

MoneyGram Frequently Asked Questions - FAQs

Question: What is MoneyGram?

Answer: MoneyGram is an additional payment option for making child support payments. Payments can be made through either a Walk-In location or On-Line.

Question: Where are the MoneyGram locations in my area?

Answer: Child support payments can be made at most CVS pharmacy or Walmart locations. Additional locations can be found at www.MoneyGram.com/BillPayLocations.

Question: What type of payments does MoneyGram accept?

Answer: Cash payments can be made at any MoneyGram location for a fee of \$3.99. Debit Card payments can be made at any Walmart location for a fee of \$3.99 or at www.moneygram.com/PayBills for a fee of \$7.99. Credit Card payments can be made on-line at www.moneygram.com/PayBills or by calling 1-800926-9400.

Credit Card Fee Table:

Payment Amount		Customer Fee
0.00	\$300.00	\$7.99
\$300.01	\$500.00	\$10.99
\$500.01	\$1,000.00	\$15.99
\$1,001.01	\$2,500.00	\$36.99

Question: Is there a limit for a child support payment paid through MoneyGram?

Answer: Yes, MoneyGram has an established limit of \$2,500.

Question: What is PA's Receive Code required for MoneyGram Orders or the MoneyGram website?

Answer: The PA Receive Code for all MoneyGram transactions is 14677.

Question: What information is required to make a child support payment through MoneyGram?

Answer: The payor must provide their full name, address, phone number, PACSES Member ID, and the PA Receive Code of 14677 for the payment to be accepted.

Question: When will my MoneyGram payment be posted to PACSES?

Answer: Payments will be posted to PACSES in approximately 2-3 days from the time the payment is made.

Question: Who can you contact if a MoneyGram payment has not been received?

Answer: You can call the MoneyGram Customer Care Center at 1-800-926-9400 (English) or 1-800-955-7777 (Spanish) for suspected fraud. They will need to provide the reference number from their receipt.