



Send Money in 5 Steps!

WESTERN UNION® WUPOST™ TECHNOLOGY



1 → 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 WUPOST™ system and enter your User Name and Password.

Click the **Log In** button.

Click the **F5 Send Money** button.

F5 SEND MONEY

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.

Send Money - Training Mode

Required fields are marked with *

SENDER LOOKUP

Gold Card number OR ☐ Enrol sender?

First name(s) * Last name(s) *

[Choose name type](#)

TRANSFER INFORMATION

Payout country * Please select

Exchange rate

Amount to send * Amount to receive *

Transfer fee

Total amount

[Add message](#)

SENDER DETAILS

Address 1

Address 2

City

Postcode

Country

Country code

Telephone number *

Email address

Mobile Country Code

Mobile number

If providing a mobile number, the sender will receive an SMS when the receiver picks up funds.

RECEIVER DETAILS

First name(s) * Last name(s) *

[Choose name type](#)

COUNTRY INFORMATION

[View country information](#)

[Print print receipt](#) [Next](#)

Do NOT collect funds at this step

[Cancel](#)

Enter Sender's mobile number if provided. The Sender will receive an SMS when the Receiver picks up the funds.

3 → comply

If required, the system displays the ID DETAILS section.

Complete the required ID information as noted by a **red 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.

Click the **Next** button.

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

TRANSACTION SUMMARY	
Sender name	TESTER SENDER
Sender DOB	
Receiver name	TESTING RECEIVER
Destination	Ireland
Ex rate	1 EUR = 1.000000 EUR
Send amount	EUR 500.00
Transfer fee	EUR 32.00
Payout amount	EUR 500.00
Message charge	EUR 2.00
Total amount	EUR 534.00

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 **Confirm** button.

Confirm transfer

Please confirm the transfer details are correct

Sender name	TESTER SENDER
Receiver name	TESTING RECEIVER
Destination	Ireland
Send amount	EUR 500.00
Total to receiver	EUR 500.00
Transfer fee	EUR 32.00
Message charge	EUR 2.00
Total amount	EUR 534.00

[Cancel](#) [Confirm](#)

5 ↻ confirm

The Transaction Completed screen appears.

Click the **Click here to view and print the 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.

Thank the customer for using Western Union!

Transaction Completed

[Click here to view and print the receipt](#)

TRANSFER INFORMATION

MTCN: TRA-INI-NG

Filing date/time:	11/26/2013 11:14 AM EST	Destination currency:	Euro
Send amount:	EUR 500.00	Exchange rate:	1.0000
Transfer fee:	EUR 32.00	Total to receiver:	EUR 500.00
Plus charges:	EUR 0.00		
Message charge:	EUR 2.00		
Total:	EUR 534.00		
Delivery service:	MONEY IN MINUTES		

SENDER INFORMATION

First name	TESTER	Last name	SENDER
Address	UPPER MERRION ST 21, DUBLIN		
Country	Ireland		
Phone number			

PAY TO INFORMATION

First name	TESTING	Last name	RECEIVER
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