# Send a Mobile Money Transfer in 5 Steps!

WESTERN UNION® WUPOS™ TECHNOLOGY



### 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 WUPOS™ system and enter your User Name and Password.

Click the Log In button.

Click the F5 SEND MONEY button.



#### 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.



## comply

If necessary, the WUPOS system will display the ID DETAILS section.

Complete the required ID information as noted by a red star ★.

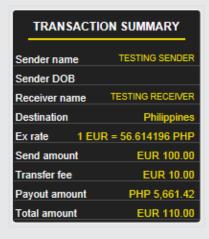
Ensure that you validate customer's information against a valid ID.

Ensure that you review the Country Information on the Send Money screen prior to completing the transaction.

Click the Next button.



Spelling errors are common and create payout difficulties. Validate the customer's information prior to completing the transaction by using the TRANSACTION SUM-MARY box on the left side of the screen.



### secure

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

Place the funds in a secure location.

Click the Confirm button.

TESTING SENDER
TESTING RECEIVER
Philippines
EUR 100.00
PHP 5,661.42
EUR 10.00
EUR 110.00

### finish

The Transaction Completed screen appears.

Click the Click here to view and print the 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 To Send Money form for your records.

Thank the customer for using Western Union!

