



# Money Order Inquiry

(Please Use Black Ink ONLY and Print Within the Boxes.)

Inquiry may be filed at any Post Office™ any time after the purchase of the money order. Use one form per money order serial number. A separate form and fee are required for each money order inquiry. To obtain a copy of a cashed money order or to receive a refund, complete ALL blocks in this section, provide a signature, and present the customer receipt to the Post Office for verification. A refund will be issued no sooner than 60 days from the money order issue date provided the money order has not been cashed.

Money Order Serial No. (as shown on original receipt)			Date (MM-DD-YYYY)		
Post Office No. (as shown on original receipt)			Money Order Amount		
First Name	MI	Last Name			
Business/Organization Name					
Mailing Address					Apt. or Suite No.
City					State
ZIP+4®		Country (if applicable)			
Telephone No.			International Telephone No. (if applicable)		
ABA No. - Bank Use Only			Reference No. - Bank or Post Office Use Only		

### Certification and Signature

I understand that anyone who furnishes false or misleading information on this form may be subject to criminal sanctions (including fines and imprisonment) and/or civil sanctions (including multiple damages and civil penalties). I agree to repay the Postal Service™, upon demand, the amount of the refund if the designated payee, purchaser, or financial institution cashes the original money order. The rights and remedies set forth in 18 USC 287, 18 USC 1001, and 31 USC 3802 shall be incorporated as if fully set forth.

Signature of Customer Filing the Money Order Inquiry	For Postal Use Only	Date Signed (MM-DD-YYYY)
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**Privacy Act statement:** Your information will be used to respond to your request. Collection is authorized by 39 USC 401, 403, & 404. Providing the information is voluntary, but if not provided, we may not process your transaction. We do not disclose your information without your consent to third parties, except to facilitate the transaction, to act on your behalf or request, or as legally required. This includes the following limited circumstances: to a congressional office on your behalf; to financial entities regarding financial transaction issues; to a USPS® auditor; to entities, including law enforcement, as required by law or in legal proceedings; and to contractors and other entities aiding us to fulfill the service (service providers). For more information on our privacy policies see our privacy link on usps.com.

**POST OFFICE: AFFIX STAMPS  
OR METER STRIP HERE**

Mail to:

SCANNING AND IMAGING CENTER  
UNITED STATES POSTAL SERVICE  
PO BOX 9001  
SIOUX FALLS SD 57117-9001

After a claim has been filed, you may obtain status by calling our toll-free number 1-866-974-2733.

*This Area Is for Official Use Only*

By presence of this signature, I have verified the customer receipt presented by the purchaser.

Customer's Photo ID No.	ID Type: e.g. Drivers License or State Issued ID, Military ID, Alien Registration, Passport				
Finance No. of Accepting Office	ZIP Code™	Telephone No.			
No-Fee Money Order Serial No. (if applicable)	Date (MM-DD-YYYY)	Amount			
Post Office ID	Signature of Postal Service Employee	Date Inquiry Filed (MM-DD-YYYY)			

## Instructions for Completing Money Order Inquiry

### Customer Action:

1. Complete the top half of the form in BLACK ink. Use ONE form per money order. Ignore boxes titled, *Bank Use Only* and *Bank or Post Office Use Only*. The telephone number fields are optional.
2. Sign the form.
3. Include the date in the boxes provided.
4. Be prepared to show your money order customer receipt and Customer ID.

### Postal Service Employee Action:

1. Request the money order customer receipt and check the serial number, date, Post Office number, and amount against the information on the form.
2. Ask customer for their photo identification and write in the ID number and description in the associated blocks under *This Area Is for Official Use Only*. Driver's License, State Issued ID, Military ID, Alien Registration Card, or Passport are acceptable forms of identification.
3. Collect the appropriate fee for money order inquiry and place meter strip or stamps in the outlined box.
4. Include the 10-digit finance number, ZIP Code, and telephone number of the office accepting the Money Order Inquiry form (only if a No-Fee Money Order is issued).
5. Sign and date the bottom of the form.
6. Put the **original** form in an envelope addressed to the Scanning and Imaging Center (address located on front of this form) and mail the same day. Do NOT retain.
7. If you elect to issue a No-Fee Money Order to the customer for a damaged or mutilated money order, complete the serial number, issue date, Post Office number and amount fields under *This Area Is for Office Use Only*. Do not charge a fee, this service is provided free of charge.

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## Instructions for Completing Money Order Inquiry by Bank Officials

### Bank Action:

1. Complete the top half of the form in BLACK ink. Must include business/organization name and address. Use ONE form per money order.
2. Include the ABA No., required for Bank inquiries.
3. Sign the form.
4. Include the date in the boxes provided.

### Postal Service Employee Action for Bank Inquiries:

1. Customer ID, government issue ID, and customer receipt are not required for bank requests.
2. Include the 10-digit finance number, ZIP Code, and telephone number of the office accepting the Money Order Inquiry form (only if a No-Fee Money Order is issued).
3. Do not require a fee, this service is provided free of charge.
4. Sign and date the bottom of the form.
5. Put the **original** form in an envelope addressed to the Scanning and Imaging Center (address located on front of this form) and mail the same day. Do NOT retain.
6. Do NOT issue a No-Fee Money Order to the bank.

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## Instructions for Completing Money Order Inquiry by USPS Officials

### Postal Service Employee Action:

1. Complete the top half of the form in BLACK ink. USPS Organization Name and address must be included. Use ONE form per money order.
2. Sign the form.
3. Include the date in the boxes provided.
4. Customer ID, government issue ID, and customer receipt are not required for internal requests.
5. Include the 10-digit finance number, ZIP Code, and telephone number of the office completing the Money Order Inquiry form (only if a No-Fee Money Order is issued. 10-digit number is finance number and 4-digit unit ID).
6. Do not require a fee.
7. Post Office ID is the ZIP Code plus one digit to signify main office or branch.
8. Sign and date the bottom of the form.
9. Put the **original** form in an envelope addressed to the Scanning and Imaging Center (address located on front of this form) and mail the same day. Do NOT retain.
10. If money order is cashed a scan image will be provided.