



AGENCY PROCEDURES Quick Reference Guide

SELLING DO'S AND DONT'S:

1. Receive **CASH ONLY** from the purchaser for both the face amount and retail price for all money order sales.
2. Mark the face of voided or spoiled money orders **in ink** with the word "**VOID**" twice in **bold** letters.
3. **PLEASE** understand that **VOIDING** a money order and placing a **STOP PAYMENT** on a money order are not the same. A money order, which has been voided through the machine without the original, can still clear the bank if submitted for payment.
4. **You may ONLY void a money order from your machine the same day the money order is printed.** If your daily report has already printed and you have not voided a money order, you will need to mail the money order to us and we will void the money order and refund the value to you.
5. Give the original money order and the customer receipt to the purchaser **ONLY AFTER** collecting all monies due.

SECURITY OF MONEY ORDERS AND BLANK STOCK:

1. Your inventory of **Money Order Blanks** is **HIGHLY NEGOTIABLE INSTRUMENTS**. Always regard them the **SAME AS CASH** and afford them the same protection within your premises.
2. If a blank or grouping of blank money order are discovered **missing, lost, or stolen**, complete a Stop Payment Order form immediately and fax it to MEMO at 1-800-715-3590. If you do not have a fax, call MEMO and inform us of the Stop Payment. You must mail us the original Stop Payment Order form as soon as possible. Stop Payments can only be issued if the above criteria are met and procedures properly followed. In the case of a stolen money order, you must notify your local law enforcement agencies.

REFUNDING OF A MONEY ORDER NOT USED BY YOUR CUSTOMER:

1. First identify the money order as being originally issued from your business. Agent Number is located in the middle of the money order after the "SN" number.
2. Then identify the customer as being the original purchaser of the money order. (Compare signature on face.)
3. Always call MEMO to verify that there are no stops or holds on the money order. Customer must have the "Purchaser's Receipt" (Stub) for the Agent to refund the money order.
4. **A.** If a money order is being refunded the same day that it was printed, the money order can be voided from the machine. Refer to Section 5, Page 8 for instructions on how to void a money order.
B. If you are not refunding the money order the same day it was purchased, do the following:
 1. Issue a refund for the money order **face amount ONLY**.
 2. Write "**Not used for intended purpose**" on the back of the money order.
 3. Endorse the money order and DEPOSIT the refunded item with your daily bank deposit to be cleared just like a regular check and credited to your own account.
5. **WARNING:** Be extremely cautious in cashing a money order which **you did not issue** as the item could be a stolen or forged document.
6. **NOTE:** If the returned money order is mutilated or rejected by your bank, you can mail it to MEMO to obtain a refund.

HANDLING OF A VOIDED OR SPOILED MONEY ORDER:

1. Be sure to retain all voided or spoiled money orders with your store copies and retain for the required 3 months.
2. Write the word "**VOID**" twice **boldly in ink** across the face of the money order to insure non-negotiability.

**FOR ANY QUESTIONS CALL:
1-800-922-8079**