



How to Access Agent Manual Instructions

1. **MEMO Agents have the ability to obtain Agent Manuals directly from our website at <https://www.memoco.com/agents.html>.** You can click to open or choose to save whichever manual applies to the services you are providing as an agent of MEMO.
2. **Additionally, you can request a copy of the Agent Manual by emailing sales@memoco.com and providing your Agent #.** We will email you a PDF version of the manual that you can then save for viewing or print at your convenience.
3. If you do not have access to our website and do not have email, please call 1-800-922-8079, option **8**, to reach **Sales & Marketing** to request a printed version of the Agent Manual. Please be prepared and have your agent number ready so that we can verify your mailing address and phone number.

Forms Available on the MEMO Website

These forms can be downloaded, completed on the computer (they are fill in forms), and emailed or printed. Each form explains which department to email or fax to within MEMO.

- Money Order Stop Payment Form
- Money Order VOID Order Form
- Money Order Transaction Report
- Money Order Printer Supplies Order Form
- Money Order Signage and Forms Order Form



AUTOMATED TELEPHONE SYSTEM

Information Available 24 Hours a Day / 7 Days a Week

MEMO's goal with the Automated Telephone System is to better serve you, our valued agents and customers. We believe you will benefit from the information that is available through our telephone system. We provided you with an **Automated Telephone System** reference that will help guide you through most situations you may encounter. If your situation cannot be handled through the telephone system, please transfer to a customer service representative for prompt assistance.

The Automated Telephone System will ask you for your Agent Number. Your Agent Number is located on the laminated **Contact Information** sheet enclosed in the front pocket of this manual. When accessing the **Automated Telephone System**, enter your Agent Number plus a number sign. Example, your Agent Number is 99999. Enter 99999#.

- ▶ System has expanded hours to better serve MEMO'S agents and customers. The automated telephone system is available 24 hours a day. MEMO customer service representatives are available Monday - Friday from 8:00 a.m. - 5:00 p.m. EST.
- ▶ System does not require agents or customers to enter a prefix letter for any money order number they input when verifying a money order.
- ▶ System gives the option to receive instructions in English or Spanish. There is a complete Spanish script for our Spanish-speaking agents and customers.
- ▶ System allows you to access the extension number, if known, or the employee directory, which will enable agents and customers to speak directly to specific MEMO staff, if desired.
- ▶ System allows agents and customers to verify a money order for stop payment. If the stopped money order has been replaced, the system will give the replacement money order number, dollar amount, and the current status of the replacement money order if requested.
- ▶ System allows agents and customers to inquire about the status of an unlimited number of money order numbers during the same phone call.
- ▶ System allows agents to order supplies, such as reporting forms, customer service request forms, etc... However all Ribbon and Lister/Thermal Paper orders must be taken by a customer service representative.



VISIT WWW.MEMOCO.COM TO USE OUR WEBSITE

MEMO's website also helps us to provide our agents and customers with the highest level of customer service possible. Our website, www.memoco.com, assists agents and customers with money order, bill payment and inquiries about our company and services such as:

- ▶ Provides a summary of MEMO's history, current news and plans for the future.
- ▶ Allows business owners to submit a request for more information concerning the services we offer.
- ▶ Allows business owners to place an order for money order supplies such as:
 - Ribbons for the Money Order Dispenser or Receipt Printer
 - Lister Paper
 - MEMO Money Order Signage
 - MEMO Forms
- ▶ Provides information concerning MEMO Money Order and/or Bill Payment equipment.
- ▶ Describes the products that MEMO has to offer, such as:
 - Money Orders
 - Bill Payments
- ▶ Provides answers to frequently asked questions concerning Money Orders, Bill Payments and Equipment Technical Support such as:
 - How can I tell if a MEMO money order I purchased has been cashed?
 - How can I obtain a refund or replacement money order?
 - Where can I cash a MEMO money order?
 - Where can I obtain a Customer Service Request Form?
- ▶ Provides a printable copy of the Agency Application, Customer Service Request Form (in English and Spanish), Suspicious Activity Report by Money Services Business Form, Currency Transaction Report and High Dollar Transaction Report.
- ▶ Provides Agents and Customers with MEMO contact information.
- ▶ Provides information, guidelines and forms concerning the Anti-Money Laundering Program.
- ▶ Allows Agents to obtain and print their Money Order Sales Summary Reports.

MONEY ORDER SALES SUMMARY REPORT WEBSITE INSTRUCTIONS

MEMO Agents have the ability to obtain **Sales Summary Reports** directly from our website at www.memoco.com. To retrieve your store's report, follow these easy instructions.

1. Logon to www.memoco.com and select "**Sales Summaries**" under the "**Agents Only**" Tab.
2. Login using your *Agent Number* and *Password*. The first time you access this feature your password will be your store's zip code. Follow the prompts to enter your store phone number and create a new password. We suggest you write your new password down on this page for use in the future.

NEW PASSWORD _____

3. Choose from available ACH/Wire dates for a single report or choose a transaction date range to obtain sales information for a longer time frame.
4. Select **Get Report** to view report on the screen or check the box to save the report to an Excel Spreadsheet.
5. Logout when finished.

Our customer service staff is available to answer any questions you may have from
8:00 am – 5:00 pm, Monday thru Friday.