

Good for Guests.
Great for Business.



Dynamic Currency Conversion (DCC) FAQs

What is DCC?

DCC is a value-added service that gives international guests the option to pay in their home currency at the point of sale (POS). The transaction amount is immediately converted from the local currency to the cardholder's home currency for on-the-spot clarity.

How many currencies are included in DCC?

DCC supports 66 currencies.

What transactions are applicable to DCC?

DCC is applicable to international MasterCard® and VISA® transactions ONLY.

How is a DCC transaction identified?

The POS/PMS system detects that the card is issued in a foreign currency and is eligible for DCC.

When is the transaction converted when DCC is accepted?

The transaction is converted at the time of purchase before the transaction is authorized.

What are the benefits for the business?

- New revenue stream
- Fewer disputed transactions and chargebacks
- Seamless integration with POS and PMS
- No currency exchange risk

What are the benefits for the cardholder?

- Transparency about exchange rate and fees
- Better rates and fees than money exchange kiosks
- Easily reconcile statement
- Peace of mind

When does Elavon generate revenue from DCC?

Elavon generates revenue on DCC, only if a cardholder says yes and a conversion actually occurs. Elavon receives revenue from the conversion fee applied to the transaction. Equally important, the revenue share with our customer is only generated when a DCC conversion occurs.

How does DCC provide new revenue streams to the business?

- Earn a rebate on every converted DCC transaction
- Reduce chargebacks
- DCC works with all MasterCard and Visa cards from countries with supported currencies
- Competitive fees

What is a typical transaction experience for a hotel guest?

The following workflow details a hotel guest's experience:

Check In

- UK guest checks in to a N. American hotel
- Guest's card is swiped/dipped/tapped and the eligibility check occurs

Opt-in

- If the card is eligible, a prompt pops up offering the ability to pay in the cardholder's home currency (GBP)
- Disclosures of the conversion fee and rates are provided (For example, 0.7007 conversion rate + 3% mark-up)
- Guest chooses "opt-in" to pay in GBP

DCC Accepted

- Card is authorized in GBP
- Guest checks in using DCC, understanding the conversion rate might fluctuate throughout his/her stay

Checkout

- Guest adds restaurant and bar purchases to their room bill, which are also converted to their currency
- At checkout, the guest can view their bill and continue with the transaction in GBP, or opt-out, if needed
- No surprises on their credit card statement at month end – exact amount at checkout is billed

Technical FAQs

Can you explain the new eligibility check?

DCC's eligibility check determines if a card is eligible for DCC. New functionality eliminates the need for a third party solution storing BIN and exchange rate tables. It returns the transaction amount in the cardholder's currency, the cardholder currency code, the exchange rate and the conversion fee % (mark-up). Additionally, the DCC eligibility check:

- Must be completed prior to the authorization submission
- Supports multiple markets and industries
- Is compatible with Safe-T™ encryption and tokenization

What are the POS/PMS requirements if integrating to Fusebox and Simplify?

The following are POS/PMS requirements for DCC:

- Integration to Fusebox and Simplify to add DCC
- If the POS/PMS supports EMV and brings their own device, new EMV certifications will need to be completed
- Receipt or folio modifications for DCC disclosures
- Display screen modifications to provide cardholder choice, if not using Simplify terminal
- VISA Certification Assessment Questionnaire completion and approval