#### WESTERN WU

### $1 \rightarrow initiate$

Welcome the customer!

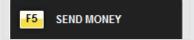
Customer completes the To Send Money form (if applicable).

Accept the form and review to ensure it has been filled-in completely and correctly.

Open the WUPOS™ system and enter your User Name and Password.

Click the Log In button.

Click the F5 Send Money button.



#### 2 🖊 capture

Complete all red star ★ fields.

In the SENDER LOOKUP section find the Sender by entering Gold Card number or First and Last names.

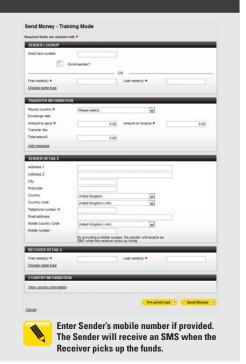
 Use Gold Card number when available. This will populate most of mandatory fields.

Complete the TRANSFER INFORMATION section.

- Select the Payout country, when available select the payout currency.
- Enter amount to send, amount to receive or total amount. The system calculates the transaction fee.

Select the DELIVERY SERVICE. Delivery Services may vary based on country and/ or Agent location.

Complete the SENDER and RECEIVER DETAILS sections.



### $3 \longrightarrow \mathsf{comply}$

If required, the system displays the ID DETAILS section.

Complete the required ID information as noted by a red star  $\star$ .

Ensure you validate the information against a valid ID.

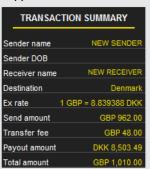
Ensure that you review the Country Information on the Send Money screen prior to completing the transaction.

Laws vary throughout the world.

Some destinations require a Test
Question or additional ID information.
Follow the system prompts for these
special scenarios.



Note: Spelling errors are common and create payout difficulties. Using the TRANS-ACTION SUMMARY box information will help prevent these errors.



# 4 👃 secure

Collect and secure the funds BEFORE completing the transaction!

Ensure that you collect the full amount, including the fee and the principal.

Click the Send Money button.

Amount to send ★	1,000.00
Transfer fee	28.40
Total amount	1.028.40

## 5 Մ confirm

The Transaction Completed screen appears.

Click the **Print receipt** button to print the receipt (optional).

Make sure you **communicate** the **Money Transfer Control Number (MTCN)** to the customer. MTCN is required for payouts in most of the countries.

Fill-in the **Office Use Only** part of the To Send Money form.

Ensure that you and the customer sign the Customer and Agent sections of the form.

- · Circle the MTCN.
- · Give customers their copy of the form.
- Retain the Agent copy of the Send money form for your records.



Agent support — 0800 289 875 Customer support — 0800 833 833