



Send a Mobile Money Transfer 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.
- For a new Sender, enter the First and Last name.

Complete the TRANSFER INFORMATION section.

- Select Payout country.
- Enter **amount to send OR amount to receive OR total amount**.

Select the **Mobile Money Transfer** from the DELIVERY SERVICES drop-down menu.

Complete the SENDER and RECEIVER DETAILS sections.

Complete the MOBILE MONEY TRANSFER DETAILS section.

- Select Sender's international code from drop-down list.
- Enter Sender's and Receiver's mobile numbers without international country codes.

MOBILE MONEY TRANSFER DETAILS	
Sender's international code ★	Ireland (+353)
Sender's mobile no. ★	123456789
<input checked="" type="checkbox"/>	Send SMS confirmation to sender
Receiver's international code	+63
Receiver's mobile no. ★	9172222222

3 → comply

If necessary, the WUPOS system will display the ID DETAILS section.

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

Ensure that you validate customer's information against a valid ID.

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

Click the **Next** button.



Spelling errors are common and create payout difficulties. Validate the customer's information prior to completing the transaction by using the TRANSACTION SUMMARY box on the left side of the screen.

TRANSACTION SUMMARY

Sender name	TESTING SENDER
Sender DOB	
Receiver name	TESTING RECEIVER
Destination	Philippines
Ex rate	1 EUR = 56.614196 PHP
Send amount	EUR 100.00
Transfer fee	EUR 10.00
Payout amount	PHP 5,661.42
Total amount	EUR 110.00

4 ↓ secure

Collect the full amount, including principal and the fee, **BEFORE** completing the transaction!

Place the funds in a secure location.

Click the **Confirm** button.

Confirm transfer

Please confirm the transfer details are correct

Sender name	TESTING SENDER
Receiver name	TESTING RECEIVER
Destination	Philippines
Send amount	EUR 100.00
Total to receiver	PHP 5,661.42
Transfer fee	EUR 10.00
Total amount	EUR 110.00

Cancel

Confirm

5 ↻ finish

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 To 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:	11/27/2013 05:45 AM EST	Destination country:	Philippines
Destination country:	Philippines	Destination currency:	Philippine Peso
Send amount:	EUR 100.00	Exchange rate:	56.6142
Transfer fee:	EUR 10.00	Total to receiver:	PHP 5,661.42
Plus charges:	EUR 0.00		
Total:	EUR 110.00		
Delivery service:	MOBILE MONEY TRANSFER		

SENDER INFORMATION			
First name	TESTING	Last name	SENDER
Address	UPPER MERIDION ST. 21, DUBLIN		
Country	Ireland	Postcode	
Phone number			

MOBILE MONEY TRANSFER INFORMATION			
Sender's international code	+353	Sender's mobile no.	0830234567
Receiver's international code	+63	Receiver's mobile no.	9172222222

PAY TO INFORMATION			
First name	TESTING	Last name	RECEIVER