



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

☐ Enroll sender? ☐

OR

First name(s) ★ Last name(s) ★

Choose name type

TRANSFER INFORMATION

Payout country ★ Please select

Exchange rate

Amount to send ★ 0.00 Amount to receive ★ 0.00

Transfer fee 0.00

Total amount 0.00

Add message

SENDER DETAILS

Address 1

Address 2

City

Postcode

Country United Kingdom

Country code United Kingdom (+44)

Telephone number ★

Email address

Mobile Country Code United Kingdom (+44)

Mobile number

By 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

Cancel Print agent report Send Money



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.

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

TRANSACTION SUMMARY

Sender name	NEW SENDER
Sender DOB	
Receiver name	NEW RECEIVER
Destination	Denmark
Ex rate	1 GBP = 8.839388 DKK
Send amount	GBP 962.00
Transfer fee	GBP 48.00
Payout amount	DKK 8,503.49
Total amount	GBP 1,010.00

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 **Send Money** button.

Amount to send ★	1,000.00
Transfer fee	28.40
Total amount	1,028.40

5 ↻ confirm

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 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.

Transaction Completed

Click here to view and print the receipt

TRANSFER INFORMATION

MTCN: TRA-IN-NG

Filing datetime: 12-11 04:13a EST

Destination country: United Kingdom

Send amount: GBP 961.00

Transfer Fee: GBP 20.00

Plus charges: GBP 2.00

Total: GBP 983.00

Delivery service: MONEY IN MINUTES

Destination currency: United Kingdom Pound

Exchange rate: 1.0000

Total to receiver: GBP 981.00

GOLD CARD INFORMATION

Gold Card number: 863729308

SENDER INFORMATION

First name: TEST

Address: STREET 110, LONDON

Country: United Kingdom

Phone number: 44 9638527410

Last name: SENDER

Postcode: 20963

PAY TO INFORMATION

First name: TEST

Last name: RECEIVER