



# Receive Money in 5 Steps!

WESTERN UNION® WUPOS™ TECHNOLOGY



## 1 → initiate

Welcome the customer!

Customer completes the To Receive Money Form (if applicable).

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

Ensure that the customer knows:

- Money Transfer Control Number (MTCN)
- Sender's name
- Sending country
- Approximate amount

Ensure that the customer has acceptable ID.

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

Click the **Log In** button.

Click the **F6 PAYOUT MONEY** button.

**F6 PAYOUT MONEY**

## 2 ↙ search

The Payout Money screen appears.

The MTCN is mandatory for payouts in the UK and is the only search criteria in the WUPOS system.

To search for a transaction:

- Enter the MTCN in the space provided.
- Click the **Search** button.
- Select the transaction by clicking on the **Payout** button.

**Payout**

## 3 → control

Ensure that the information provided by the Receiver matches transaction details shown on the WUPOS screen.

- If it does not match, **do not** payout the transaction.
- Advise the Receiver to reconfirm transaction details with the Sender.

If established by the Sender, deliver any message in the Message section.

**Payout Money**

Required fields are marked with \*

**PAYOUT DETAILS**

MTCN	TRA-IN-NG	Sender currency	United Kingdom Pound
Amount sent	2,100.00	Payout currency	United Kingdom Pound
Amount to payout	2,100.00		

**SENDER**

First name	TEST	Last name	SENDER
Address 1	STREET 159	State	NA
City	LONDON		
Postcode	25993		
Originating Country	United Kingdom		
Telephone number	44 9638527410		

**ORIGINATING AGENT INFORMATION**

City/Location		Country	United Kingdom
Send Date/Time	2011/0513 05:11 AM EST		

**RECEIVER**

First name	UKRECEIVER	Last name	UKRECEIVER
------------	------------	-----------	------------

## 4 ↙ confirm

Enter required Receiver's information into the WUPOS system:

- Receiver's address
- ID details are required for all receiving transactions.
- Two IDs are required for transactions of £2000 and over.

Click the **Payout now** button.

**Payout now**

## 5 ↻ complete

The *Transaction Completed* screen appears.

- Click the **Click here to view and print the receipt** link to print the receipt (optional).
- Collect the signed form or have the customer sign the receipt.

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

- Never pay a transaction if you do not have a customer-signed copy of the To Receive Money Form or signed receipt.
- Ensure that the signature on the form matches the signature on the customer's identification.

Disburse the full amount as indicated by the system.

Retain the original signed form as required in your Agent Agreement. Give a copy to the customer.

Thank the consumer for using Western Union!

**Payout Money**

Click here to view and print the receipt

THE FOLLOWING MONEY TRANSFER HAS BEEN SUCCESSFULLY PAID OUT

**MTCN: TRA-IN-NG**

Filing date/time:	2011/0513 10:20 GMT	Destination currency:	United Kingdom Pound
Destination country:	United Kingdom	Exchange rate:	1.000000
Send amount:	GBP 2,100.00		
Receive amount:	GBP 2,100.00		

**SENDER INFORMATION**

First name(s)	TEST	Last name(s)	SENDER
Address	STREET 159, LONDON	Post code	25993
Phone number	44 9638527410	Originating Country	United Kingdom

**RECEIVER INFORMATION**

First name(s)	UKRECEIVER	Last name(s)	UKRECEIVER
---------------	------------	--------------	------------