

DYNAMIC CURRENCY CONVERSION

PROCESSING GUIDE



In cooperation with



globalpaymentsinc.cz

SERVICE. DRIVEN. COMMERCE

WHAT IS DYNAMIC CURRENCY CONVERSION?

Dynamic Currency Conversion (DCC) is a convenient service that allows international cardholders the choice to pay for goods and services in their home currency.

DCC provides to cardholders clear information about their purchases in their home currency while travelling abroad. It is available for Visa and Mastercard transactions.

As one of our merchants, you will be able to offer DCC service to your customers who are visiting from other countries.

Your POS terminal is DCC-enabled and it will automatically detect if a card is eligible for DCC. You can then present the cardholders with the choice to pay in their home currency or in CZK.

The foreign currency amount quoted on the DCC receipt is the exact sale amount that the cardholder will see debited from their account. Best of all, you will also earn a commission in CZK, based on the value of DCC transactions undertaken.

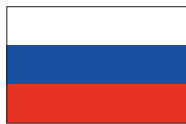
CURRENTLY SUPPORTED CURRENCIES:



EUR



PLN



RUB



DKK



NOK



CAD



USD



GBP



RON



SEK



HUF



CHF



KEY DCC FEATURES

Provides the cardholder with the choice to pay in either their home currency or in CZK

Available for Visa and Mastercard transactions

Prints a receipt that shows both the cardholder's home currency and CZK



MERCHANT BENEFITS

Increased customer satisfaction

Earning DCC commission share

DCC covers a wide range of currencies



CUSTOMER BENEFITS

Instant conversion to their home currency with today's exchange rates

Accepted amount in DCC currency is billed to a customer account in the exact amount with NO additional charges

Simplifies Expense Account claims for business travelers

PROVIDE YOUR CUSTOMERS WITH FULL CHOICE AND TRANSPARENCY

It is a Visa and Mastercard regulation that every cardholder, whose card is eligible for DCC, is made aware that DCC is an optional service and that they have the choice to pay in CZK, if they prefer.

CZK remains the default currency for any transaction. When an eligible card is identified by POS, the cardholder will be given a choice to decide which currency to pay in.

The cardholder's home currency will be confirmed before authorisation takes place.

All relevant DCC information will be available to the cardholder before the transaction is complete. This information will be available to the cardholder via POS screen and printed on the receipt when the DCC transaction is complete.

EXCHANGE RATES

Exchange rates are supplied and set daily by Global Payments. These are deployed for DCC transactions on your POS.

The exchange rate applied to a DCC transaction is provided to the cardholder by the POS prior to completing the sale. It is then printed clearly on all DCC transaction receipts.

SUGGESTED PHRASES

You may use the suggested phrases when offering DCC to cardholders to highlight the service, e.g.:
"Would you like to pay in EUR or in CZK?"

"At today's rate, 1600, 00 CZK equates to 60,99 EUR. Would you like to pay in EUROS?"

"Your bill comes to 1600, 00 CZK which is equal to 60,99 EUR. In which currency would you like to pay?"

DO'S

Offer the cardholder the choice to pay in either their home currency or CZK.

Ensure that if the cardholder chooses to pay in their home currency, then DCC will take place.

Understand that our DCC service and receipts will always provide the following information to the cardholder: CZK amount, Foreign exchange rate, Rate margin or commission, Sale amount in cardholder's home currency, Rate source.

REFUNDS

To process a refund of DCC transaction, you will have to enter the amount in CZK and then select DCC option when prompted. Check the transaction receipt of the original transaction to make sure that it was processed as DCC.

Due to differences in exchange rates, the final refunded amount a cardholder receives is likely to be different from the value of the original transaction in their home currency. You will need to advise the cardholder of this at the time you process the refund.

CHARGEBACKS

If a DCC transaction is charged back, it will be converted from the cardholder's home currency into CZK by either Visa or Mastercard before we apply it to your bank account. Due to differences in exchange rates, the final amount of the chargeback is likely to be different to the value of the original transaction in CZK.

We will advise you in writing of the details of any chargebacks before they are applied to your bank account.

PRE-AUTHORISATION

DCC can be applied to pre-authorisation transactions when a cardholder is checking in (to the hotel or car rental company).

Current DCC Exchange Rate and amount in DCC Currency shall be displayed to a cardholder for a reference.

It must be made clear to a cardholder that the ultimate DCC Exchange rate and DCC amount in his/her home Currency will be determined when the transaction will be processed at the check-out.

Cardholders can change their mind about DCC when they check out. If so – they will be required to visit the reception area (of the relevant hotel or car rental company).

DON'TS

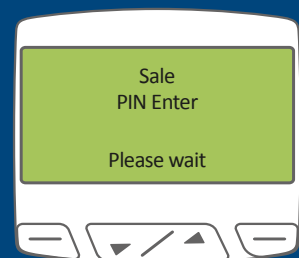
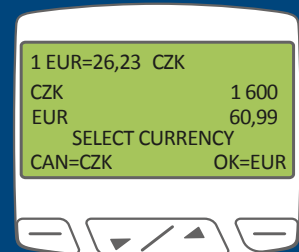
Impose any undue pressure on the cardholder to pay in their home currency.

Use any language that may confuse the cardholder when choosing the payment currency.

Assume the cardholder's preference.

HOW TO ACCEPT A DCC TRANSACTION

- Cardholder presents a Visa or Mastercard card for payment
- The amount in CZK is entered into the POS terminal
- The card is swiped, inserted in the chip reader or tapped by a contactless card
- If a DCC-eligible foreign card is detected, the cardholder's home currency will be identified
- The POS terminal will instruct you to hand it over (if no PIN pad is available) to the cardholder and then display the sale amount in both the cardholder's home currency and in CZK. If the cardholder wants to pay in the home currency, it is necessary to press the green button. If the cardholder doesn't want to use the DCC service and wants to pay in CZK it is necessary to press the red button.
- You must inform the cardholder that DCC is an optional service and they can choose to pay in either their home currency or in CZK.
- PIN is entered, if necessary
- Transaction completed



IF THE CARDHOLDER DECIDES TO PAY IN THEIR HOME CURRENCY, RECEIPTS WILL BE GENERATED SHOWING THE FOLLOWING INFORMATION:

- Sale amount in CZK
- Sale amount in cardholder's home currency
- Exchange rate
- Acknowledgement that the cardholder was presented with the choice to pay in EUR and that their choice is final

Customer receipt
01/01/2016 15:30:20 0002
Company name
Company Address

Visa Contactless (CL)
**** * 5920
Exp.date 12/17

SALE
Amount CZK: 1600,00
Amount EUR: 60,99

Transaction currency: EUR
Today's exchange rate:
1 EUR = 26,23 CZK
Commission: 0,00%
PIN OK
Authorisation code: 089081
01 20 00 14 01 00 00 00 00

I have been offered a choice of currencies and have chosen to accept DCC and pay in EUR at the exchange rate provided by Global Payments Europe.

Retain this receipt for the future use

✉ SALESSUPPORT@GLOBALPAYMENTS.CZ

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*Lines are open Monday to Friday 9am – 5pm, excluding public holidays. In case of urgency contact our call center in Czech Republic on +420 267 197 777 (lines open 24/7)

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