



Send a Money Transfer To Bank Account in 5 Steps!

WESTERN UNION® WUPOS™ 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 WUPOS™ 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.
- 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 **Direct to Bank** from the DELIVERY SERVICES drop-down menu.

- Enter bank name, account number and other required information.

Complete the SENDER and RECEIVER DETAILS sections.

DELIVERY SERVICES	
Delivery service	DIRECT TO BANK
Bank Name ★	SWEDBANK
BIC ★	HABALT22XXX
IBAN ★	LT557300010000000000



Enter Sender's mobile number if provided. The Sender will receive a SMS notification when the Receiver picks up the money.

3 → 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 SUMMARY box on the left side of the screen.

TRANSACTION SUMMARY

Sender name	TESTING SENDER
Sender DOB	
Receiver name	TESTING RECEIVER
Destination	Lithuania
Ex rate	1 EUR = 3.276707 LTL
Send amount	EUR 300.00
Transfer fee	EUR 14.90
Payout amount	LTL 983.01
Total amount	EUR 314.90

4 ↓ 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.

Confirm transfer

Please confirm the transfer details are correct

Sender name	TESTING SENDER
Receiver name	TESTING RECEIVER
Destination	Lithuania
Send amount	EUR 300.00
Total to receiver	LTL 983.01
Transfer fee	EUR 14.90
Total amount	EUR 314.90

[Cancel](#)

Confirm

5 ↻ 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!

Transaction Completed

[Click here to view and print the receipt](#)

TRANSFER INFORMATION			
MTCN: TRA-INI-NG			
Filing date/time:	12/03/2013 02:43 AM EST	Destination currency:	Lithuanian Litas
Destination country:	Lithuania	Exchange rate:	3.2767
Send amount:	EUR 300.00	Total to receiver:	LTL 983.01
Transfer Fee:	EUR 14.90		
Plus charges:	EUR 0.00		
Total:	EUR 314.90		
Delivery service:	DIRECT TO BANK		

SENDER INFORMATION			
First name	TESTER	Last name	SENDER
Address	UPPER MERIDON ST. 21, DUBLIN		
Country	Ireland	Postcode	
Phone number			

PAY TO INFORMATION			
First name	TESTER	Last name	RECEIVER