



# Send a Money Transfer To Bank Account 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.
- 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 ★	CitiBank
Account Number ★	****6789



**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.



**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	SENDER SENDER
Sender DOB	12/31/1980
Receiver name	DENMARK RECEIVER
Destination	Denmark
Ex rate	1 EUR = 7.049383 DKK
Send amount	EUR 300.00
Transfer fee	EUR 23.00
Payout amount	DKK 2,114.81
Total amount	EUR 323.00

## 4 ↓ secure

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

Place the funds in a secure location.

Click the **Send Money** button.

Amount to send ★	200.00	Amount to receive ★	14,029.66
Transfer fee	0.00		
Total amount	200.00		

## 5 ↻ finish

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 payout 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:	02-04 08:06A EST	Destination currency:	Danish Krone
Destination country:	Denmark	Exchange rate:	7.0494
Send amount:	EUR 300.00	Total to receiver:	DKK 2,114.81
Transfer fee:	EUR 23.00		
Plus charges:	EUR 0.00		
Total:	EUR 323.00		
Delivery service:	DIRECT TO BANK		
GOLD CARD INFORMATION			
Gold Card number:	067703542		
Total points:	129		
SENDER INFORMATION			
First name:	SENDER	Last name:	SENDER
Address:	NEW STREET 123, LONDON	Postcode:	00112
Country:	United Kingdom		
Phone number:	+44 912345678		
PAY TO INFORMATION			
First name:	DENMARK	Last name:	RECEIVER