Printing a Money Order with a Face Value Greater than $500

Fidelity Express has a face value limit of $500 per money order. If you're customer walks in and needs to purchase a $750 money order, the terminal will print two money orders.

To print a face value more than $500, locate the function buttons to the right of the screen.

Press the function button next to 'Money Order'.

Press F2 for 'Money Order Sale'.

Key in your clerk ID, and press the green key, 'Enter'.

Key in the total value your customer wants to purchase. For example, $750.

Press the green key, 'Enter'. The screen will change and prompt you "Over money order limit, do you want to create multiples?"

Press F3 for 'Yes'. This will print the appropriate face amount and charge the appropriate fees.

Press 'Enter' a second time.

Collect your cash from your customer, secure it in your cash register, and press F3, 'Yes', to print.

After pressing F3 to print, your terminal will initiate a communication to Fidelity Express. Your terminal will begin to print your money orders.

Please wait until the money orders are completely printed before tearing off of the printer.

Tear the money orders off from the printer, double-check the face values and hand them to your customer.

To view a video of this guide, click here.

If you have questions, please call our Help Desk at 800.621.8030.