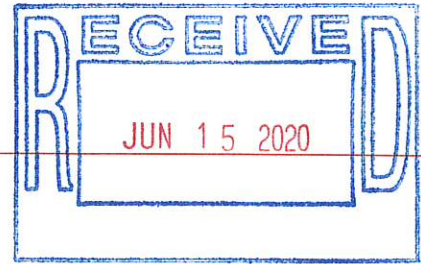


LABOR RELATIONS



June 10, 2020

Mr. Brian J. Wagner
President
National Association of Postal Supervisors'
1727 King Street, Suite 400
Alexandria, VA 22314-2753

Certified Mail Tracking Number:
7019 1640 0001 4464 5613

Dear Brian:

As a matter of general interest, the Postal Service intends to improve customer access to money order information on the Usps.com website.

Currently, customers are only able to check the status of money order inquiries submitted using Postal Service (PS) Form 6401 on the existing website. Beginning summer 2020, the updated Money Order website will allow customers to receive near real-time information on the status of their issued money orders and money order inquiry requests.

Enclosed is a copy of the Service Talk and Internal Fact Sheet regarding the subject changes.

If there are any questions, please contact April Cutchember of my staff at 240-321-4768.

Sincerely,

A handwritten signature in blue ink, appearing to read "Rickey R. Dean".

 Rickey R. Dean
Manager
Contract Administration (APWU)

Enclosures

Retail Stand-Up Talk

May 2020

Coming Soon: New and Improved Money Order Website

USPS is improving customer access to money order information on the Usps.com[®] website for a more efficient and convenient experience. On the new website, customers will be able to check the status of their issued money orders and money order inquiry requests. The enhancements will:

- Provide “near real-time” information to users
- Reduce fraud
- Streamline the process for a quick response, and
- Have the same “look and feel” of other applications on the Usps.com website.

The updates are currently under development and are expected to be available to customers in summer 2020. More information--including an Internal Fact Sheet and *Retail Digest* article--will be provided as we get closer to the release date.

USPS Money Order Website Redesign

Internal Fact Sheet

Coming Soon: Enhancements to Money Order Information on Usps.com!

USPS is improving customer access to money order information on the Usps.com® website for a more efficient and convenient experience.

On the new website, customers will be able to check the status of their issued money orders and money order inquiry requests. The enhancements will:

- Provide “near real-time” information to users
- Reduce fraud
- Streamline the process for a quick response, and
- Have the same “look and feel” of other applications on the Usps.com website.



Customers will soon be able to check the status of their issued money order or money order inquiry on their mobile device.

Here are some frequently-asked questions and responses:

What are the some of the changes to the website?

The previous website only provided status on money order inquiry (PS Form 6401) requests through the Money Order Inquiry System. The updated Money Order website will offer customers the following new enhancements:

- Near “real-time” status information
- Fraud reduction
- Quicker responses
- Updated website design

Users will need to enter the money order serial number, Post Office number, and issued amount—all printed on the money order receipt—in order to obtain status information.

Why are the changes being made?

The update is part of an overall USPS initiative to improve convenience and fraud prevention for customers.

Are new functionalities being added?

Yes. Customers will receive near real-time money order status information as well as enhanced fraud prevention. The current system only provides status of money order inquiries submitted using PS Form 6401.

How are customers being notified of the updates?

USPS will soon publish a *Postal Bulletin* notice to inform customers and the Financial Services industry about the enhancements.

What should I tell my customers?

Inform customers that purchase money orders that the Usps.com website has been improved to provide near real-time status information as well as enhanced fraud prevention—increasing both convenience and safety for customers.

When will the enhancements be available to customers?

The updates are currently under development and are expected to be available to customers in Summer 2020. We will provide more information as we get closer to the release date.



The new website will include enhanced fraud prevention features for money order purchasers.