

# ANZ CUSTOMER PREFERRED CURRENCY (CPC) OPERATING GUIDE

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PROVIDING CHOICE TO YOUR  
INTERNATIONAL CUSTOMERS



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## 1. Welcome

Thank you for selecting the Customer Preferred Currency (CPC) feature on your ANZ terminal. This Guide contains clear and easy-to-follow instructions on how to process Customer Preferred Currency transactions using your ANZ Terminal along with other important information about CPC processing.

## 2. Merchant Operating Guide

Your ANZ Merchant Operating Guide contains valuable information and important requirements relating to the operating procedures for your Terminal. Instructions in this Guide form part of your ANZ Merchant Operating Guide and may be changed or replaced by us in accordance with the terms of the merchant agreement. Together, this Guide and the ANZ Merchant Operating Guide forms part of your Merchant Agreement with ANZ. Please note that ANZ will not be responsible for any loss or damage (including consequential loss or damage) incurred by you in connection with the CPC feature enabled on your terminal.

## 3. Important Contact Details

ANZ Merchant Services (24 hours/7 days a week): 1800 039 025 or [merchant@anz.com](mailto:merchant@anz.com)

Online Stationery can be ordered online via [anz.com/merchantconnect](http://anz.com/merchantconnect)

Authorisation Centre:

- Credit Cards (Visa and MasterCard®): 1800 999 205 (24/7)

NOTE: Calls to 1800 numbers from a mobile phone will incur normal mobile phone charges.

## 4. About Customer Preferred Currency

### 4.1 What is Customer Preferred Currency?

Customer Preferred Currency (CPC) is a simple and convenient way you could make life easier for your overseas customers.

This feature provides international Visa and MasterCard® credit card customers the option of converting Australian currency purchases into their card's billing currency at the time of purchase.

It is important to note that **CPC is optional** for cardholders, so when you see the CPC screen appear on your terminal, you must always ask the cardholder if they would like to pay in their currency or in Australian Dollars and confirm their acceptance before completing the transaction.

#### **4.2 What are the benefits for your customers?**

Providing the option of CPC to your customers may present them with benefits including:

- Offering transparency to customers because the price and exchange rate are displayed on the terminal at the point of sale
- Customers don't need to worry about calculating the difference between the CPC rate and non-CPC rate for their transactions

#### **4.3 How does CPC work?**

CPC identifies a credit card's currency and offers the cardholder the option of paying for the goods or services in their billing currency at the time of purchase.

The exchange rate and price in the cardholder's currency is displayed on the terminal.

#### **4.4 Accepted Currencies for CPC**

- US Dollars
- Pounds Sterling
- New Zealand Dollars
- Euro
- Japanese Yen
- Hong Kong Dollars
- Canadian Dollars
- Danish Krone
- Singapore Dollars
- Norwegian Krone
- Swedish Krona
- Thai Bhat
- Malaysian Ringgit
- Swiss Frank
- South African Rand

## **5. How to process a CPC transaction on your terminal**

### **Processing a CPC transaction**

Customer Preferred Currency can prove to be a valuable tool for your customers when completing transactions outside their home country. In order to assist the cardholder to make an educated choice, you must ensure that:

- Your EFTPOS terminal is automatically configured to recognise when an international MasterCard, or Visa credit card, is initiated
- If “**Acceptance Rate**” comes up on the terminal, the cardholder must be informed that CPC is optional and has a choice of currencies between the customer’s local currency and Australian dollars
- The transaction amount will contain a 2.5% exchange rate mark-up
- The cardholder has acknowledged that the merchant will conduct the CPC services.

Note: Exchange rate mark-up is payable to ANZ and WorldPay.

### How to process a CPC transaction

Please refer to your terminal Merchant Operating Guide for steps on how to process pre-authorisation, mail and telephone order transactions.



Please refer to your Point of Sale manual to initiate a transaction on integrated terminals.



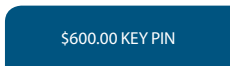
Perform card security checks then swipe or insert the cardholder’s card.



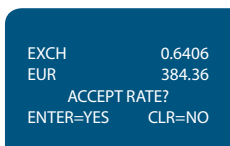
Select CR for credit account.



The selected account type is displayed.



Have the cardholder enter their PIN then press ENTER



When this screen appears, you must offer the cardholder the choice to accept CPC or to pay in Australian Dollars. To accept the CPC, the Cardholder should press ENTER (YES). To decline the CPC, the cardholder should press CLEAR (NO) and the transaction will continue in Australian dollars.

PROCESSING  
PLEASE WAIT

Have the customer sign and tick the CPC acceptance tickbox (located at the bottom of the receipt). This confirms that the cardholder has accepted the conversion of the transaction amount being processed in the currency of their country of origin. If the cardholder has not entered a PIN, the cardholder will be prompted to sign the receipt.

SIGNATURE  
REQUIRED

Please note: if the customer has not signed and ticked the CPC acceptance checkbox, the liability in the event of a chargeback dispute may lie with the merchant.

If the signatures match, select ENTER on the terminal. If they do not, select CLR to decline the transaction. If the transaction is rejected, the terminal will display an error message. Notify the customer, advise them to contact their card issuer and seek an alternative form of payment.

SIGNATURE  
VARIFIED?

APPROVED

If the transaction is approved, the EFTPOS terminal or Point of Sale system will print a customer copy.

## 5.2 Processing pre-authorisation transactions

Before initiating a pre-authorisation transaction where CPC will be applied, you must complete a “written agreement” with the cardholder that specifies the following information:

- The cardholder has agreed that a Customer Preferred Currency conversion will take place
- The cardholder has been offered a choice of currencies for payment (either their card’s billing currency or Australian Dollars)

- Which currency the cardholder agrees to have applied to the transaction
- A statement that the cardholder's choice of currency is final
- The transaction amount will contain a 2.5% exchange rate mark up
- The exchange rate will be determined by the merchant at a later date without additional consultation with the cardholder
- A statement that the cardholder acknowledges that CPC is a service conducted by the merchant

The following text must be included in the written agreement.

### Using CPC for Preauthorisation Transactions

I understand and agree that:

- A Customer Preferred Currency (CPC) conversion will take place
- I have been offered a choice of currencies for payment (either Australian Dollars or my card billing currency)
- The currency that will be applied to the transaction is \_\_\_\_\_ and I understand that my choice of currency is final
- The transaction amount will contain a 2.5% exchange rate mark-up
- The exchange rate will be determined by the Merchant at a later date without additional consultation
- CPC is a service conducted by the Merchant

Signed:

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Note: if you are conducting a 'Completion Transaction' when the cardholder is present, please ensure that the merchant copy of the receipt is reviewed and fully completed by the cardholder.

## 6. Applying CPC in Telephone Order Transactions

The following text must be **verbally expressed to the cardholder** when processing a telephone order where CPC is applicable.

“You understand and agree that:

- A Customer Preferred Currency (CPC) conversion will take place
- You have been offered a choice of currencies for payment (either Australian Dollars or your card’s billing currency)
- The currency that will be applied to the transaction is [insert name of non-AUD currency here] and you understand that your choice of currency is final
- The transaction amount will contain a 2.5% exchange rate mark up
- The exchange rate to be applied to the currency conversion is [read out exchange rate displayed on terminal screen here].
- CPC is a service conducted by the Merchant.

## 7. Applying CPC in Mail Order Transactions

The following details must be included in all mail order forms for the cardholder to acknowledge and accept if they agree to have their transaction processed with CPC.

You must include a section with all applicable CPC currencies with corresponding tick boxes for the cardholder to choose which currency they would like to have their transaction conducted in.

These currencies are:

- US Dollars
- Pounds Sterling
- New Zealand Dollars
- Euro
- Japanese Yen
- Hong Kong Dollars
- Canadian Dollars
- Danish Krone
- Singapore Dollars
- Norwegian Krone
- Swedish Krona
- Thai Bhat
- Malaysian Ringgit
- Swiss Frank
- South African Rand



**Along with the currency list requirement set above, the following text must also be included in all mail order forms:**

I understand and agree that, if my card is eligible for Customer Preferred Currency (CPC):

- The currency indicated by me by selecting a tick box on this form will be the transaction currency\*
- A Customer Preferred Currency (CPC) conversion will take place
- Australian Dollars is available to me as a choice of currency for payment, but I allow CPC to take place if available
- The currency that will be applied to the transaction is my card's billing currency and I understand that my choice of currency is final
- The transaction amount will contain a 2.5% exchange rate mark-up
- The exchange rate will be determined by the Merchant at a later date without additional consultation
- CPC is a service conducted by the Merchant.

Signed:

Name: \_\_\_\_\_

Date: \_\_\_\_\_

\*If the currency selected by you using the tick boxes on this form is not supported, the transaction currency will default to Australian Dollars.

## 8. Transaction Records

### MasterCard CPC Purchase - Exchange Rate Accepted and Signature Verified (Customer Copy)

ANZ EFTPOS		
CUSTOMER COPY		
XYZ MERCHANT 890 PARK ST MELBOURNE 3000		
TERMINAL ID	00013009776	
MASTERCARD	CR	
0036		
PUR	AUD	\$10.00
TRANSACTION CURRENCY	USD	
EXCH. RATE		0.7792
TOTAL	USD	7.79
AID	A0000000041010	
APSN 00	C00006 ATC 0011	
APPROVED	AUTH: 328433	
STAN: 008742		
17/03/11	11:58	
I HAVE BEEN OFFERED A CHOICE OF CURRENCIES FOR PAYMENT, INCLUDING THE MERCHANT'S LOCAL CURRENCY. I ACKNOWLEDGE THE CURRENCY CONVERSION SERVICE IS CONDUCTED BY ANZ.		
EXCH. RATE MARK UP 2.5%		
[ ] I AGREE TO THE INFORMATION ABOVE.		

### MasterCard CPC Purchase - Exchange Rate Accepted and Signature Verified (Merchant Copy)

ANZ EFTPOS		
MERCHANT COPY		
XYZ MERCHANT 890 PARK ST MELBOURNE 3000		
TERMINAL ID	00013009776	
MASTERCARD	CR	
0036		
PUR	AUD	\$10.00
TRANSACTION CURRENCY	USD	
EXCH. RATE		0.7792
TOTAL	USD	7.79
-----		
SIGNATURE		
AID	A0000000041010	
APSN 00	C00006 ATC 0011	
APPROVED	AUTH: 328433	
STAN: 008742		
17/03/11	11:58	
I HAVE BEEN OFFERED A CHOICE OF CURRENCIES FOR PAYMENT, INCLUDING THE MERCHANT'S LOCAL CURRENCY. I ACKNOWLEDGE THE CURRENCY CONVERSION SERVICE IS CONDUCTED BY ANZ.		
EXCH. RATE MARK UP 2.5%		
[ ] I AGREE TO THE INFORMATION ABOVE.		

**Visa CPC Purchase -  
Exchange Rate Accepted  
and Signature Verified  
(Merchant Copy)**

ANZ EFTPOS	
MERCHANT COPY	
XYZ MERCHANT 890 PARK ST MELBOURNE 3000	
TERMINAL	ID
VISA	00013009847
0010	CR
PUR	AUD
\$100.00	
TRANSACTION CURRENCY	USD
EXCH. RATE	0.7792
TOTAL	USD
	77.93
TOTAL	AUD
-----	
SIGNATURE	
VISA CREDIT	
AID	A0000000031010
APSN 01	C08006 ATC 0002
APPROVED	AUTH: 954148
STAN: 005841	
01/03/11 14:14	
I HAVE BEEN OFFERED A CHOICE OF CURRENCIES FOR PAYMENT, INCLUDING THE MERCHANT'S LOCAL CURRENCY. I ACKNOWLEDGE THE CURRENCY CONVERSION SERVICE IS CONDUCTED BY ANZ.	
EXCH. RATE MARK UP 2.5%	
[ ] I AGREE TO THE INFORMATION ABOVE	

**VISA CPC Purchase -  
Exchange Rate Accepted  
and PIN verified  
(Merchant Copy)**

ANZ EFTPOS	
MERCHANT COPY	
XYZ MERCHANT 890 PARK ST MELBOURNE 3000	
TERMINAL	ID
VISA	00013009847
0010	CR
PUR	AUD
\$100.00	
TRANSACTION CURRENCY	USD
EXCH. RATE	0.7792
TOTAL	USD
	77.93
TOTAL	AUD
-----	
VISA CREDIT	
AID	A0000000031010
APSN 01	C08006 ATC 0002
APPROVED	AUTH: 954148
STAN: 005841	
01/03/11 14:14	
I HAVE BEEN OFFERED A CHOICE OF CURRENCIES FOR PAYMENT, INCLUDING THE MERCHANT'S LOCAL CURRENCY. I ACKNOWLEDGE THE CURRENCY CONVERSION SERVICE IS CONDUCTED BY ANZ.	
EXCH. RATE MARK UP 2.5%	
[ ] I AGREE TO THE INFORMATION ABOVE	

Visa CPC Purchase - Exchange Rate Accepted and  
Signature Verified (Customer Copy)

ANZ EFTPOS

CUSTOMER COPY

XYZ MERCHANT  
890 PARK ST  
MELBOURNE 3000

TERMINAL ID 00013009847  
VISA CR  
0010

PUR AUD \$100.00  
TRANSACTION CURRENCY USD  
EXCH. RATE 0.7792  
TOTAL USD 77.93

TOTAL AUD -----

VISA CREDIT

AID A0000000031010  
APSN 01 C08006 ATC 0002

APPROVED AUTH: 954148  
STAN: 005841  
01/03/11 14:14

PLEASE RETAIN FOR  
YOUR RECORD

I HAVE BEEN OFFERED A  
CHOICE OF CURRENCIES FOR  
PAYMENT, INCLUDING THE  
MERCHANT'S LOCAL  
CURRENCY. I ACKNOWLEDGE  
THE CURRENCY CONVERSION  
SERVICE IS CONDUCTED  
BY ANZ.

EXCH. RATE MARK UP 2.5%

[ ] I AGREE TO THE  
INFORMATION ABOVE

## 9. CPC Frequently Asked Questions



### What are the benefits of using CPC?

Benefits to your business include:

- Available at no additional cost
- CPC transactions are settled to your account in Australian dollars
- Customers still have the option to pay in Australian Dollars if they prefer

Benefit to your customers include:

- Providing cardholders with the ability to view the price and the exchange rate in the cardholder's home currency on the terminal at the point of sale

### How will I know a customer's card is eligible for CPC processing?

Once CPC has been enabled, your ANZ terminal has the ability to automatically identify if the card being presented at the point of transaction is eligible for CPC processing. An 'Exchange and Acceptance screen' (next page) will appear once the cardholder has confirmed the original transaction amount and entered in their PIN.

EXCH	0.6406
EUR	384.36
ACCEPT RATE?	
ENTER=YES	CLR=NO

For example, the 'EXCH' 0.6406 shown here is the exchange rate that will be applied to the transaction. The 'EUR' shown refers to the currency the transaction is being converted to, in this case Euro. The cardholder should now be asked if they wish to apply CPC to the transaction, and accept the exchange rate which includes a maximum 2.5% exchange rate mark up. Press ENTER if the cardholder accepts CPC or press CLR if they do not want to use process their transaction with CPC.

Note: exchange rates displayed are for illustrative purposes only.

### **Should I recommend CPC to my customers?**

It is the cardholder's choice to select whether CPC is to be applied to their purchase. You should not make any recommendations to the cardholder as they will need to consider their personal financial position and whether CPC is appropriate for them. All you have to do is offer cardholders the choice of having CPC applied to their transaction when prompted by the terminal.

CPC offers cardholders the ability to see the value of a transaction in a currency that is familiar to them. The applicable exchange rate is visible to the cardholder and, if they are unhappy with the exchange rate offered, they can choose to pay in Australian dollars.

If a cardholder chooses to pay using CPC, the exchange rate displayed on the terminal includes an exchange rate mark-up of 2.5%. The exchange rate (including the exchange rate mark-up) is clearly displayed to the cardholder on the terminal screen before the cardholder opts to convert the transaction.

^ Not available on all terminals. Contact ANZ Merchant Services on 1800 039 025 for more information.

\* CPC is provided in association with RBS WorldPay and is available in selected currencies only. Australia and New Zealand Banking Group Limited (ANZ) ABN 11 005 357 522. ANZ's colour blue is a trademark of ANZ.

