x 15 1/2"	1017	
	Money Order "SOLD HERE" Register Topper	8 1/2" x 5"	1019	
	Money Order "SOLD HERE" Window Cling	13 x 7 1/2"	1013	
	Money Order "SOLD HERE" Window Decal	6" x 3 1/2"	1014	
	CONNECTICUT Money Order "SOLD HERE" Poster (Indoor Use)	11" x 15 1/2"	30018	Available to CONNECTICUT Agents ONLY!
	CONNECTICUT Money Order "RETAIL PRICE" Poster (Indoor Use)	11" x 15 1/2"	30020	
	NEW YORK Double Sided Decal (Agent Specific)	6" x 4"	1083	Available to NEW YORK Agents ONLY!
	NEW YORK Poster (Agent Specific)	32" x 30"	1084	
	NEW YORK Money Order "RETAIL PRICE" Poster (Indoor Use)	11" x 15 1/2"	1086	
	NEW YORK Money Order "SOLD HERE" Poster (Indoor Use)	11" x 15 1/2"	1087	
	NEW YORK Money Order Window Decal (Double Sided – Green)	6" x 3 1/2"	1088	
	RHODE ISLAND Money Order Window Decal (Double Sided – Green)	6" x 3 1/2"	1080	Available to RHODE ISLAND Agents ONLY!
	RHODE ISLAND Money Order "RETAIL PRICE" Poster (Indoor Use)	11" x 15 1/2"	1081	
	RHODE ISLAND Money Order "SOLD HERE" Poster (Indoor Use)	11" x 15 1/2"	1082	
	Customer Service Request Form	Pad Of 10	1007	Forms are available to All Agents
	Agency Procedures Quick Reference Guide	9" x 11"	1033	
Forms below available for download from www.memoco.com / Agents Only				
	Money Order Transaction Report			
	Void Order Form			
	Stop Payment Order Form			
	Money Order Signage and Forms Order Form			

ATTENTION: SALES DEPARTMENT