



DYNAMIC CURRENCY CONVERSION (DCC) TRAINING

Agenda

Training Presentation



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02 | 

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What is the difference?

04 | 

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01

What is Dynamic Currency Conversion DCC?

What is Dynamic Currency Conversion (DCC)?

Definition



Dynamic Currency Conversion (DCC) is a service on your payment terminal, which allows your international customers to pay for their purchases in their own currency.

By pushing the button, your customers can easily choose the transaction currency.



Dynamic Currency Conversion

Look & Feel



Which cards offer DCC?



VISA



DCC

List of accepted currencies

AED	United Arab Emirates Dirham	EGP	Egyptian Pound	MYR	Malaysian Ringgit	SEK	Swedish Krone
ARS	Argentine Peso	EUR	Euro	NOK	Norwegian Krone	SGD	Singapore Dollar
AUD	Australian Dollar	GBP	Pound Sterling	NGN	Nigerian Naira	THB	Thailand Baht
AZN	Azerbaijani Manat	HKD	Hong Kong Dollar	NZD	New Zealand Dollar	TND	Tunisian Dinar
BGN	Bulgarian Lev	HUF	Hungarian Forint	OMR	Rial Omani	TRY	Turkish Lira
BHD	Bahrain Dinar	IDR	Indonesian Rupiah	PHP	Philippine Peso	TWD	New Taiwan Dollar
BRL	Brazilian Real	ILS	Israeli New Shekel	PKR	Pakistan Rupee	UAH	Ukrainian Hryvnia
CAD	Canadian Dollar	INR	Indian Rupee	PLN	Polish Zloty	USD	US Dollar
CHF	Swiss Franc	JPY	Japanese Yen	QAR	Qatari Riyal	VND	Vietnamese Dong
CNY	Chinese Yuan	KRW	South Korean Won	RON	Romanian New Leu	ZAR	South African Rand
CZK	Czech Koruna	KWD	Kuwaiti Dinar	RSD	Serbian Dinar		
COP	Columbian Peso	MAD	Moroccan Dirham	RUB	Russian Rouble		
DKK	Danish Krone	MXN	Mexican Peso	SAR	Saudi Riyal		





02

How does DCC work?

How does DCC work?



The terminal identifies the card type and card currency and automatically suggests making the payment with DCC.

The terminal display shows:

- Amount in local currency
- Amount in cardholder's currency
- Exchange rate including mark-up
- Mark-up % (conversion fee)



How does DCC work

In practice



- From every DCC transaction, you receive a DCC Payback.
- The DCC Payback is your new source of revenues.
- Or in other words, thanks to DCC Payback, your transactions are cheaper!



Refunds and cancellations



Refunds and Cancellations are always possible!

Refunds:

- Initiate “Refund” as usual, in the local currency
- Then choose the same currency as the original transaction

Cancellations:

- Initiate “Cancellation” as usual
- Initiate a new transaction





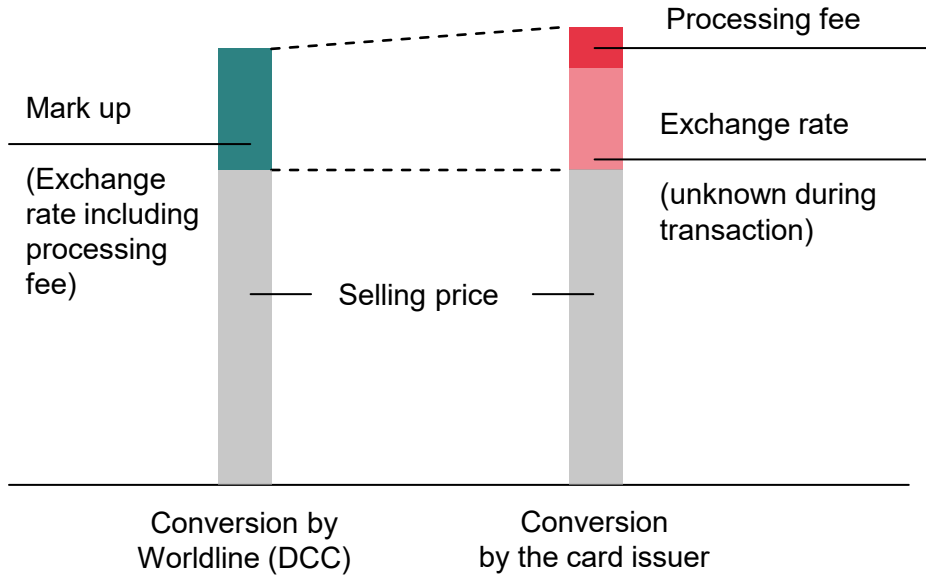
03

DCC and local currency transaction – What is the difference?

Generating profit

with our solution

Example of a transaction with or without DCC





04

DCC Advantages & Best Rate Guarantee

DCC advantages

What is better for your customers



Dynamic Currency Conversion (DCC) by Worldline



Best Rate Guarantee

We guarantee that the conversion rate is the best on the day of purchase.



Expenses visible

Corporate travelers will see the expense - information available immediately.



Transparency

Immediate display of the amount in the card currency on the terminal.



No additional costs

Mark-up and exchange rate are included



Local currency



No Best Rate Guarantee

We only can offer the best rate guarantee when your customer chooses DCC.



Expenses not visible

Your customer will need to wait for the credit card statement at the end of the month to know how much to expense.



No transparency & additional costs

Travelers pay a different amount than locals due to the resulting conversion in any case (whether with DCC or without). In contrast to the bank, however, these additional costs can be communicated transparently and thus enable every customer to make a choice.

DCC advantages

What is better for your shop



Dynamic Currency Conversion (DCC) by Worldline



Higher customer satisfaction

Your customers know immediately how much they pay.



Fewer complaints

In case of guarantee claims, we take over the communication.



Daily updated conversion rates

The terminal automatically updates the rate to offer the most attractive rate.



Lower transaction fees

As your terminal instead of the banks is doing the currency conversion you profit from lower transaction fees.



Local currency



Your prices are an estimate

Customers do not know what they paid until they get their credit card statement.



Pro-travellers

Travelers with travel-credit cards will prefer to pay in the local currency due to special agreements.



Unknown conversion rate

The date, time and rate of the conversion rate is unknown at the point of sales.



No lower transaction fees

Best Rate Guarantee

The best option for your customers



01 Customer checks exchange rate

Following the purchase, your customer checks whether the payment was made on the same day and compares the exchange rate from us with that of his card issuer.



03 Customer contacts us

Your customer will find all details including the refund form at worldline.com/merchant-services/best-rate.



02 Customer fills out the form

Your customer fills out the online form and attaches the following documents:

- Transaction receipt
- Copy of the credit card bill or the account statement



04 Customer gets difference

We refund the difference to your customer.

You, as a merchant, are not involved at any time into the claims solving!



05

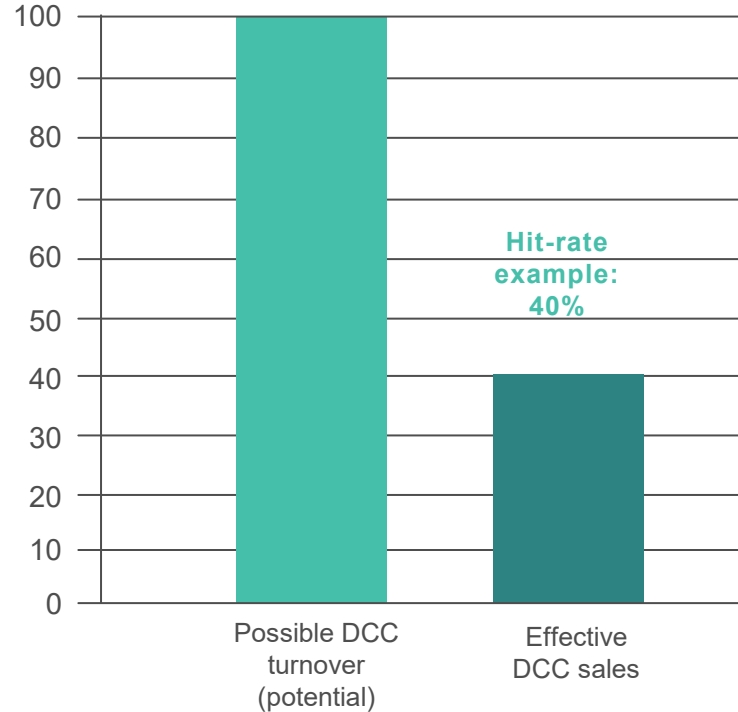
How to be successful with DCC

Do you know your Hit-Rate?



The Hit-rate is percentage of converted sales of DCC eligible transactions.

- More customers paying in their own currency
- Better Hit-rate
- Better DCC Payback for you
- More savings of costs per transaction



Successful with the right questions



Ask your customers proactively if they like to pay with DCC.
Ask simple questions that they can answer 'yes' or 'no'.

“Would you like to pay in dollars?”

“Would you like to pay in your own currency?”

“Is it ok for you to pay in dollars?”

“Would you like to pay using your card currency with best rate guaranteed exchange rate?”



Something else to help you

To ensure that DCC works without any extra effort, we have created some advertising material. Your customers can see the advantages of DCC at a glance. It's worth putting them out!



Pocketcard



Sticker



Counter display



and much more



You can order the advertising material free of charge here:

worldline.com/merchant-services/dcc-webshop

haalmeeromzet.be/nl/browse.asp

vendreplus.be/fr/browse.asp

DCC, 3 important things to know



Actively inform your customers about DCC.



Your customers must always be free to choose whether to use DCC or not.*



No additional costs.
Mark up and exchange rate are included.

*Card Schemes (Visa/Mastercard) reserve the right to withdraw a merchant's authorization to offer DCC on transactions.





Share this training
with your staff!





Thank you
for your attention!

