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:

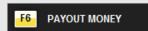
- Money Transfer Control Number (MTCN)
- Sender's name
- Sending country
- Approximate amount

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.



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.





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.
- Advice the Receiver to reconfirm transaction details with the Sender.

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



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



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.

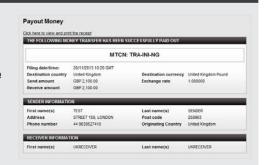
Ensure that you and the customer sign the Customer and Agent sections of the form.

- 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!



Agent support - 0800 289 875