QUICK CARD

Pay out Money Via Mobile or Web Initiated Transaction

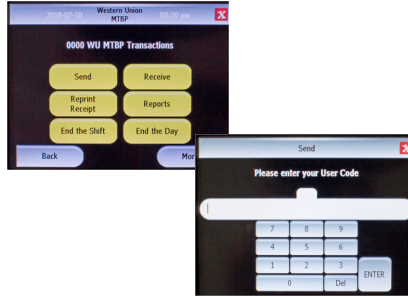## WESTERN UNION® wuTAIO™ TECHNOLOGY

WESTERN UNION WU

START 1

Follow the steps below for a transaction initiated by the consumer on the Western Union® (WU) mobile application or on the web.

Touch the **Western Union MTBP** button to begin.

Touch the **Receive** button to continue.

Log in to the terminal by entering your 4-digit User Code. Touch the **Enter** button.
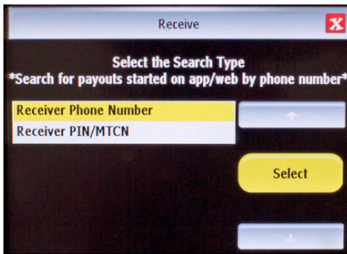

Confirm the fraud warning questions that appear on the screen.

- Verify that the transaction is NOT based on an incoming call.
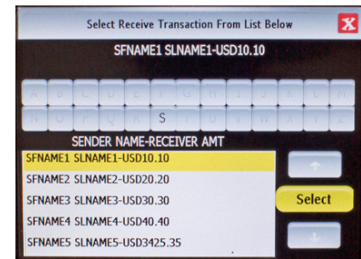- Verify that the Receiver is present.

SEARCH 2

Select the Receiver Phone Number option as the search type.

If the consumer prepared multiple transactions on the WU App or Web, all available money transfers will be displayed. Select the correct receive transaction to proceed.
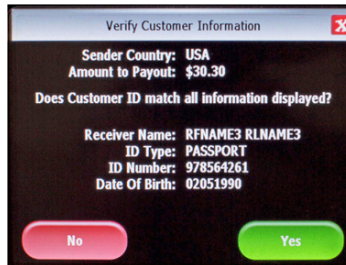
Note that **transactions started on app or web can only be searched by phone number**. If you search by another Search Type and no record is found, you will be prompted to search by phone number again.

VERIFY 3

The Receiver's ID details will be displayed on the screen.

Verify if the consumer's ID matches the information displayed on the wuTAIO terminal screen.
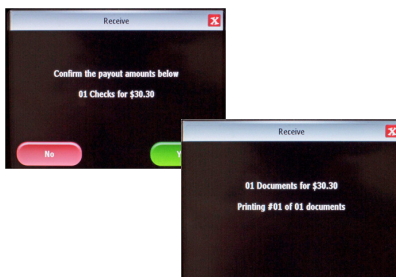

If the Receiver's ID details are incorrect, touch the **NO** button and advise the consumer to prepare a new transaction on app or web.

FINISH 4

Select payment type from Cash or Check.

Verify the payout amount and touch the **YES** button.

Insert receipt paper face up into the printer and touch the **OK** button to continue.

To reprint the receipt, touch the **YES** or **NO** button as appropriate.

Have the Receiver sign the receipt.

Give the customer their copy of the receipt.

Retain Agent copy of the receipt for your records.