



# 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 ★	United Kingdom (+44)
Sender's mobile no. ★	<input type="text"/>
<input checked="" type="checkbox"/>	Send SMS confirmation to sender
Receiver's international code	+63
Receiver's mobile no. ★	<input type="text"/>

## 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.



**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	SAM JOHNSON
Sender DOB	01/01/1980
Receiver name	JOSE EDONEY LARIN.
Destination	Philippines
Ex rate	1 GBP = 62.561970 PHP
Send amount	GBP 10.00
Transfer fee	GBP 6.90
Payout amount	PHP 625.62
Total amount	GBP 16.90

## 4 ↓ secure

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

Place the funds in a secure location.

Click the **Send Money** button.

Amount to send ★	300.00	Amount to receive ★	20,883.11
Transfer fee	0.00		
Total amount	300.00		

## 5 ↻ finish

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 payout 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			
TRANSFER INFORMATION			
MTCN: TRA-INE-NG			
Filing date/time:	01-02-11 14:09:22T	Destination country:	Philippines
Send amount:	GBP 10.00	Destination currency:	Philippine Peso
Transfer fee:	GBP 6.90	Exchange rate:	62.561970
Plus charges:	GBP 0.00	Tax to receiver:	PHP 0.00
Total:	GBP 16.90		
Delivery service:	MOBILE MONEY TRANSFER		
GOLD CARD INFORMATION			
Gold card number:	123456789		
Transfer date:	22/12		
SENDER INFORMATION			
First name:	SAM	Last name:	JOHNSON
Address:	0100 FIVE STAR WAY, FIVE STAR CITY, FL		
Country:	Germany		
Phone number:	49 801 1234567		
MOBILE MONEY TRANSFER INFORMATION			
Sender's international code:	+44	Sender's mobile no.:	80745123
Receiver's international code:	+63	Receiver's mobile no.:	9172003322
PAY TO INFORMATION			
First name:	JOSE EDONEY	Receiver's name:	LARIN
Receiver's name:	LARIN	Receiver's name:	LARIN