

# Dynamic currency conversion

## Training Manual



### **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.

# 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 					

# 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

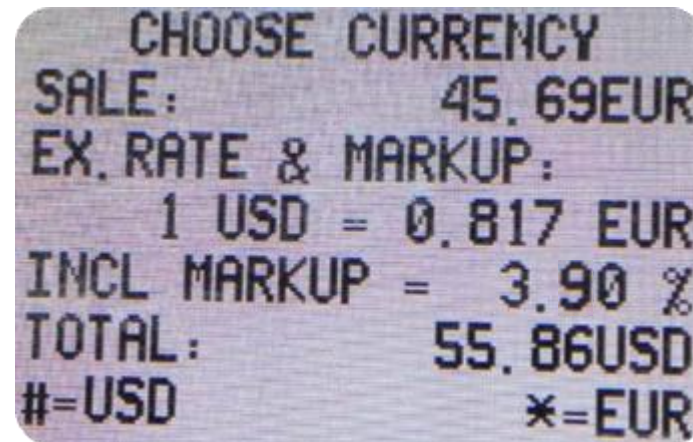
Transaction  
processed

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 POS terminal display showing transaction details in two currencies. The text is as follows:

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.**