

Tyro EFTPOS

Mail Order/Telephone Order MOTO DCC Guidelines



What is MOTO Dynamic Currency Conversion (MOTO DCC)?

Dynamic Currency Conversion (DCC) allows MasterCard and Visa international cardholders to complete payment in their card's currency with a given transparent exchange rate at the moment of the transaction.

MOTO DCC allows you to offer DCC also to your mail and telephone customers provided you requested the activation of this feature on your terminals.

When doing so you must comply with the DCC rules.

If DCC is enabled on your Tyro terminal and a foreign currency credit card is used, the terminal will offer the cardholder the choice of processing the transaction in AUD or in the card's currency.

If the cardholder chooses to process the transaction:

- a) Using DCC the currency conversion will be done at the time of the transaction and the cardholder will be informed of the applied exchange rate and mark up.
- b) In AUD the currency conversion will be done by MasterCard or VISA with an exchange rate and mark-up of their choice.

How to activate MOTO DCC?

To find out the advantages of DCC for your business and/or to activate DCC contact your Tyro Sales Account Manager on 02 8907 1700.

After DCC is activated you can Enable or Disable DCC per terminal via MENU > Settings > Currency Support > choose Enable or Disable.

DCC rules

- The merchant is not allowed to choose the foreign currency on behalf of the cardholder.
- All DCC information, including but not limited to, currency choice, exchange rate and transaction amounts must be shown or explained to the cardholder.
- DCC is offered by the merchant and not offered or endorsed by MasterCard or VISA.
- The exchange rate applied is a wholesale rate and includes a mark up as displayed on the terminal.
- The selected currency is final.
- The card issuer may or may not add an international transaction fee.
- If the cardholder does not wish to use DCC after processing the transaction you must void the transaction and attempt to do the transaction in AUD.
- Refunds have to be done in the original transaction currency.
- When processing VISA credit cards the Tyro terminal will automatically confirm that the cardholder expressly agrees to the DCC transaction receipt information.
- When processing MasterCard credit cards you must inform the cardholder that they have chosen not to use the MasterCard currency conversion method and they will have no recourse against MasterCard regarding the DCC or its disclosure on the transaction receipt.

VISA and MasterCard have the right to perform audits at the merchant premises.

In case of repeated breaches of the DCC rules, VISA and MasterCard have the authority to withdraw from the merchants the right to offer DCC to their customers.

Dial Tyro Support 1300 966 63

Telephone Order

When offering (DCC) during a telephone call you must disclose the following information to your customer prior to the selection of the currency of the transaction.

- The total price, including taxes, of the goods or services, quoted in Australian dollars.
- If DCC is available, after you have entered the card's details the terminal will show the transaction amount in the card's currency and the exchange rate.

You must inform the customer:

- o That DCC offers them the choice of paying in their card's home currency with the exchange rate as shown on the terminal at the time of the transaction. You must quote the currency code.
- o The total transaction amount in the card's home currency.
- o The offered exchange and mark up rate as shown on the terminal.
- o That the choice of currency is final.

Mail Order

If you offer DCC for mail order transactions the following information needs to be included in the mail order form:

- Cardholder is offered a choice of currencies for payment, including the Merchant's local currency.
- The specific transaction currency as agreed to by the Cardholder.
- The cardholder must expressly agree to DCC by marking an "accept" box on the mail order form.
- The exchange rate used is the Pure Commerce wholesale rate and includes a markup.
- That the merchant will determine the exchange rate on the date the transaction will be processed, without additional consultation with the cardholder.

If the customer does not expressly agree to make use of the DCC you must select AUD on the terminal when processing the transaction.

For all mail order transactions you must write "Mail Order" on the signature line.

The cardholder's copy of the transaction receipt must be delivered to the cardholder at the time the goods are delivered or the services are performed.