

AgentPortal International

How to use AgentPortal



WesternUnion \\WU

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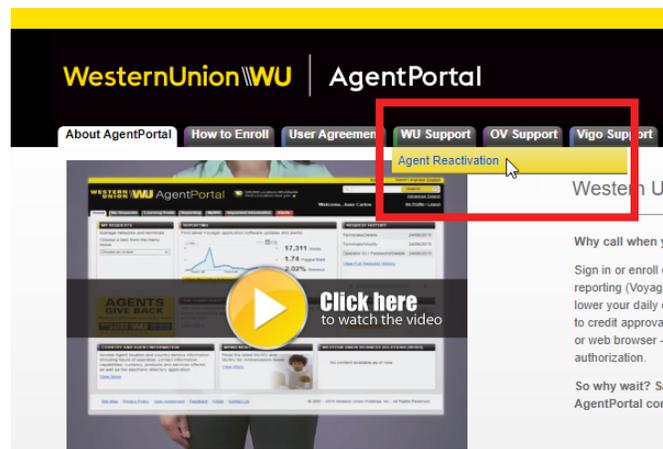
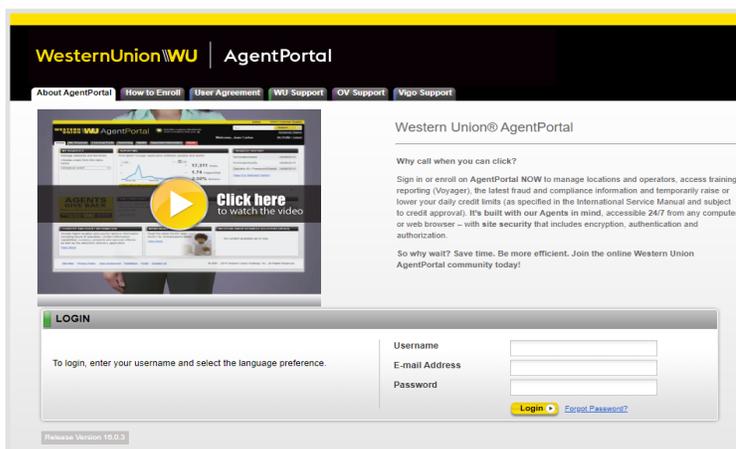
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1. Agent Reactivation

1.1 Agent Reactivation

On the AgentPortal login page, the user can submit a request to reactivate a suspended account.

1. Go to WU Support, Vigo Support or OV Support depending on the brand of the Account to be reactivated.
2. Select Agent Reactivation.
3. Enter all mandatory fields.
 - The Operator ID and Terminal ID information must be a valid operator and terminal under the Account Number that is being reactivated
4. Click on **Submit**.
5. Once the system validates the accuracy of the data, an email will be sent to GSGI Team to proceed with the request.
 - The team will get in touch with the user via email.



For added security, please enter the code displayed to the right in the text box provided. Enter the characters to the right exactly as they appear.

Account Number	<input type="text"/>		<input type="text"/>	Email	<input type="text"/>
Operator Id	<input type="text"/>		What is this? Refresh	Language	English
Terminal Id	<input type="text"/>				<input type="button" value="Agent Reactivation"/>

2. Home Page

2.1 AgentPortal: Why Call When You Can Click?

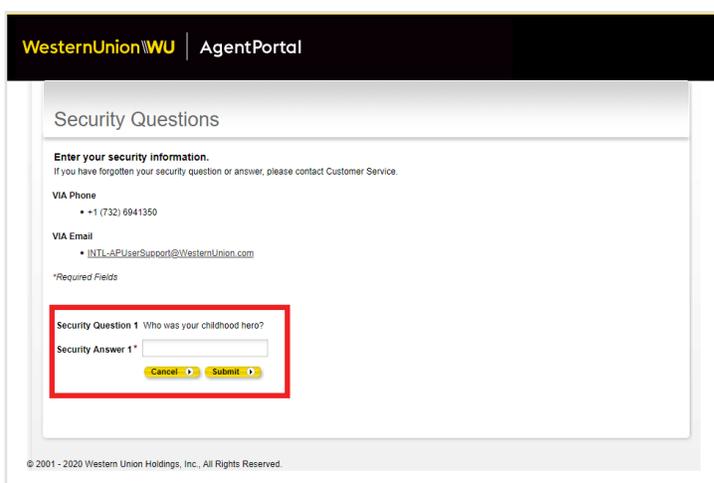
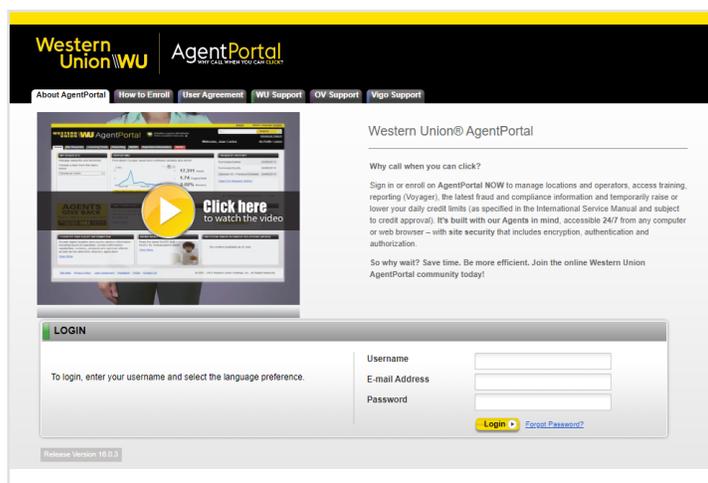
Through the use of self-service tools, AgentPortal helps Agents save time when they:

- Manage Operator passwords
- Manage Terminals
- Manage Locations
- Manage Temporary Daily Limits
- Manage Temporary Transaction Limits
- Access the Agent Academy's online training
- Read important Western Union® communications
- Access useful forms

3. Login

3.1 Login Process

1. Go to <https://wuagentportal.westernunion.com/ap/login.do>
2. Enter the Username and type your Email Address, and Password.
3. Click **Submit**.
4. Answer your security questions.
5. Click **Submit** to enter the site.



 Please note that the user account is locked after 3 invalid login attempts (Email Address, Password, or Security Question).

In case of a locked account, contact the AgentPortal User's Support team:

 INTL-APUserSupport@westernunion.com or call the Toll Free: **1-732-694-1350** (24/7).

4. My Profile

4.1 My Profile

On the My Profile section (located at the top right corner) the user can manage the following details of their AgentPortal access:

1. Change Password
2. Change Security Details
3. General Information

The screenshot displays the Western Union AgentPortal interface. At the top, there is a yellow header with the Western Union logo and 'AgentPortal' text. A navigation bar below it contains links for 'Home', 'My Requests', 'Learning Tools', 'Reporting', 'Important Information', and 'Alerts'. On the right side of the navigation bar, there is a 'My Profile' link highlighted with a red box, and a 'Logout' link. The main content area is titled 'My Profile' and contains a form for updating user information. The form includes a 'Country*' dropdown menu, an 'IROC dropdown*' menu with 'LAROC' selected, a 'Language*' dropdown menu with 'English' selected, a 'Date Format*' section with radio buttons for 'MM/DD/YYYY' (selected) and 'DD/MM/YYYY', and a 'Western Union Contact*' text input field. Below the form are 'Submit' and 'Cancel' buttons. To the left of the form, there are links for 'Change Password' and 'Change Security Details'. Below these links is a 'General Information' section with a sub-header '*Required Fields' and input fields for 'First Name', 'Last Name', and 'E-mail*' (containing 'AGENTPORTALSUPPORT@W').

- **Changing the Password:**

- Click on Change Password link
- Enter the One Time Pin (OTP) sent to your registered email to validate your request. (If your OTP has not arrived yet to your inbox, wait a few minutes before re-generating a new one)
- Enter the old password, the new password and then confirm the new password
- Click on **Change Password**

- **Changing the Security Details:**

- Click on Change Security Details link
- Enter the One Time Pin (OTP) sent to your registered email to validate your request. (If your OTP has not arrived yet to your inbox, wait a few minutes before re-generating a new one)
- From the list of 13 questions, answer at least five questions
- Click on **Submit** button

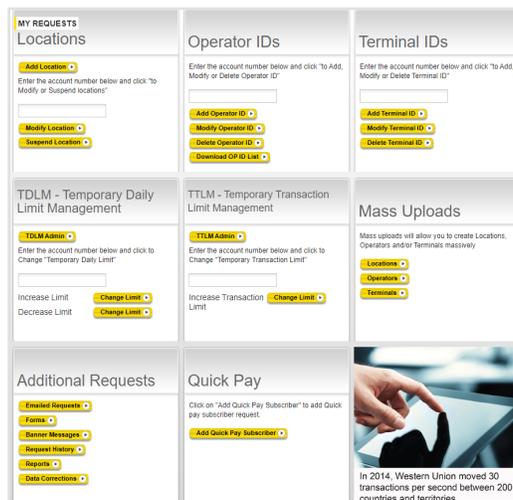
5. My Requests*

5.1 My Requests*

On the AgentPortal home page, choose **My Requests** tab to:

- Manage Operators
- Manage Terminals
- Manage Locations
- Manage Temporary Daily Limits
- Review Request History

* The requests you visualize in your AgentPortal may vary depending on the level of access you have



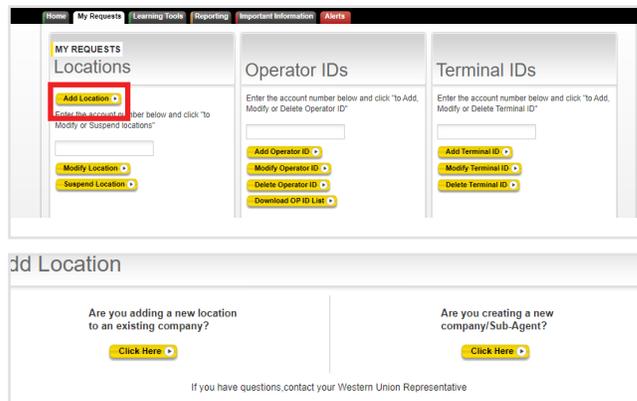
5.2 AgentPortal Synchronization Times

- AgentPortal synchronizes with the data base three times a day.
 - 3:00 AM EST
 - 7:00 AM EST
 - 3:00 PM EST
- After the synchronization, updated data (locations, operators and terminals) will be available in the system.
- Operator Add requests: After the request is shown as completed in AgentPortal, it takes one hour for the operator to be reflected in WUPOS™.
- Operator Reset requests: After the request is shown as completed in AgentPortal, it takes 20 minutes for the reset to be reflected in WUPOS™.

5.3 Adding a location*

1. Click **Add** Location.
2. Answer to the question displayed by the system (Click over the option that fits with your need):
 - Are you adding a new location to an existing company?
 - Are you creating a new company/Sub-Agent?

* Once you click on Add Location, the system will display a pop up window with two different options



5.3.1 Adding a location under an existing company

Adding a new location to an existing company.

1. Enter the following details:

- Company Details (Select your company)
- General Information:
 - Location Name
 - Full Address
 - Latitude & Longitude
 - Phone
 - Fax
 - Type of Business
 - Type of Service
 - Hours of Operation:

Incorrect format: 06:00 AM - 08:00 PM
 Correct format: 0600 – 2000

0000 – 0000 = Closed
 0000 – 2359 = Open all day

- Equipment
- Operator ID:
 - Last Name
 - First Name
 - Admin rights
 - ID of all Operators to be added
 - Live Mode

NOTE: If the “Live Mode” field is left unchecked, the “Training Mode” will be assigned as default to the Operator

2. Click **Submit**.

3. The system will give you a unique Request Number that you can use to track the progress of your request.



The amount of fields present in the screenshot may vary depending on your country

5.3.2 Creating a new company / Sub-Agent

5.4 Modifying a location

1. Enter the Account Number for the Location to modify.
2. Click **Modify Location**.
3. Update the Location General Information (such as location name, address, latitude & longitude, phone number and/or fax number).
4. Click **Submit**.
5. The system will give you a unique Request Number that you can use to track the progress of your request.



MY REQUESTS Print this in v. version

Modify Location Language | Default

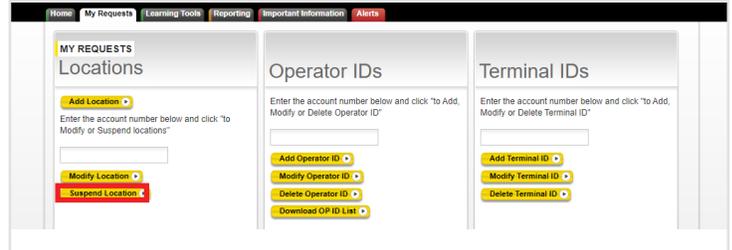
Account Number
 Network Agent Name
 Network Agent ID
 User Name: AgentPortal User
 E-mail Address: AGENTPORTALSUPPORT@W

[Click here to download instructions about how to fill each field](#)

<p>General Information</p> <p><i>*Required Fields</i></p> <p>Location Name* <input type="text" value="INTL TEST SOFTWARE"/></p> <p>Address Line 1* <input type="text" value="DO NOT CHANGE LIMIT LOW"/></p> <p>Address Line 2 <input type="text" value="IT IS USED FOR SPIDER MON"/></p> <p>Country* <input type="text" value="INTL SOFTWARE TESTING"/></p> <p>City* <input type="text" value="ATLANTA"/></p> <p>State/Province <input type="text" value="GA"/></p> <p>Postal Code <input type="text" value="303045"/></p> <p>Latitude* <input type="text" value="25.004410"/> <small>(Min/Max range -90 to 90) (+/-) XX.XXXXXX</small></p> <p>Longitude* <input type="text" value="146.000487"/> <small>(Min/Max range -180 to 180) (+/-) XXX.XXXXXX</small></p> <p style="color: red; font-size: small;">To capture your locations latitude and longitude, please click the "Generate Map" link below. If the map does not generate, please click here for instructions</p> <p>Generate Map Show/Hide Map</p> <p>Country Code* <input type="text" value="506"/> City Code <input type="text" value="1"/> Number* <input type="text" value="11122233"/> Ext <input type="text" value="11"/></p> <p>Phone Number*</p> <p>Location Direct Phone Number <input type="text"/></p> <p>Fax Number <input type="text"/></p> <p>Class of Trade* (Type of Business) <input type="text" value="TEST ACCOUNT (IT)"/></p> <p>Type of Service* <input type="text" value="SEND AND RECEIVE (S)"/></p> <p>Comments (150 Characters Maximum)</p>	<p>Hours of Operation</p> <p>These are the hours that Western Union services will be offered and not necessarily the location's business hours.</p> <table border="1"> <thead> <tr> <th></th> <th>From</th> <th>To</th> </tr> </thead> <tbody> <tr> <td>Monday*</td> <td><input type="text" value="0001"/></td> <td><input type="text" value="2359"/></td> </tr> <tr> <td>Tuesday*</td> <td><input type="text" value="0001"/></td> <td><input type="text" value="2359"/></td> </tr> <tr> <td>Wednesday*</td> <td><input type="text" value="0001"/></td> <td><input type="text" value="2359"/></td> </tr> <tr> <td>Thursday*</td> <td><input type="text" value="0001"/></td> <td><input type="text" value="2359"/></td> </tr> <tr> <td>Friday*</td> <td><input type="text" value="0001"/></td> <td><input type="text" value="2359"/></td> </tr> <tr> <td>Saturday*</td> <td><input type="text" value="0001"/></td> <td><input type="text" value="2359"/></td> </tr> <tr> <td>Sunday*</td> <td><input type="text" value="0001"/></td> <td><input type="text" value="2359"/></td> </tr> </tbody> </table>		From	To	Monday*	<input type="text" value="0001"/>	<input type="text" value="2359"/>	Tuesday*	<input type="text" value="0001"/>	<input type="text" value="2359"/>	Wednesday*	<input type="text" value="0001"/>	<input type="text" value="2359"/>	Thursday*	<input type="text" value="0001"/>	<input type="text" value="2359"/>	Friday*	<input type="text" value="0001"/>	<input type="text" value="2359"/>	Saturday*	<input type="text" value="0001"/>	<input type="text" value="2359"/>	Sunday*	<input type="text" value="0001"/>	<input type="text" value="2359"/>
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5.5 Suspending a location

1. Enter the Account Number of the Location to suspend.
2. Click **Suspend Location**.
3. Review information of the account to suspend.
4. Click **Suspend Location**.
5. The system will give you a unique Request Number that you can use to track the progress of your request.

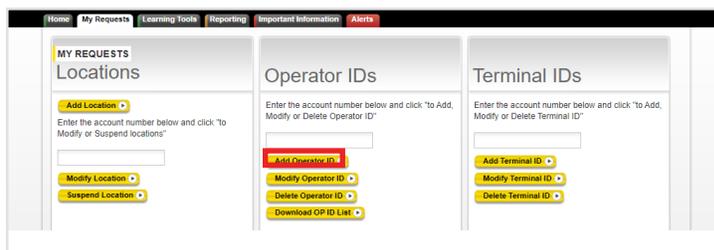


MY REQUESTS
Suspend Location

Network Agent Name	TEST ACCOUNT (IT)	
Network Agent ID	SEND AND RECEIVE (8)	
User Name	Hours of Operation	
E-mail Address	Please indicate only hours when Western Union money transfer services are offered. Hours should be provided in 24 hour time.	
Account Number	From	To
General Information	Monday	0001 2359
Location Name	Tuesday	0001 2359
Address Line 1	Wednesday	0001 2359
Address Line 2	Thursday	0001 2359
City	Friday	0001 2359
State/Province	Saturday	0001 2359
Country	Sunday	0001 2359
Postal Code	Equipment	
Latitude	Is this a WU equipped location?	
Longitude	Number of PCs to be installed	
		0
Phone Number	Country Code	City Code
	506	1
		11122233
		11
Location Direct Phone Number		
Fax Number		
Special Pricing ID (DMA ID)		
Operator		
Last Name	First Name	Admin
AANNAMALAI	SATHISHKUMAR	N
ABDOTESA	ZINEB	N
ALACAR	NOEL ERNESTO	N
ALDECOPA HERRERA	FRANCIA JIMENA	N
ALONSOWUPOS	CALDERONWUPOS	N
ALQIRBI	HISHAM	N
ALVAREZ	JAVIERA	N
AMARAL	LUIS	Y
AMOUR	MANUEL	N
ANDERER	MICHAEL	N
ANDRIAMARO	HAJA	N
		..
Comments(150 Characters Maximum)		

5.6 Adding an operator

1. Enter the Account Number.
2. Click **Add Operator ID**.
3. Add the last name, first name, Operator ID, if the Operator is an Admin. and if the operator is on Live Mode.
4. Click **Submit**.
5. The system will give you a unique Request Number that you can use to track the progress of your request.



MY REQUESTS [Print friendly version](#)

Add Operator ID

Network Agent Name: INTL TEST

Network Agent ID: [Field]

User Name: AgentPortal User

Location Account Number: [Field]

Location Name: INTL TEST SOFTWARE

*Required Fields

Last Name * [Field] Invalid Names

First Name* [Field]

Operator ID* [Field]

Live Mode

IMPORTANT: If you want the Operator to be able to conduct Live transactions, check the "Live Mode" box above. If not checked, the Operator will only have access to the WUFGS Training Mode.

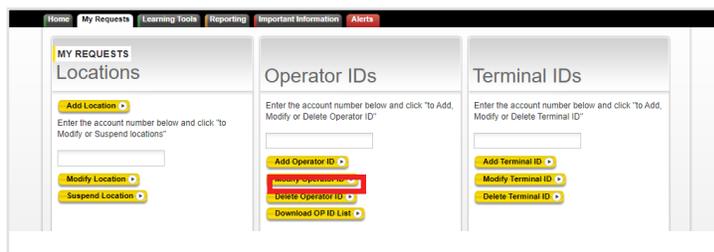
I affirm that all information provided in My Requests is accurate and complete. I authorize Western Union Financial Services, Inc. (WUFSI) to use the information provided therein for internal review and approval purposes as well as to distribute to outside parties on a need to know basis. I understand and acknowledge that WUFSI and outside parties will rely on the information provided herein.

Submit **Save as Draft** **Cancel**

5.7 Modifying an operator

1. Enter the Account Number.
2. Click **Modify Operator ID**.
3. Select the Operator ID to be modified.
4. Click **Modify Operator ID**.
5. The Operator name and password, Admin rights, and Live Mode can be changed while keeping the same Operator ID.

NOTE: If the "Live Mode" field is left unchecked, the "Training Mode" will be assigned as default to the Operator
6. Click **Submit**.
7. The system will give you a unique Request Number that you can use to track the progress of your request.



MY REQUESTS [Print friendly version](#)

Select Operator ID

Whose ID/Password would you like to modify?

*Required Fields

Select Operator ID from the list* ---Select Operator ID from the list---

Modify Operator ID **Cancel**

MY REQUESTS [Print friendly version](#)

Modify Operator ID

Network Agent Name: INTL TEST

Network Agent ID: [Field]

User Name: AgentPortal User

Location Account Number: [Field]

Location Name: [Field]

Operator ID: [Field]

*Required Fields

Last Name * [Field] Invalid Names

First Name* [Field]

Password* [Field]

Live Mode

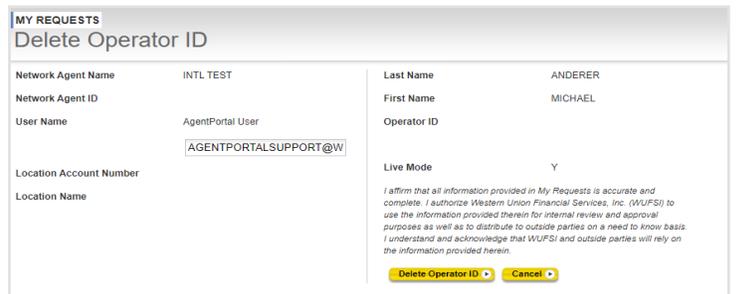
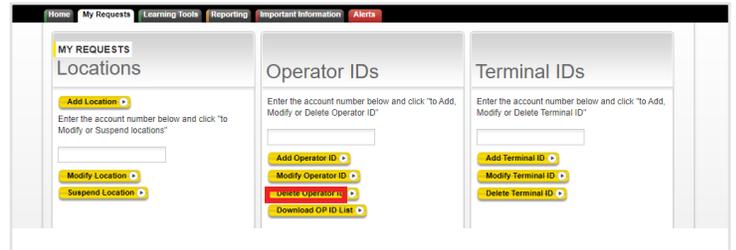
IMPORTANT: If you want the Operator to be able to conduct Live transactions, check the "Live Mode" box above. If not checked, the Operator will only have access to the WUFGS Training Mode.

I affirm that all information provided in My Requests is accurate and complete. I authorize Western Union Financial Services, Inc. (WUFSI) to use the information provided therein for internal review and approval purposes as well as to distribute to outside parties on a need to know basis. I understand and acknowledge that WUFSI and outside parties will rely on the information provided herein.

Submit **Save as Draft** **Cancel**

5.8 Deleting an operator

1. Enter the Account Number.
2. Click **Delete Operator ID**.
3. Select the Operator ID to be deleted.
4. Click **Delete Operator ID**.
5. Review the Operator information to delete. Click **Delete Operator ID**.
6. The system will give you a unique Request Number that you can use to track the progress of your request.



5.9 Downloading Operator list reports

1. Enter the **Account Number**.
2. Click on **Download OP ID List**.
3. Filter based on the needs you have.
4. Select the File Type (Excel or CSV).
5. Click on **Download Report**.
6. Save the file locally.

The screenshot shows the 'MY REQUESTS' section with three columns: Locations, Operator IDs, and Terminal IDs. In the Operator IDs column, the 'Download OP ID List' button is highlighted with a red box. Other buttons include 'Add Location', 'Modify Location', 'Suspend Location', 'Add Operator ID', 'Modify Operator ID', 'Delete Operator ID', 'Add Terminal ID', 'Modify Terminal ID', and 'Delete Terminal ID'.

The screenshot shows the 'Download Operator List' configuration page. It includes a header 'MY REQUESTS Download Operator List' and a description: 'In this report, you will visualize the following Operator details: NAID, Account ID, Location Name, Address, City, State, Phone Number, Operator ID, Operator Name and Operator Last Name.' Below this, there are dropdown menus for 'Country' (set to COSTA RICA), 'NAID', and 'Account ID'. There are radio buttons for 'Download File Type*' with 'Excel' selected. At the bottom, there are 'Download Report' and 'Cancel' buttons. A note at the bottom states: '*If you recently added/deleted operators, please note the changes will reflect on this report within the next data base sync-up (DB sync times: 9am, 2pm and 10pm EST.)'

5.10 Adding a terminal ID

1. Enter the Account Number.
2. Click **Add Terminal ID**.
3. Enter number of terminals to add (5 max) in **Number of Terminals to Add** field.
4. Select the Terminal Type.
5. Click **Submit**.
6. Enter the One Time PIN (OTP) sent to your registered email to validate your request. (If your OTP has not arrived yet to your inbox, wait a few minutes before re-generating a new one.)
7. Click **Submit**.
8. The system will give you a unique Request Number that you can use to track the progress of your request.

The screenshot shows the 'MY REQUESTS' section with three columns: Locations, Operator IDs, and Terminal IDs. In the Terminal IDs column, the 'Add Terminal ID' button is highlighted with a red box. Other buttons include 'Add Location', 'Modify Location', 'Suspend Location', 'Add Operator ID', 'Modify Operator ID', 'Delete Operator ID', 'Download OP ID List', 'Modify Terminal ID', and 'Delete Terminal ID'.

The screenshot shows the 'Add Terminal ID' form. It includes a header 'MY REQUESTS Add Terminal ID' and a 'Print friendly version' link. The form has fields for 'Network Agent Name' (INTL TEST), 'Network Agent ID', 'User Name' (AGENTPORTALSUPPORT@W), and 'Location Account Number'. There are also fields for '*Required Fields': 'Number Of Terminal's To Add' and 'Terminal Type*'. At the bottom, there are 'Submit', 'Save as Draft', and 'Cancel' buttons.

The screenshot shows the 'Online Request Confirmation' page. It includes a header 'MY REQUESTS Online Request Confirmation' and a message: 'Please enter the One Time Pin(OTP) sent to your registered email. If your OTP has not arrived yet to your inbox, wait a few minutes before re-generating a new one.' Below this, there is a 'One-Time-Pin*' field and three buttons: 'Submit', 'Re-generate OTP', and 'Cancel'.

5.11 Modifying a terminal ID

1. Enter the Account Number and click **Modify Terminal ID**.
2. Select the Terminal ID to be modified from the list and click **Modify Terminal ID**.
3. Enter the new Foreign Terminal ID.
4. Choose **Submit**. To confirm the change, click **OK** in the pop up dialog box.
5. The system will give you a unique Request Number that you can use to track the progress of your request.

The screenshot shows the 'MY REQUESTS' section with three tabs: 'Locations', 'Operator IDs', and 'Terminal IDs'. The 'Terminal IDs' tab is active, showing a form with the following fields and buttons:

- Header: MY REQUESTS Terminal IDs
- Text: Enter the account number below and click 'to Add, Modify or Delete Terminal ID'
- Input field: [Empty]
- Buttons: Add Terminal ID, Modify Terminal ID (highlighted with a red box), Delete Terminal ID

The screenshot shows the 'Select Terminal ID' dialog box with the following content:

- Header: MY REQUESTS Select Terminal ID
- Text: Whose Terminal ID would you like to modify? You can modify only host to host terminals.
- Text: *Required Fields
- Text: Select Terminal ID from the list* [Dropdown menu: --Select Terminal ID from the list--]
- Buttons: Modify Terminal ID (highlighted with a yellow box), Cancel

The screenshot shows the 'Modify Terminal ID' form with the following fields and buttons:

- Header: MY REQUESTS Modify Terminal ID
- Text: Network Agent Name: INTL TEST
- Text: Network Agent ID: [Empty]
- Text: User Name: AgentPortal User
- Text: Location Account Number: AGENTPORTALSUPPORT@W
- Text: *Required Fields
- Text: Terminal Selected: AY4E
- Text: New Foreign Terminal ID*: [Input field]
- Buttons: Submit (highlighted with a yellow box), Save as Draft, Cancel

5.12 Deleting a terminal ID

1. Enter the Account Number.
2. Click **Delete Terminal ID**.
3. Select the Terminal ID to be deleted.
4. Click **Delete Terminal ID**.
5. Confirm Terminal deletion in dialog box by clicking **OK**.
6. The system will give you a unique Request Number that you can use to track the progress of your request.

The screenshot shows the 'MY REQUESTS' section with three tabs: 'Locations', 'Operator IDs', and 'Terminal IDs'. The 'Terminal IDs' tab is active, showing a form with the following fields and buttons:

- Header: MY REQUESTS Terminal IDs
- Text: Enter the account number below and click 'to Add, Modify or Delete Terminal ID'
- Input field: [Empty]
- Buttons: Add Terminal ID, Modify Terminal ID, Delete Terminal ID (highlighted with a red box)

The screenshot shows the 'Select Terminal ID' dialog box with the following content:

- Header: MY REQUESTS Select Terminal ID
- Text: Whose Terminal ID would you like to Delete?
- Text: *Required Fields
- Text: Select Terminal ID from the list* [Dropdown menu: --Select Terminal ID from the list--]
- Buttons: Delete Terminal ID (highlighted with a yellow box), Cancel

The screenshot shows a warning dialog box with the following content:

- Text: wuagentportal.westernunion.com says
- Text: WARNING! AUTHORIZED USE ONLY! This system and its contents(resources) are the property of the Western Union Company and may contain proprietary and confidential information. Any unauthorized access or use of these resources is strictly prohibited. Your activities during the use of any Western Union resource must comply with the terms and conditions of your contract and may be monitored and/or recorded as permissible by law.
- Buttons: OK, Cancel

5.13 Temporary Daily Limit Management (TDLM)

1. Enter Account Number.
2. Choose between Increase Limit and Decrease Limit.
3. Click **Change Limit**.
4. Enter the following:
 - **Increase Amount:**
 - Enter the amount to increase the Daily Limit.
Example: If entering 50 and current limit is 100, new Daily Limit will be 150.
Hours: Enter the time the increase will be available until.
 - Click **Submit**.

The screenshot shows three panels in the 'My Requests' section. The first panel, 'TDLM - Temporary Daily Limit Management', is highlighted with a red border. It contains a text input field for an account number, a 'Change Limit' button, and a 'Decrease Limit' button. The second panel, 'TTLM - Temporary Transaction Limit Management', also has a 'Change Limit' button. The third panel, 'Mass Uploads', has buttons for 'Locations', 'Operators', and 'Terminals'.

This screenshot is similar to the previous one, but the 'Change Limit' buttons in both the 'TDLM' and 'TTLM' panels are highlighted with a red box, indicating the next step in the process.

The 'Modify Limit' form is displayed. On the left, there are fields for 'Network Agent Name' (INTL TEST), 'Network Agent ID', 'User Name' (Carlos David Nunez), 'E-mail Address' (CARLOSDAVID NUNEZARIAS), and 'Location Account Number'. On the right, under the 'Increase limit' section, there are 'Required Fields' including 'Account Local Currency' (USD) and 'Current Daily Limit' (1.00). Below these are input fields for 'Increase Amount' (with a note: 'Enter the amount in Account Local Currency. Increase Amount. This will increase the current limit by the amount entered.') and 'Hours' (with a note: 'Hours Should be provided in 24 hour time.'). At the bottom right are 'Submit' and 'Cancel' buttons.

Instructions continues in next page 

- Enter the One Time Pin (OTP) sent to your registered email to validate your request. (If your OTP has not arrived yet to your inbox, wait a few minutes before re-generating a new one)
- Click **Submit**.
- **Decrease Amount:**
 - Enter the amount to decrease the Daily Limit. Example: If entering 50 and current limit is 100, new Daily Limit will be 50. Hours: Enter the time the decrease will be available until.
 - Click **Submit**.

MY REQUESTS
Online Request Confirmation

Please enter the One Time Pin(OTP) sent to your registered email.
If your OTP has not arrived yet to your inbox, wait a few minutes before re-generating a new one.

One-Time-Pin*

<p>TDLM - Temporary Daily Limit Management</p> <p>Enter the account number below and click to Change "Temporary Daily Limit"</p> <input type="text"/> Increase Limit <input type="button" value="Change Limit"/> Decrease Limit <input type="button" value="Change Limit"/>	<p>TTLM - Temporary Transaction Limit Management</p> <p>Enter the account number below and click to Change "Temporary Transaction Limit"</p> <input type="text"/> Increase Transaction Limit <input type="button" value="Change Limit"/>	<p>Mass Uploads</p> <p>Mass uploads will allow you to create Locations, Operators and/or Terminals massively</p> <p> <input type="button" value="Locations"/> <input type="button" value="Operators"/> <input type="button" value="Terminals"/> </p>
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MY REQUESTS
Modify Limit

<p>Network Agent Name: INTL TEST</p> <p>Network Agent ID:</p> <p>User Name: Carlos David Nunez</p> <p>E-mail Address: <input type="text" value="CARLOSDAVID.NUNEZARIAS@"/></p> <p>Completed by:</p> <p>Location Account Number:</p>	<p>Decrease limit</p> <p><i>*Required Fields</i></p> <p>Account Local Currency: USD</p> <p>Current Daily Limit: 1.00</p> <p>Enter the amount in Account Local Currency. Decrease Amount* <input type="text"/> <i>(This will decrease the current limit by the amount entered)</i></p> <p>Hours Should be provided in 24 hour time. Hours: <input type="text"/> HH:MM</p> <p> <input type="button" value="Submit"/> <input type="button" value="Cancel"/> </p>
---	--

5.14 Temporary Transaction Limit Management (TTLM)

1. Enter **Account Number**.
2. Click **Change Limit**.
3. Enter the following:
 - **Increase Amount:** Enter the amount to increase the temporary transaction Limit.
 - **Hours:** Enter the time the increase will be available until.
4. Click **Submit**.
5. Enter the One Time Pin (OTP) sent to your registered email to validate your request. (If your OTP has not arrived yet to your inbox, wait a few minutes before re-generating a new one)
6. Click **Submit**.

The screenshot shows three panels: 'TDLM - Temporary Daily Limit Management', 'TTLM - Temporary Transaction Limit Management', and 'Mass Uploads'. The 'TTLM' panel is highlighted with a red border. It contains a text input field for 'Enter the account number below and click to Change "Temporary Transaction Limit"', an 'Increase Transaction Limit' button, and a 'Change Limit' dropdown menu.

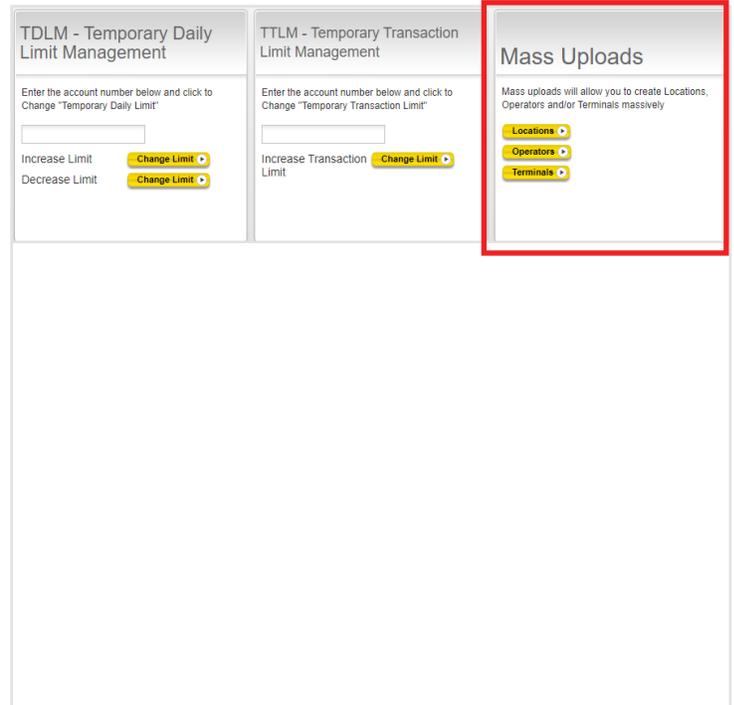
The screenshot shows the 'MY REQUESTS Modify Limit' form. It includes fields for 'Network Agent Name' (INTL TEST), 'Network Agent ID', 'User Name' (Carlos David Nunez), 'E-mail Address' (CARLOSDAVID NUNEZARIAS@), and 'Location Account Number'. The 'Decrease limit' section is expanded, showing 'Account Local Currency' (USD), 'Current Daily Limit' (1.00), and a 'Decrease Amount' input field. Below it is an 'Hours' input field with a label 'Hours Should be provided in 24 hour time' and a 'HH:MM' format. 'Submit' and 'Cancel' buttons are at the bottom.

The screenshot shows the 'MY REQUESTS Online Request Confirmation' form. It contains a message: 'Please enter the One Time Pin(OTP) sent to your registered email. If your OTP has not arrived yet to your inbox, wait a few minutes before re-generating a new one.' Below this is a 'One-Time-Pin*' input field and three buttons: 'Submit', 'Re-generate OTP', and 'Cancel'.

5.15 Mass Uploads

Mass uploads will allow you to create Locations, Operators and/or Terminals massively.

- Click the type of request:
 - Locations
 - Operators
 - Terminals

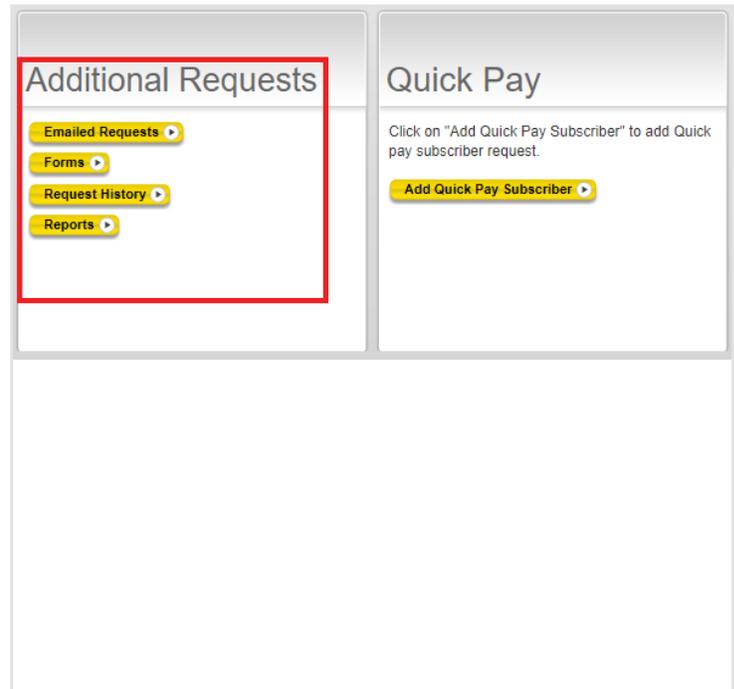


3.16 Additional requests

Click the type of request:

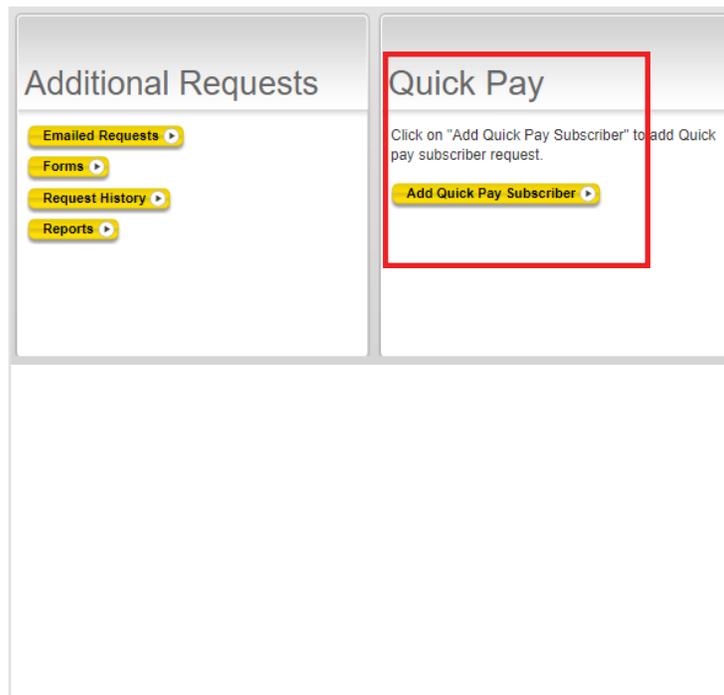
- Emailed Requests
- Customer Forms
- Banner Messages
- Request History
- Reports

 Additional Requests may vary based on Agent's designated access.



5.17 Adding a Quick Pay subscriber

1. Click **Add Quick Pay Subscriber**.
2. Fill out the form with all the required Agent's information.
3. Click **Submit**.



The image shows a web form titled 'MY REQUESTS Add Quick Pay Subscriber'. At the top right is a link for 'Print friendly version | Help'. The form contains the following fields and sections:

- Date:** 03/19/2020
- Network Agent ID*:** X0240
- Account Number:** (empty field)
- General Information:**
 - Official Company Name*:** (text input)
 - Company Code Name*:** (text input)
 - Address Line 1*:** (text input)
 - Address Line 2:** (text input)
 - City*:** (text input)
 - Postal Code:** (text input)
 - Country*:** INTL SOFTWARE TESTING
 - Phone Number*:** (text input)
 - Primary Contact Name*:** (text input)
 - Type of Business*:** (dropdown menu)
 - Region/Settlement Currency*:** (dropdown menu)
- Other Details & Documents for Request:**
 - Western Union Products Offered for Quick Pay:** USA Canada All Other Countries
 - Gaming Client Pricing Table:**
 - Master Agent Rate:** **Other Negotiated Rate:** **New Rate:**
- Attached Documents:**
 - 1) Choose File No file chosen
 - 2) Choose File No file chosen
 - 3) Choose File No file chosen
 - 4) Choose File No file chosen
 - 5) Choose File No file chosen
- Note**** Only Doc,PDF files can be attach with request
- Buttons:** Submit, Save as Draft, Cancel

6. Request History

6.1 Request History

Request History section shows all requests submitted through AgentPortal.

MY REQUESTS

Request History

last 30 days ▾ All requests ▾

Request Number	Request Type	Date Saved/Requested	Status	Detailed Status
Req#91602337	Mass Upload	03/06/2020	Pending	
Req#91602333	Terminals/Delete	03/06/2020	Pending	
Req#91602332	Terminals/Modify	03/06/2020	Pending	
Req#91602331	Terminals/Add	03/06/2020	Pending	
Req#91602330	Operator ID / Password/Delete	03/06/2020	Completed	Go to Reports
Req#91602329	Operator ID / Password/Modify	03/06/2020	Completed	Go to Reports
Req#91602328	Operator ID / Password/Add	03/06/2020	Completed	Go to Reports
Req#91597759	Mass Upload	03/02/2020	Pending	
Req#91597757	Mass Upload	03/02/2020	Pending	
Req#91597756	Mass Upload	03/02/2020	Pending	
Req#91597751	Terminals/Delete	03/02/2020	Pending	
Req#91597749	Terminals/Modify	03/02/2020	Pending	
Req#91597748	Terminals/Add	03/02/2020	Pending	
Req#91597747	Operator ID / Password/Delete	03/02/2020	Completed	Go to Reports
Req#91597746	Operator ID / Password/Modify	03/02/2020	Completed	Go to Reports
Req#91597745	Operator ID / Password/Add	03/02/2020	Completed	Go to Reports
Req#91583204	Terminals/Add	02/19/2020	Completed	Go to Reports
Req#61642854	Operator ID / Password/Delete	02/18/2020	Completed	Go to Reports
Req#61642850	Operator ID / Password/Add	02/18/2020	Completed	Go to Reports
Req#61642843	Locations/Suspend	02/18/2020	Pending	
Req#61642837	Locations/Modify	02/18/2020	Pending	
Req#61642829	Locations/Add	02/18/2020	Pending	

7. Content Sections

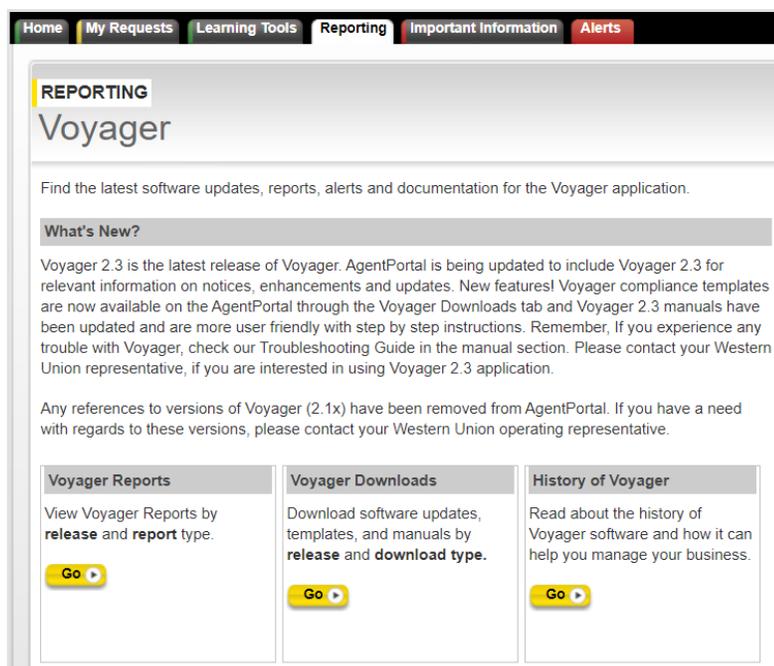
Learning Tools

Find all the information on trainings about the different tools and platforms Western Union offers as well as the guidelines to take advantage of them.



Reporting

Find the latest software updates, reports, alerts and documentation for the Voyager application.



Fraud

Find the latest software updates, reports, alerts and documentation for the Voyager application.



Compliance

The materials, resources and guidance found in this section will reinforce your Compliance awareness and responsibilities.

<p>ANTI-VIRUS SCAM A fraudster contacts the victim claiming they are from a well-known computer or software company and a virus has been detected on the victim's computer. The fraudster advises the victim that the virus can be removed and the computer protected for a fee. In reality, there was no virus, and the victim has just lost the money they sent for protection.</p> <p>CHARITY SCAM A fraudster pretending to be from a charity organization contacts the victim, asking for a donation. The fraudster may pose as a representative of a well-known, legitimate charity organization or may invent their own. The fraudster may claim the donation is being used to help victims of a recent current event, such as a disaster or emergency (flood, cyclone, earthquake, etc). Legitimate charity organizations will never ask for donations to be sent to an individual through a money transfer service.</p> <p>EMERGENCY/GRANDPARENT SCAM The fraudster will either make the victim believe they are someone the victim knows or they are acting on behalf of someone they know who is in need of money for an urgent situation or emergency. A common type of Emergency Scam is the Grandparent Scam, where a fraudster contacts a grandparent and impersonates either their grandchild or a person of authority and describes an urgent situation or emergency involving that grandchild. No emergency has actually occurred and the victim who sent money to help has now lost their money.</p> <p>EMPLOYMENT/MYSTERY SHOPPING SCAM The fraudster sends a cheque to the victim who believes they have accepted a job and explains that the cheque can be used for up front expenses. This is also called the Mystery Shopping Scam, where the victim believes they are being hired to evaluate a money transfer service. The fraudster tells the victim to deposit the cheque and use the money for these expenses related to the job and then send the remaining funds back. When the cheque bounces, the victim is left responsible for the full amount.</p> <p>FAKE CHEQUES SCAM Fake cheques are used as part of many scams. Victims are often sent a cheque and told to deposit it and use the funds for employment expenses, internet purchases, mystery shopping, etc. Fake cheques are also used for Overpayment Scams, where a victim is sent a cheque for an amount that exceeds what they expect to receive as payment for a service or product, and the fraudster tells the victim to send the excess back. The cheque is not valid, and the victim is left responsible.</p> <p>IMMIGRATION SCAM A fraudster pretending to be a government official calls the victim saying there is a problem with the victim's immigration record. The fraudster demands immediate payment to fix any of the issues the victim may disclose. The fraudster may get angry and threaten the victim with deportation if the payment is not made immediately.</p> <p>INTERNET PURCHASE SCAM The victim expresses interest about a product or service advertised online. The fraudster uses a number of tactics to help make the sale appear legitimate, but the victim will never receive the item purchased after sending their money.</p> <p>TAX SCAM The fraudster calls the victim and tells the victim that money is owed for taxes and it must be paid immediately to avoid arrest, deportation or suspension of license/passport. The victim is instructed to send money to pay the taxes.</p> <p>LOTTERY/PRIZE SCAM The victim is informed through an unsolicited communication that they have won a large lottery, prize or sweepstakes and must pay to cover taxes or fees to claim their winnings. The victim may receive a cheque for part of the "winnings" to deposit to pay for the fees. The victim sends the money, the cheque bounces and the victim is responsible for the amount.</p> <p>RELATIONSHIP SCAM The fraudster creates a fake relationship with the victim who believes it's real through a dating website or social media platform. At some point the communication progresses and the fraudster requests money from the victim for a number of reasons such as travel, medical, etc. In the end the fraudster is only attempting to gain funds and not a relationship.</p> <p>RENTAL PROPERTY SCAM The fraudster advertises a rental property and goes to great lengths to make the property look legitimate. Once the victim expresses interest in the property, the fraudster asks the victim to send money for a deposit, to verify funds or for other legitimate expenses. The victim sends the money but ultimately loses their money as the rental property is not legitimate.</p>

Western Union® Foundation

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WesternUnion WU
Foundation



Connecting underserved populations to the global economy through the power of education

At the Western Union Foundation, we believe that education is one of the surest pathways to economic opportunity.

That's why we work with Western Union® Agents just like you to offer scholarships towards a post-secondary education to in-need young people studying in the STEM fields (science, technology, engineering and math) and business.

We also collaborate with NGOs around the world – including the Whitaker Peace & Development Initiative in Africa, Education for Employment in the Middle East and Junior Achievement in the Americas – to offer job training, workforce enablement and entrepreneurship programs for migrants, refugees, women and young adults.

And we're standing with displaced persons through global campaigns like #IAMMore, which shows the world that refugees are so much more than their current circumstances.

Since our inception, we've given more than USD \$113 million to fund projects that have benefitted more than 800,000 people in nearly 140 countries across the globe – including humanitarian relief for communities in crisis.

Alerts

Access the latest news, alerts and company information, including exchange rates and Agent updates, to help you manage your daily business and to better serve Western Union® consumers.

Home
My Requests
Learning Tools
Reporting
Important Information
Alerts

ALERTS

Agent Alerts

Below you will find:

all agent alerts

for

all regions

posted in

last 30 days

- 03/19/2020 [LAROC Daily Security Password 03-19-2020](#)
- 03/19/2020 ["Important Information" Temporary Agent Location Closures Process](#)
- 03/18/2020 [Network agent suspended in Poland - BILLBIRD SA](#)
- 03/17/2020 [Venezuela Country Suspension](#)
- 03/17/2020 [New Agent in Romania - TAVEX EXCHANGE SRL](#)
- 03/16/2020 [Network agent suspended in Poland](#)
- 03/13/2020 [COVID-19 - A Message from President Global Network Western Union Jean Claude Farah](#)
- 03/12/2020 [AgentPortal My Requests Functionality Unavailable - 03/15/2020](#)
- 03/11/2020 [Western Union System Maintenance 03/13/2020 to 03/15/2020](#)
- 03/09/2020 [COVID-19 Current State of WU Business Operations](#)
- 03/04/2020 [Ethiopia Exchange Rate - 3/4/2020](#)
- 03/03/2020 [New Agent in Kuwait - UNIMONI EXCHANGE COMPANY](#)
- 02/25/2020 [AgentPortal - Reset Operator Functionality Intermittently Unavailable](#)
- 02/25/2020 [Western Union service in Macau has been restored.](#)
- 02/25/2020 [AgentPortal Reset Operator Functionality is now Available](#)

8. Troubleshooting

8.1 Troubleshooting

1. User can't login with his/her new AgentPortal login credentials.

- The temporary password given will expire within the next 24 hours. For this reason, the user has to login for the first time as soon as they get the credentials.
- If the user logs in for the first time after 24 hours, the user has to send an email to the AgentPortal User Support Team (INTL-APUserSupport@westernunion.com), with all the related information that they can provide (screenshots of the error message and username).

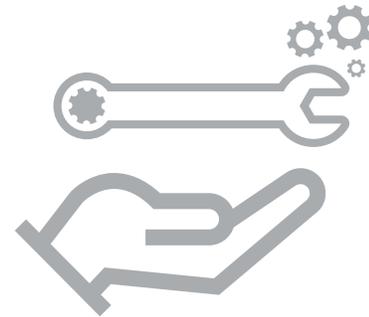


2. User can't login with his/her existing AgentPortal login credentials.

- In order to increase the security of AgentPortal, user accounts will be automatically deleted after 120 days of inactivity. For that reason, users have to remember to log in to the site on a regular basis to avoid being deleted from the system.
- If the user needs to login to AgentPortal and finds that he/she has already been deleted, he/she has to contact their ROM/ROS to obtain a new username and password.

3. User forgot his/her AgentPortal login password.

- User has to click **Forgot Password** on the login screen and answer 3 of the 5 questions he/she had selected during his/her initial login (questions are randomly generated from the 5 that the user selected) and he/she will recover the password for immediate access to the site.
- If the problem persists, he/she has to send an email to the AgentPortal User Support Team (INTL-APUserSupport@westernunion.com), with all the related information that he/she can provide (screenshots of the error message and username).







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