

# Dynamic currency conversion

Training Manual



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### **WHAT IS DYNAMIC CURRENCY CONVERSION (DCC)?**

Dynamic Currency Conversion (DCC) is a convenient service that provides CHOICE to an international cardholder, allowing them to pay in either the local currency or the cardholder's card billing currency. It provides a compelling opportunity for you to generate EXTRA REVENUE and enhance payment services to your international cardholders.

**DCC** is offered to the cardholders on Visa and Mastercard (debit or credit card) transactions only.

DCC service offers the cardholder a **CHOICE** in how to pay – either in the local currency or with the currency they understand and are confident with.

The **CONVENIENCE** of the DCC service gives the cardholder peace of mind knowing exactly how much their account will be debited for the transaction.

The same final amount will appear on both the cardholder's receipt and their monthly statement, allowing for easy budgeting and balancing.

# BENEFITS FOR YOUR BUSINESS

WIN



WIN

## A NEW REVENUE STREAM

epay's DCC margin on the exchange rate will provide your business with an additional revenue stream and will reduce your acquiring costs.

## CHARGEBACK RISK

DCC transactions are secured by the cardholder's consent. Providing Visa and Mastercard regulations are met, there will be minimal risk of chargeback.

## TRANSPARENCY

The DCC patented flag display allows the terminal to present an immediate, relevant and transparent offer to the cardholder.

## REPEAT BUSINESS

Our experience shows that consumers appreciate the option to pay in their home currencies and these consumers are frequently repeat users of the DCC service.

# BENEFITS FOR THE CARDHOLDER

WIN



WIN

## CHOICE

With DCC, cardholders have the choice of having the value of their purchase converted into their card's currency or completing the transaction using the local currency (€).

## TRANSPARENCY

Being able to see the exact competitive exchange rate disclosed at the point and time of transaction rather than waiting for a statement at the end of the month. Travellers are able to allocate expenses quickly and more accurately, and consumers vacationing outside of their home country can accurately manage their travel budget.

## CONVENIENCE

Conducting transactions abroad and trying to compare exchange rates can be daunting and confusing for cardholders. DCC provides cardholders a simple and fast transaction in their home currency.



# What currencies can be converted?

epay's Dynamic Currency Conversion (DCC) service converts international Visa and Mastercard payments in more than 30 currencies.

AUSTRALIAN DOLLAR 	ALBANIA LEK 	BRAZILIAN REAL 	BULGARIAN LEV 	CANADIAN DOLLAR 	CHINA YUAN 	CZECH KORUNA 	DANISH KRONE 	EGYPTIAN POUND 
EURO 	HUNGARY FORINT 	ISRAEL SHEKEL 	JAPAN YEN 	LATVIAN LATS 	FYROM DENAR 	MEXICAN PESO 	NEW ZEALAND DOLLAR 	NORWEGIAN KRONE 
POLAND ZLOTY 	ROMANIAN LEI 	RUSSIAN RUBLE 	SERBIA DINAR 	SOUTH AFRICAN RAND 	SWEDISH KRONA 	SWISS FRANC 	TURKISH LIRA 	UKRAINE HRYVNIA 
U.A.E. DIRHAM 	US DOLLARS 	UK POUND 	INDIAN RUBE 					

# HOW DOES DCC WORK?

## **Automatic**

DCC does not require you to identify international credit and debit cards; the point-of-sale (POS) automatically detects which cards qualify.

At this stage ask the cardholder if they wish to pay in their home currency.

## **Transparent**

Each receipt shows the amount in EUR, the conversion rate and the amount in cardholder's home currency.

## **Rebate**

Merchant funds are settled in EUR and reports clearly indicate both currencies. The merchant's monthly statement shows the DCC rebate earned and reduces the merchant's acquiring costs.

# DCC FLOW ON EPAY'S TERMINAL

POINT OF SALE

ACQUIRER



ISSUER

CARDHOLDER'S  
STATEMENT

Settlement in  
EURO currency

Currency exchanged  
from EURO to  
cardholder currency

Transaction  
processed

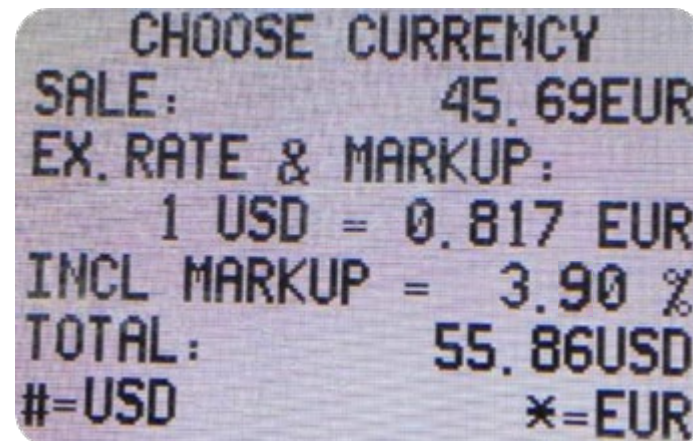
Transaction authorised  
in cardholder's  
currency

Cardholder will  
see the exact  
amount  
matching the  
credit card  
receipt



# DCC ON EPAY'S TERMINALS

## POS TERMINAL DISPLAY

A photograph of a receipt from a POS terminal. The receipt is printed on a light-colored paper with a grid-like background. The text is in a bold, black, sans-serif font. It shows a sale amount in EUR, an exchange rate and markup, and a total amount in USD. The receipt also includes a legend for the currency symbols used.

CHOOSE CURRENCY  
SALE: 45.69EUR  
EX. RATE & MARKUP:  
1 USD = 0.817 EUR  
INCL MARKUP = 3.90 %  
TOTAL: 55.86USD  
#=USD \* =EUR

# Sample of DCC Receipt

MERCHANT NAME  
CARD DETAILS  
TRANSACTION DETAILS

AMOUNT  
EUR x,xxx.xx  
CHARGED TO ACCOUNT  
GBP x,xxx.xx  
EXCHANGE RATE & MARKUP  
1 GBP = xx.xx EUR

I ACCEPT I HAVE BEEN GIVEN A CHOICE OF CURRENCIES FOR PAYMENT & THAT MY CHOICE IS FINAL. I ACCEPT THE EXCHANGE RATE INCLUDING MARKUP THE FINAL AMOUNT & THAT THE SELECTED TRANSACTION CURR. IS GBP. TODAY'S DCC SERVICE AND RATES ARE PROVIDED BY EURONET. CARDHOLDER COULD HAVE PAID IN MERCHANT'S PRICING CURRENCY (EUR).

# CARDHOLDER'S EXPERIENCE AT THE POS (POINT OF SALE)

1

Insert your cardholder's card into the terminal's chip reader or tap the card on the device – it will automatically detect if their card is eligible for DCC.

2

Ask the cardholder if they would like to pay in their home currency or EUR (local currency).

3

If challenged as to why they should use DCC you would then explain the benefits:

- Industry leading exchange rate
- Locked in exchange rate
- No hidden costs
- Their card issuing bank may apply additional fees

4

Explain to the cardholder that the terminal can do the conversion right now at a competitive exchange rate.

5

If the cardholder accepts DCC, they should select their card currency on the terminal.

6

The transaction is completed using DCC and a DCC receipt is generated.

7

If the cardholder declines DCC, the transaction continues as a normal EUR credit/debit card transaction by selecting local currency.

# DCC and Contactless Transactions

Dynamic currency convention is **supported in contactless transactions.**

## SUGGESTED PHRASES FOR OFFERING DCC TO THE CARDHOLDER

- “Sir/Madam, do you wish to pay in your card’s home currency (say in Dollars) or in EUR?”
- “At today’s rate, that equates to yy.yy Dollars.”
- “Would you like your invoice printed in Dollars?”
- “Your invoice will be printed in EUR xx.xx which equals to USDyy.yy. Is that ok?”
- “This transaction’s exchange rate will be locked in”
- “Please confirm your selection on the screen”



# FREQUENTLY ASKED QUESTIONS

## ***What's best for me/What do you recommend?***

"The choice is yours. Your invoice totals \_\_\_\_ in / US Dollars/ Japanese Yen/ Hong Kong Dollars/ Canadian Dollars/ Australian Dollars/ Danish Kroner/ Norwegian Kroner/ Singapore Dollars/ Swedish Kroner/ Swiss Francs/ South African Rand (foreign currency must be named). This amount should appear on your card statement."

## ***What are the commission charges?***

"The amount you see here is final. There is an international conversion margin included in the competitive exchange rate which replaces currency conversion charges normally applied by card issuers."

## ***"I don't mind....."***

Select card's currency at the terminal to make sure your exchange rate is locked in.

# Summary

***We have explored the benefits of Dynamic Currency Conversion (DCC) for your business and your customer – “now is the time for you to experience the power of DCC”.***

1. DCC provides convenience to the cardholder with a competitive exchange rate
2. DCC is a significant cost saving for your business
3. Gives a **CHOICE** to your cardholder
- 4. TRANSPARENCY** for you and your cardholder
5. Peace of mind for the cardholder
6. Gives you an additional service
7. It increases your **CUSTOMER SATISFACTION**
8. Could lead to repeat business