

Choose Country Information to Help Ensure Accuracy at Point of Sale!

WesternUnion // WU

Did you know that Country Information can help save time for you and customers, and help ensure accuracy at the point of sale? Available in WUPOS™ technology under the “Other Services” tab, and in the Country Service Listing in AgentPortal, the Country Information screen provides information on every Western Union® Send/Receive country.

Once a country is chosen from the dropdown menu, employees who process Western Union transactions can view important country-specific information, such as available currencies, send and payout restrictions, acceptable forms of ID and even Agent restrictions. The information is available and can help ensure a deeper level of accuracy at the point of sale.

Remember, Country Information provides the latest information on Send/Receive countries and is updated on a regular basis. To help ensure transaction accuracy, please remind all employees who process WU transactions at your Agent location to ALWAYS check Country Information!

Where to find the Country Information Feature?

The image shows a screenshot of the Western Union Agent Portal interface. On the left is a vertical navigation menu with the following items: F5 SEND MONEY, F7 SEND QUICK PAY, F6 PAYOUT MONEY, F10 HOME, AGENT PORTAL, OTHER SERVICES, (F8) Gold Card Enrollment, (F2) Country Information (highlighted), (F9) Transaction Log, (F4) Agent Search, Change Password, Activity Report, Transfer Status, and Refund/Cancel. A large yellow arrow points from the 'OTHER SERVICES' section to the right. On the right, there are two screenshots of the 'Country Information' screen. The top screenshot shows the 'Please select a country to view information about that country' screen with a 'COUNTRY' dropdown menu set to 'Please select...'. The bottom screenshot shows the same screen with 'Anguilla - US Dollar' selected, and a 'Country Info' button. Below the dropdown, there is a text area containing the following information: Payout/Send Currency: EC Dollar/US Dollar, USE F2 ZOOM TO VIEW IMPORTANT FACTS, Maximum Payout/Send: None, PAYOUT RESTRICTIONS: * Payee must present correct money transfer control number (MTCN). * Payees must present a valid identification. * Receivers must present 2 forms of ID for transactions of \$2,000 USD and over (or its equivalent in local currency). The primary identification must bear a photograph and the secondary identification confirms customer address. * Test question not available. SEND RESTRICTIONS: * Senders must present a valid identification. TIME ZONE: -4 GMT. ACCEPTABLE FORMS OF IDENTIFICATION: A table with columns for Resident and Non Resident, and rows for -Passport, -Country Issued Identification, and -Driving License with Photo.

	Resident	Non Resident
-Passport	Y	Y
-Country Issued Identification	N	Y
-Driving License with Photo	Y	Y