



# 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
- Amount expected

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 Ireland and is the only search criteria available 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-INI-NG	Sender currency	Euro
Amount sent	500.00	Payout currency	Euro
Amount to payout	500.00		

SENDER			
First name	TESTER	Last name	SENDER
Address 1	UPPER MERRION ST. 21		
City	DUBLIN	State	NA
Postcode			
Originating Country	Ireland		
Telephone number			

MESSAGE	
Message	HAPPY BIRTHDAY!

ORIGINATING AGENT INFORMATION	
City/Location	
Sent Date/Time	11/26/2013 11:14 AM EST
Country	Ireland

RECEIVER	
First name	TESTING
Last name	RECEIVER

## 4 ↙ confirm

Enter required Receiver's information into the WUPOS system:

- Receiver's address
- ID details are required for all receiving transactions.
- Make sure you validate ID details against valid, government-issued photo ID.

Click the **Payout now** button.

**Payout now**

Review transaction details in Confirm payout pop-up. Click **Confirm** to proceed.

**Confirm**

## 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-INI-NG			
Filing date/time:	11/26/2013 04:50 GMT	Destination currency	Euro
Destination country	Ireland	Exchange rate	1.000000
Sent amount	EUR 500.00		
Receive amount	EUR 500.00		

SENDER INFORMATION			
First name(s)	TESTER	Last name(s)	SENDER
Address	UPPER MERRION ST. 21, DUBLIN, NA		
Phone number		Post code	
		Originating Country	Ireland

RECEIVER INFORMATION			
First name(s)	TESTING	Last name(s)	RECEIVER