

FEDERAL RESERVE BANK OF DALLAS

DALLAS, TEXAS 75222

Circular No. 77-98
September 1, 1977

GUIDELINES FOR POSTAL MONEY ORDER INQUIRIES OR CORRESPONDENCE

TO ALL BANKS IN THE
ELEVENTH FEDERAL RESERVE DISTRICT:

The Federal Reserve Banks act as paying agents for United States Postal Money Orders; therefore, all such items flow through the Reserve Banks for payment by the United States Postal Service. In the past, there has been some confusion on the part of commercial banks on the proper place to direct inquiries and other correspondence relating to Postal Money Orders (PMOs). Certain types of inquiries must be handled by the local Federal Reserve Banks, while other types of inquiries can only be handled by the United States Postal Service, Postal Data Center, St. Louis, Missouri. Misrouting of PMO correspondence results in delayed responses. To expedite processing and response, please direct all future PMO inquiries or other correspondence in accordance with the guidelines shown below.

Correspondence to be directed to the United States Postal Service includes:

1. Requests for photocopies. (PS Form 6065)
2. Requests for replacement. (PS Form 6401)
3. Requests for paid or unpaid status. (PS Form 6405)
4. Requests for confirmation of amount. (PS Form 6405)

The pre-addressed forms referred to above are available at your local Post Office.

Correspondence to be directed to your local Federal Reserve office includes:

1. Requests for credit on PMOs originally thought to be lost or destroyed during the collection process but later determined paid.

Banks and others are encouraged to use the following incoming WATS numbers in contacting this Bank: 1-800-492-4403 (intrastate) and 1-800-527-4970 (interstate). For calls placed locally, please use 651 plus the extension referred to above.

2. Requests concerning deposit deadlines and credit availability.
3. Requests for specific processing information, such as batch numbers, batch totals, and clearance totals.

Your cooperation in this matter will be appreciated. If you have any questions, please contact the Mailing Department of this Bank, Ext. 6297, or the Checks Department at the appropriate Branch office serving your bank.

Sincerely yours,

Robert H. Boykin

First Vice President