

# Brugervejledning for DCC

- Hvordan hjælper du dine udenlandske kunder med at betale i egen valuta



- **Automatisk** – Betalingsterminalen identificerer automatisk udenlandske Visa og MasterCard kort, foretager en omregning til kundens egen valuta og viser dette på skærmen.
- **Overskuelig** – Både terminalen og kvitteringen vil vise summen i danske kroner, vekslingskursen og summen i kundens egen valuta.

NETS LABPILOT NO  
HAARVARD M. VBI 54  
NETS NORWAY, OSLO

BAX: 12390599-330398  
22/04/2015 10:52

MASTERCARD

\*\*\*\*\*7029-0  
AID: A000000041010  
TVR: 000008000  
TSI: E800  
StoreID: 8075247  
Ref: 196965 230562 IB1  
Resp.: 00  
DCC Resp.: 00

PURCHASE

AMOUNT NOK 5,00

TRANS. CURRENCY

AMOUNT DKK 6,58

GODEKJENT

EXCHANGE RATE BASED ON  
ELAVON AT 2015-04-22  
EXCHANGE RATE: 1,1168  
MARK UP ON EXCHANGE RATE  
0,000%  
THIS CURRENCY CONVERSION  
SERVICE IS PROVIDED BY  
ELAVON.

I ACCEPT:

NETS LABPILOT NO HAS  
OFFERED ME A CHOICE OF  
CURRENCIES FOR PAYMENT  
AND THIS CHOICE IS FINAL

THE EXCHANGE RATE AND  
FINAL AMOUNT IN 'DKK'.

TAKK FOR BESØKET  
VELKOMMEN IGJEN

## Hvordan gennemføres en DCC-transaktion?

1. Kunden sætter kortet ind i terminalen som ved et almindeligt køb.
2. Terminalen identificerer, at det er et udenlandsk kort og hvilken valuta, der er kundens egen.
3. Terminalen beder kunden vælge, hvilken valuta han ønsker at betale i, danske kroner eller egen valuta.
4. Kunden vælger ved at trykke nummer foran ønsket valuta + OK, eller ved at benytte pil + OK.

*Din opgave bliver at vejlede kunden og give information.*

## Fordele for kunden, når han benytter DCC

- Kunden får beløbet at vide i egen valuta i købsøjeblikket, og ved derfor nøjagtig hvilken sum, der vil stå på kontoudskriften, når han kommer hjem.
- Kunden behøver ikke at omregne fra dansk valuta til egen valuta.
- Der kommer ingen skjulte vekslingsomkostninger eller tillægsgebyrer fra banken, når kunden vælger DCC.
- Forenkler rejseafregning for forretningsrejsende, der får tilbagebetalt udlæg fra arbejdsgiver.
- Elavon giver en Elavon Best Rate. Skulle kunden opleve at få en dårligere valutakurs gennem Elavon end fra egen bank, udbetaler vi differencen. Det gøres nemt ved, at kunden går ind på [www.elavon.eu/bestrate](http://www.elavon.eu/bestrate) og udfylder skemaet.



### Ved spørgsmål relateret til terminal, kontakt

Nets kundeservice på telefon 8877 7002, eller [ms-sales-dk@nets.eu](mailto:ms-sales-dk@nets.eu)

### For spørgsmål relateret til valuta, afregning og udbetaling, kontakt

Elavon kundeservice på telefon 38 48 74 88 eller [kundeservice.dk@elavon.com](mailto:kundeservice.dk@elavon.com)

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Elavon

# UserGuide for DCC

- how to help your foreign customers to pay in their home currency



- **Automatic** – The card reader automatically detects eligible Visa and MasterCard, it then converts the purchase amount to customer's home currency and display the choice of currencies on the screen.
- **Transparent** – both the card reader and the receipt will show amount in Danish Kroner, the conversion rate and the amount in customer's home currency.

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TAKK FOR BESØKET  
VELKOMMEN IGJEN

## How does DCC work

1. Customer inserts the card into the card reader.
2. The card reader identifies if the card is eligible for DCC.
3. The customer is presented the choice to pay either in Danish kroner or in their home currency.
4. The cardholder shall now select which currency to pay with.  
The cardholder can either press the number next to the chosen currency + OK, or use the arrows + OK to select.

*Your job is to guide and give information to the customer.*

## Advantages for the customer when using DCC

- The customer benefits from knowing exactly at the point of purchase what amount will appear on the bank statement when they get home.
- There are no hidden charges applied to the customer when they choose to pay with DCC.
- It simplifies the job to claim travel expenses from employer when on business trip.
- Elavon aims to always provide a competitive rate. That is why we give a Elavon Best Rate. If a cardholder obtains a better exchange rate on another transaction on the same day from their card issuer, Elavon will refund the difference. They can simply fill in a form, which can be found at: [www.elavon.eu/bestrate](http://www.elavon.eu/bestrate).



For questions related to terminal,  
please contact:

Nets Customer Service on phone  
8877 7002, or [ms-sales-dk@nets.eu](mailto:ms-sales-dk@nets.eu)

For questions related to currency or  
settlement, please contact:

Elavon Customer Service on phone 38 48 74 88  
or [kundeservice.dk@elavon.com](mailto:kundeservice.dk@elavon.com)

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