



# Manage Multiple Currencies

The multi-currency support in Zoho CRM helps you to handle business transactions in the global marketplace easily. If you regularly deal with international clients and vendors, then Multi-Currency will facilitate international buying and selling. With Multi-Currency support in Zoho CRM, you can:

- Estimate the value of an opportunity using the currency you deal in and also in the customer's local currency.
- Generate and view reports in your organization's currency.
- Import a single file that contains data with values in multiple currencies.

## Availability

### Permission Required

Users with the admin-level permissions can set up this feature.

[Check Feature Availability and Limits](#)

## Points to Remember

- When a user transitions from a paid edition to a trial edition, they can utilize currencies up to the limits of their original paid edition without disabling any added currencies. However, upon moving to an edition with lower limits, the constraints of the lower edition will apply, potentially preventing the addition or activation of currencies if the limit is exceeded.
- The free edition does not support multiple currencies. Downgrading to the free edition results in the deactivation of all previously added currencies. Upon upgrading to a higher edition, users must manually activate currencies to resume their use.

## Overall benefits of using multi-currencies

- **Improved customer experience:** Customers can make payments in their preferred currency, which enhances their experience and boosts customer satisfaction.
- **Increased sales:** By enabling customers to make purchases in their local currency, businesses can expand their reach and gain new customers, resulting in increased sales and revenue.
- **Global reach:** Businesses can expand their operations globally, allowing them to sell products or services to customers in different currencies. Accepting payments in multiple currencies removes barriers to entry and enables businesses to tap into new markets.
- **Accurate pricing:** Ensures that pricing is accurate and consistent across different currencies, preventing confusion and errors in pricing that can negatively impact sales.
- **Currency conversion:** Automatically converts currencies, making it easy for businesses to manage payments without having to convert currencies manually or use a third-party tool.

## Terminologies in currencies feature

### Home Currency

It is the primary currency that your organization uses for its business. Often this is the currency used to generate annual reports and calculate the company's income. The Home Currency is most relevant for multinational companies that do business in multiple

currencies. For example, a company has offices in Japan, India, and Spain, but its headquarters are in the US. So, the financial figures of this company are expressed in terms of US Dollars. In the example, the Home Currency is US dollars.

### Active Currency

These are the currencies in which your organization does business. Only active currencies can be entered in deals and other fields.

### Inactive Currency

These are the currencies that your organization no longer uses. Once deactivated, these currencies will not be deleted. They will still be listed under Currencies.

### Exchange Rates

It is the rate at which one currency can be exchanged for another. In your CRM account the exchange rate is used to convert an amount in one currency to the home currency used by your organization.

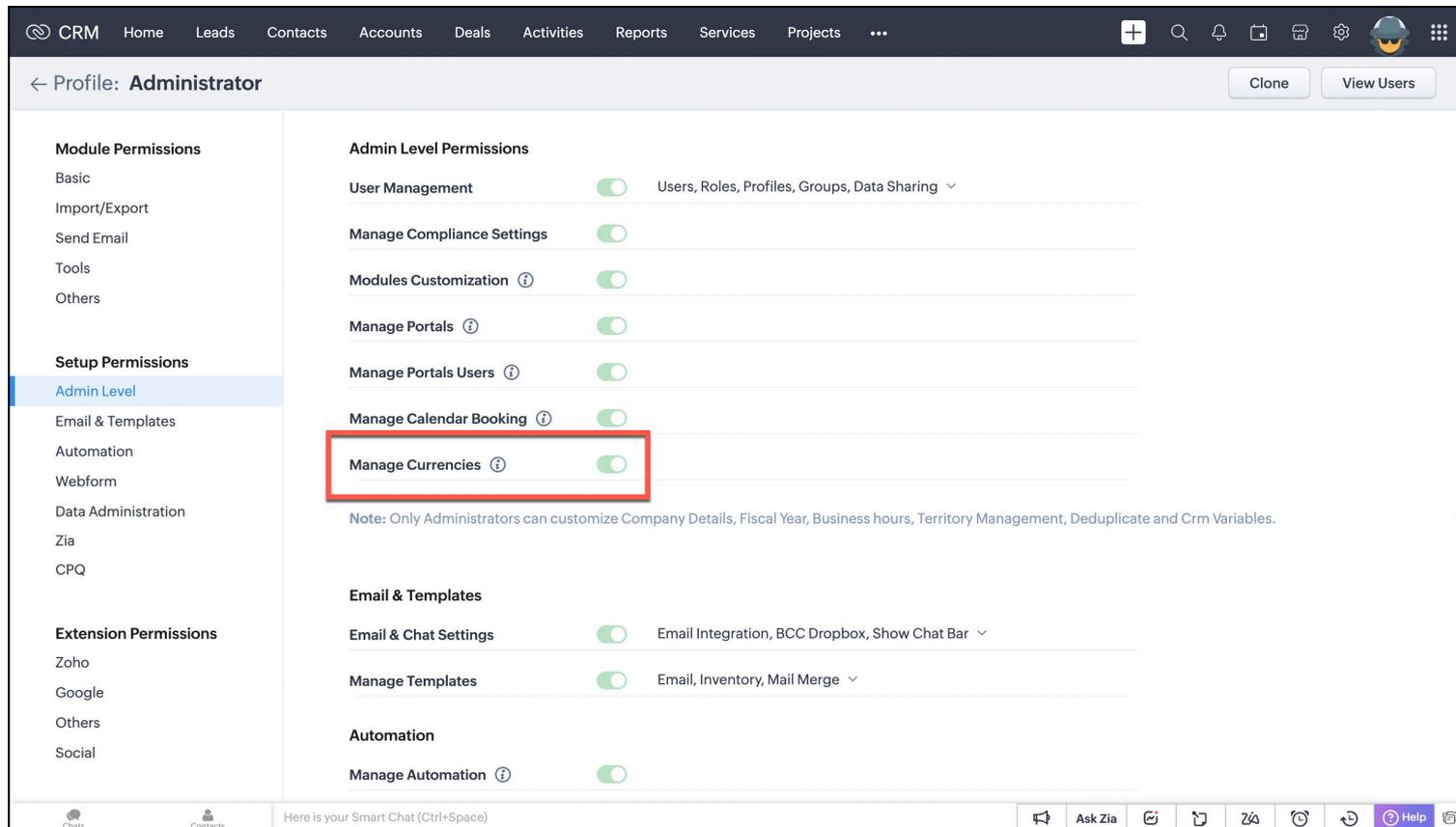
### Record Currency

This is the currency for each record. All the currency values for a record will be based on the selected record currency.

Now that we are familiar with the terminologies of currencies management in Zoho CRM, let us look at how to use it.

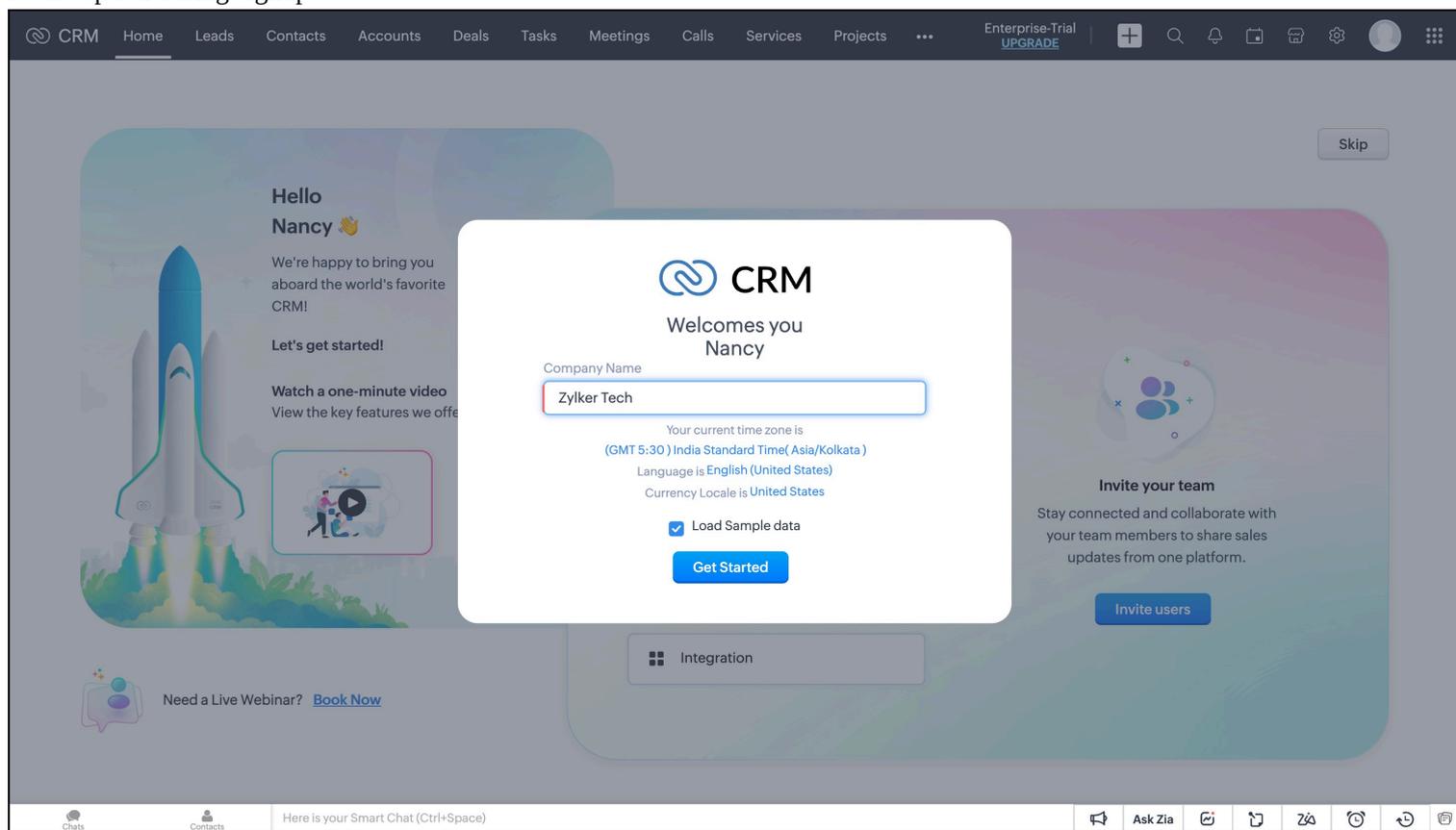
## Profile-based permissions

The permission setting required to access the Currencies tab is available in the admin-level permissions settings. Users with this permission can add, edit, activate, and deactivate currencies.



## Choose Home Currency and Add Multiple Currencies

You can select your home currency through the currencies tab, and we'll recommend a value based on your choice in the currency locale option during signup.

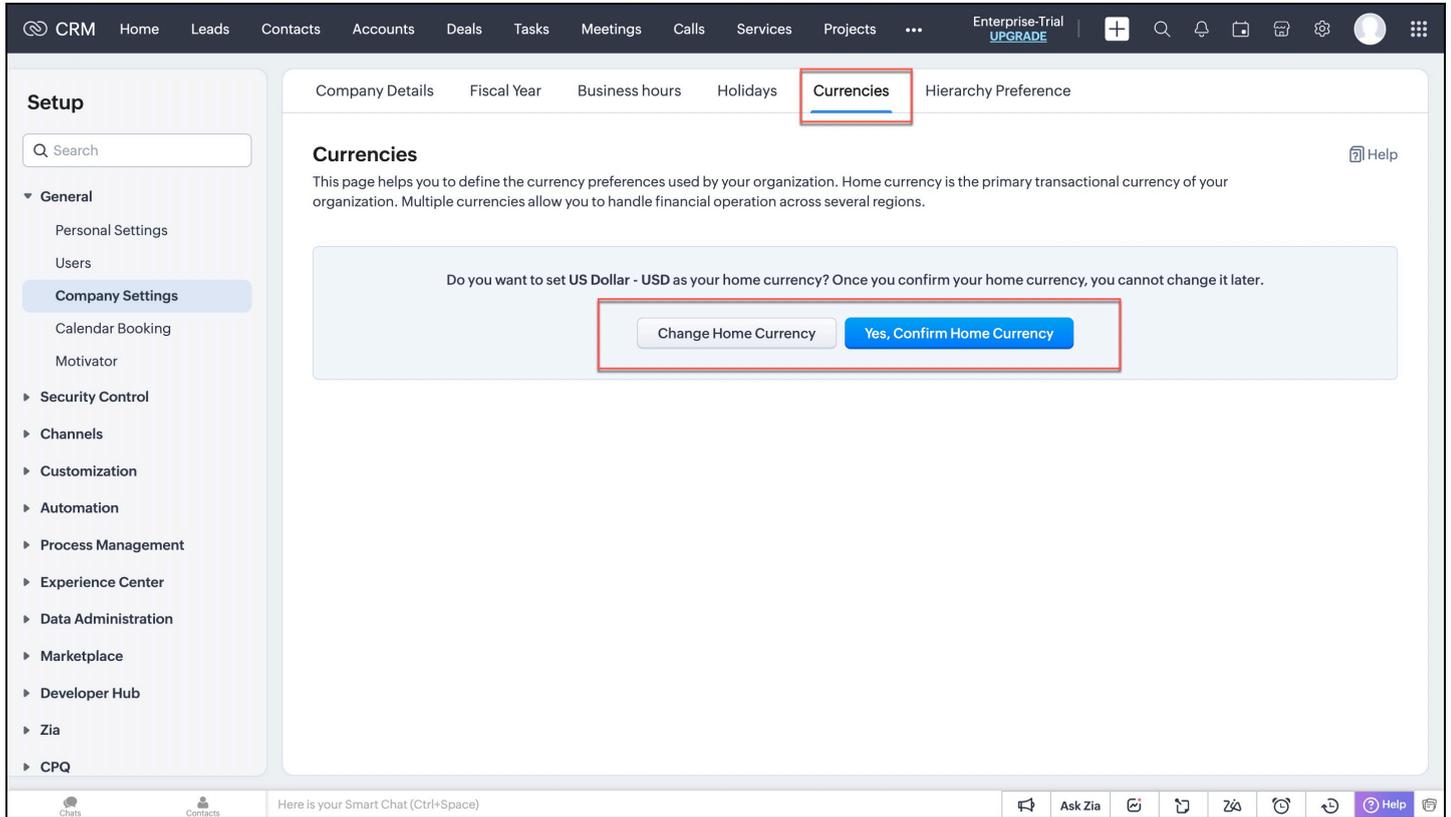


The suggested home currency will be based on the chosen option, and users can either confirm it or make changes as needed using the Currencies tab. Users with manage currencies permission can access the currencies tab. The permission setting required to access the Currencies tab has been added to admin-level permissions settings.

To set home currency

1. Go to **Setup > General > Company Settings**.

2. In the Company Settings page, go to the **Currencies** tab.



**Note:** This Home Currency value is the option you choose in "Currency locale" during the initial CRM setup.

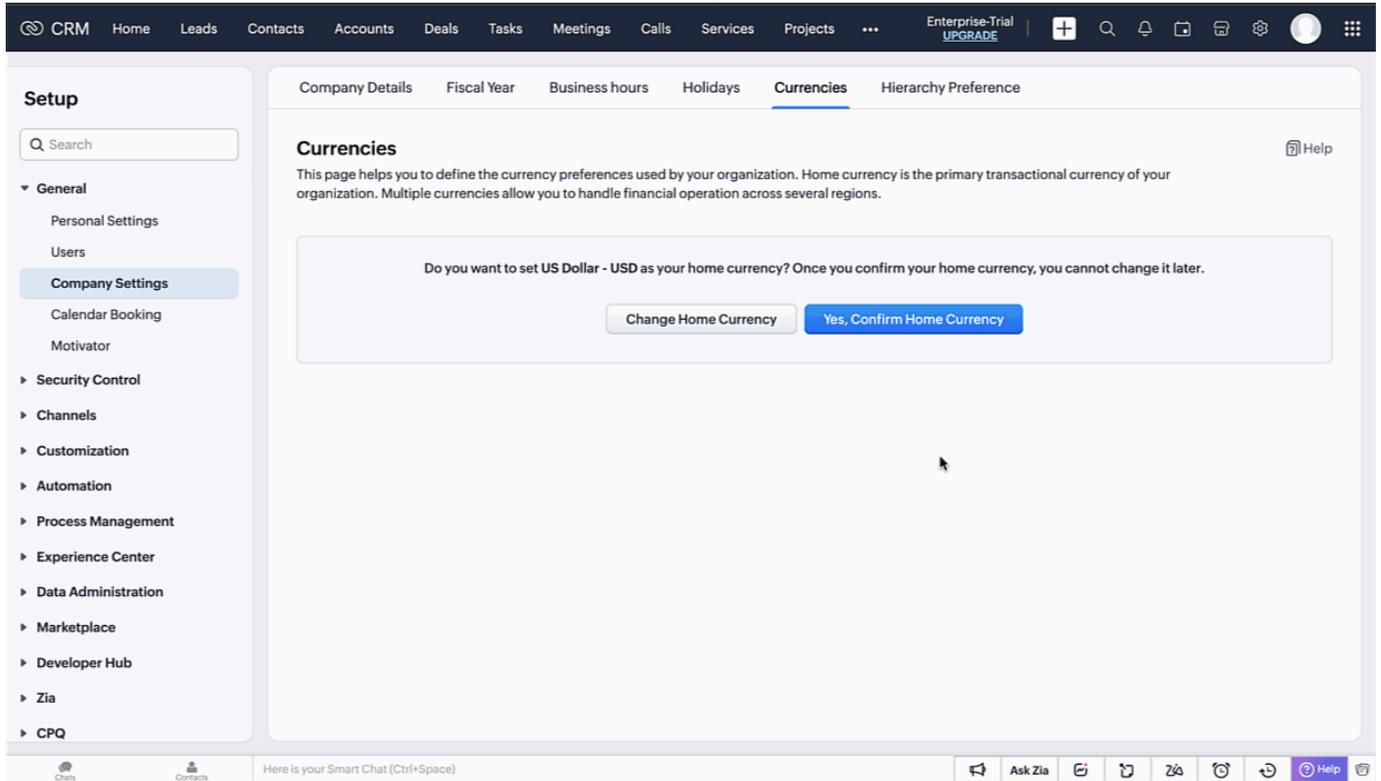
3. Do one of the following:

- a. Click **Change Home Currency** if you want to change the currency which you had initially set during CRM setup.
  - i. Change the currency and its format.

**Note:** Once you change the home currency by choosing a currency from the dropdown, an alert message will appear to remind you that the home currency cannot be changed further, and the currency code will be applied to all existing records and the values will remain unchanged.

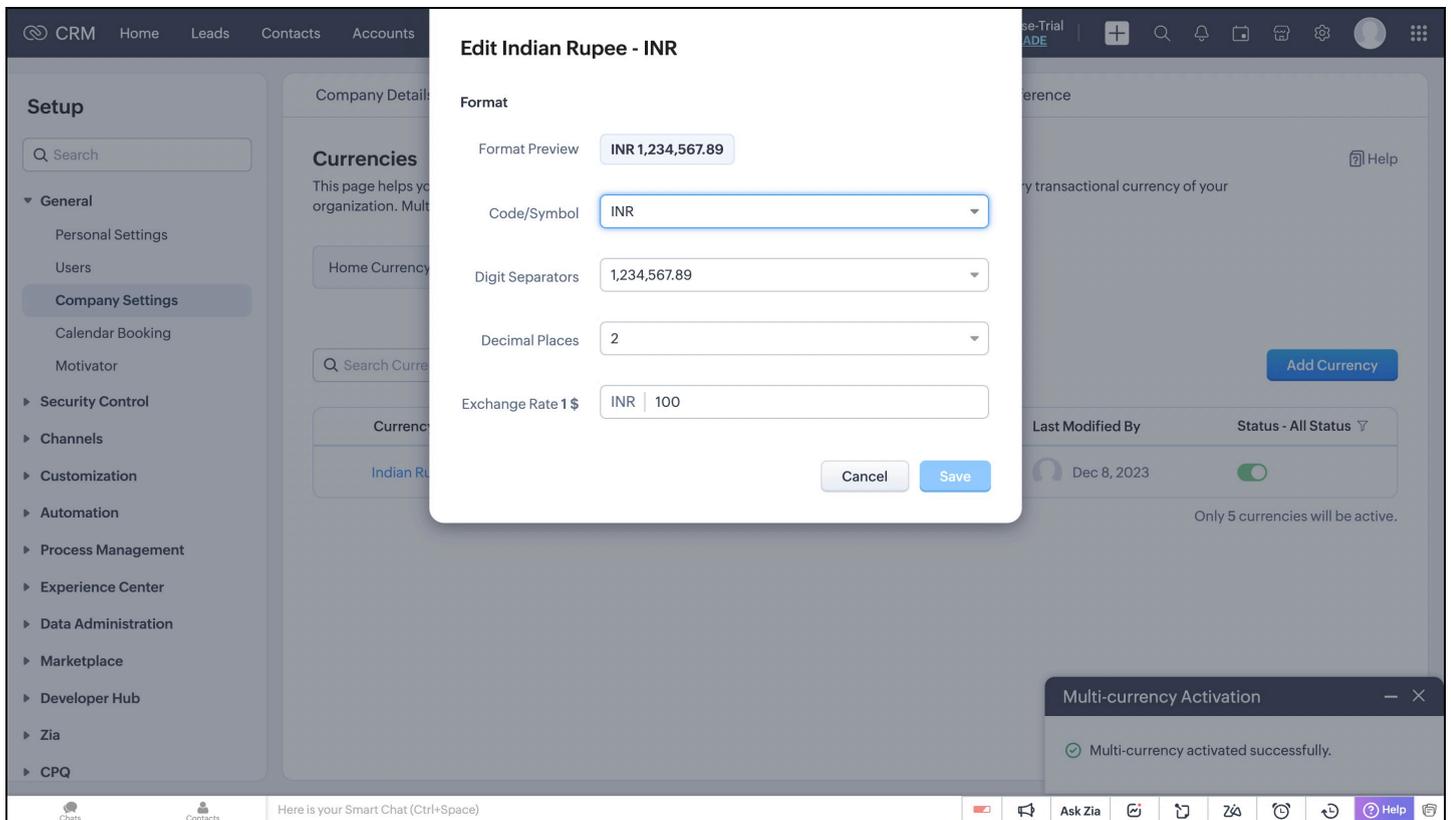
- ii. Click **Yes, Confirm Home Currency** to proceed with the change.

b. Click **Confirm Home Currency** if you want to continue using the same home currency.



**Note:** Based on the currency that you select, the currency Format will be populated.

4. If required, click **Edit** to change the following:
5. Select the **Code/Symbol** from the drop-down list.
6. Select the **Digit Separator** from the drop-down list.
7. Select the **Decimal Places** from the drop-down list.



8. Click **Save**.

## Add Multiple Currencies

After choosing the home currency, users with permission to access the currencies tab can add other currencies that company uses for business. Other users will then be able to select these currencies to use them as a record's currency while creating leads, contacts, deals, etc.

#### Note

- The Currency field will be available in the records only if a currency is added.
- The system-defined fields - Currency and Exchange rate can be removed from the layout if there are no Currency type fields in the layout. At any point if a Currency type field is added to the layout, automatically the system-defined fields - Currency and Exchange rate will be added.

To add multiple currencies

1. Go to **Setup > General > Company Settings > Currencies.**
2. Click the **Add Currency** button.

#### Note:

On adding a new currency:

- You cannot delete the currency; you can only deactivate the currency.
- The Currency and Exchange Rate fields will be added to the module.
- Reports may not work properly if currency fields from different modules are used to compare values in filters.

3. In the **Add Currency** pop-up box, do the following:

- Select a Currency from the drop-down list that will be the newly added currency.
- Click **Yes, Continue** to continue adding the currency.

The screenshot shows the 'Add Currency' pop-up box in Zoho CRM. The 'Currency' dropdown is set to 'Afghan Afghani - AFN'. The 'Format' field shows a preview of 'AFN 1,234,567'. The 'Code/Symbol' field is 'AFN', 'Digit Separators' is '1,234,567', 'Decimal Places' is '0', and 'Exchange Rate 1 \$' is 'AFN | 1'. At the bottom, there are three buttons: 'Cancel', 'Save and New', and 'Save'. A red arrow points from the 'Yes, Continue' button in the background to the 'Add Currency' pop-up box. A green hand icon is pointing to the 'Save and New' button.

- Select the **Symbol, Digit Separator, and Decimal Places** from the respective drop-downs.
- Enter the **Exchange Rate** for the currency that you are adding and click **Save**.

## On activation:

- You cannot deactivate this multi-currency feature.
- All the users with administrator profile will receive an email, informing them that the multi-currency feature is activated in the organization's CRM account.
- The exchange rates for the existing records will be set as 1.

## Active and Inactive currencies

Once you add multiple currencies, you can set them as active or inactive currencies.

The screenshot displays the Zoho CRM 'Currencies' settings page. The page shows a list of currencies with columns for Currency Name, Format, Exchange Rate, and Last Modified By. A red box highlights the 'Status - Inactive Y' column, which contains toggle switches for each currency. The currencies listed are:

Currency Name	Format	Exchange Rate	Last Modified By	Status
Argentine Peso - ARS	ARS 1234.567.890	132	06/21/2023	Inactive
Algerian Dinar - DZD	1,234,567.89 د.ج.	234	06/21/2023	Inactive
Australian Dollar - AUD	\$ 1,234,567.89	1	06/21/2023	Inactive
Argentine Peso - ARS	ARS 1,234,567.89	23	06/21/2023	Inactive
Aruban Florin - AWG	AWG 1,234,567.89	12	06/21/2023	Inactive

Below this, another section shows a list of currencies with their status (Active/Inactive) and exchange rates. A red box highlights the 'Status - Active Y' column, which contains toggle switches for each currency. The currencies listed are:

Currency Name	Format	Exchange Rate	Last Modified By	Status
Albanian Lek - ALL	Lek 1,234,567.89	202	06/21/2023	Active
Azerbaijani New Manat - AZN	AZN 1,234,567.89	123	06/21/2023	Active
Armenian Dram - AMD	AMD 1,234,567	345	06/21/2023	Active
Bahraini Dinar - BHD	1,234,567.89 د.ب.	345	06/21/2023	Active
Belarusian Ruble - BYR	BYR 1,234,567	345	06/21/2023	Active
Barbadian Dollar - BBD	BBD 1,234,567.89	345	06/21/2023	Active

You also have the option to filter them out.

CRM Home Leads Contacts Accounts Deals Activities Reports Services Projects ...

Company Details Domain Mapping Fiscal Year Business hours Holidays **Currencies** Hierarchy Preference

### Currencies

This page helps you to define the currency preferences used by your organization. Home currency is the primary transactional currency of your organization. Multiple currencies allow you to handle financial operation across several regions.

Home Currency [US Dollar - USD](#) Currency Format \$ 1,234,567.89 [Edit](#)

Q Search Currency

[Add Currency](#)

Currency Name	Format	Exchange Rate	Last Modified By	Status
<a href="#">Australian Dollar - AUD</a>	AU\$ 1.234.567,899	80	Nov 23, 2023	<input type="checkbox"/>
<a href="#">Afghan Afghani - AFN</a>	AFN 1,234,567	60	Nov 23, 2023	<input type="checkbox"/>
<a href="#">Russian Ruble - RUB</a>	RUB 1234 567,89	50	Nov 23, 2023	<input type="checkbox"/>
<a href="#">Albanian Lek - ALL</a>	Lek 1.234.567,89	40	Nov 23, 2023	<input type="checkbox"/>
<a href="#">Belize Dollar - BZD</a>	BZD 1,234,567.89	25	Nov 23, 2023	<input checked="" type="checkbox"/>

Only 50 currencies will be active.

Chats Contacts Here is your Smart Chat (Ctrl+Space) Ask Zia Help

## Currency details and logs

When you click a currency—which is displayed as a hyperlink—the details of the currency will be displayed with two tabs: **Info** and **Logs**.

The screenshot shows the Zoho CRM interface with a modal window for the 'US Dollar - USD' currency settings. The modal has two tabs: 'Info' (selected) and 'Logs'. Under the 'Info' tab, there is an 'Edit' button and the following details:

- Currency Format: \$ 1,234,567.89
- Code/Symbol: \$
- Digit Separators: 1,234,567.89
- Decimal Places: 2

The background shows a table of currencies with columns for Name, Exchange Rate, Decimal Places, Last Modified By, and Status. The table includes entries for Australian Dollar (AUD), Afghan Afghani (AFN), Russian Ruble (RUB), Albanian Lek (ALL), and Belize Dollar (BZD). The status column has toggle switches for each currency.

**Info:** Displays the currency's details.

**Logs:** Captures any changes made to the currency, such as the following:

- Home currency confirmation
- Symbol changes
- Digit separator changes
- Decimal places changes
- Exchange rate changes
- Currency activation and deactivation

**Note:** The history will be accessible for changes made within the past six months.

The screenshot shows the Zoho CRM Setup interface. The left sidebar contains a 'Setup' menu with categories like General, Security Control, Channels, Customization, Automation, Process Management, Experience Center, Data Administration, Marketplace, Developer Hub, Zia, and CPQ. The main area is titled 'Currencies' and includes a search bar, a list of currencies, and an 'Add Currency' button. A modal window titled 'Indian Rupee - INR' is open, showing a 'Logs' tab with a timeline of updates for Dec 8, 2023. The logs include: 'Exchange Rate was updated from 85 to 100 by Michael.' at 12:13 PM; 'Digit Separators was updated from 1,234,567.89 to 12,34,567.899 Decimal Places was updated from 2 to 3 by Michael.' at 12:13 PM; 'Digit Separators was updated from 1,234.567,899 to 1,234,567.89 Decimal Places was updated from 3 to 2 Exchange Rate was updated from 100 to 85 by Michael.' at 12:12 PM; 'Digit Separators was updated from 1,234,567.89 to 1,234.567,899 Decimal Places was updated from 2 to 3 by Michael.' at 12:11 PM; and 'Indian Rupee - INR was added by Michael.' at 11:55 AM.

## Edit the Exchange Rate

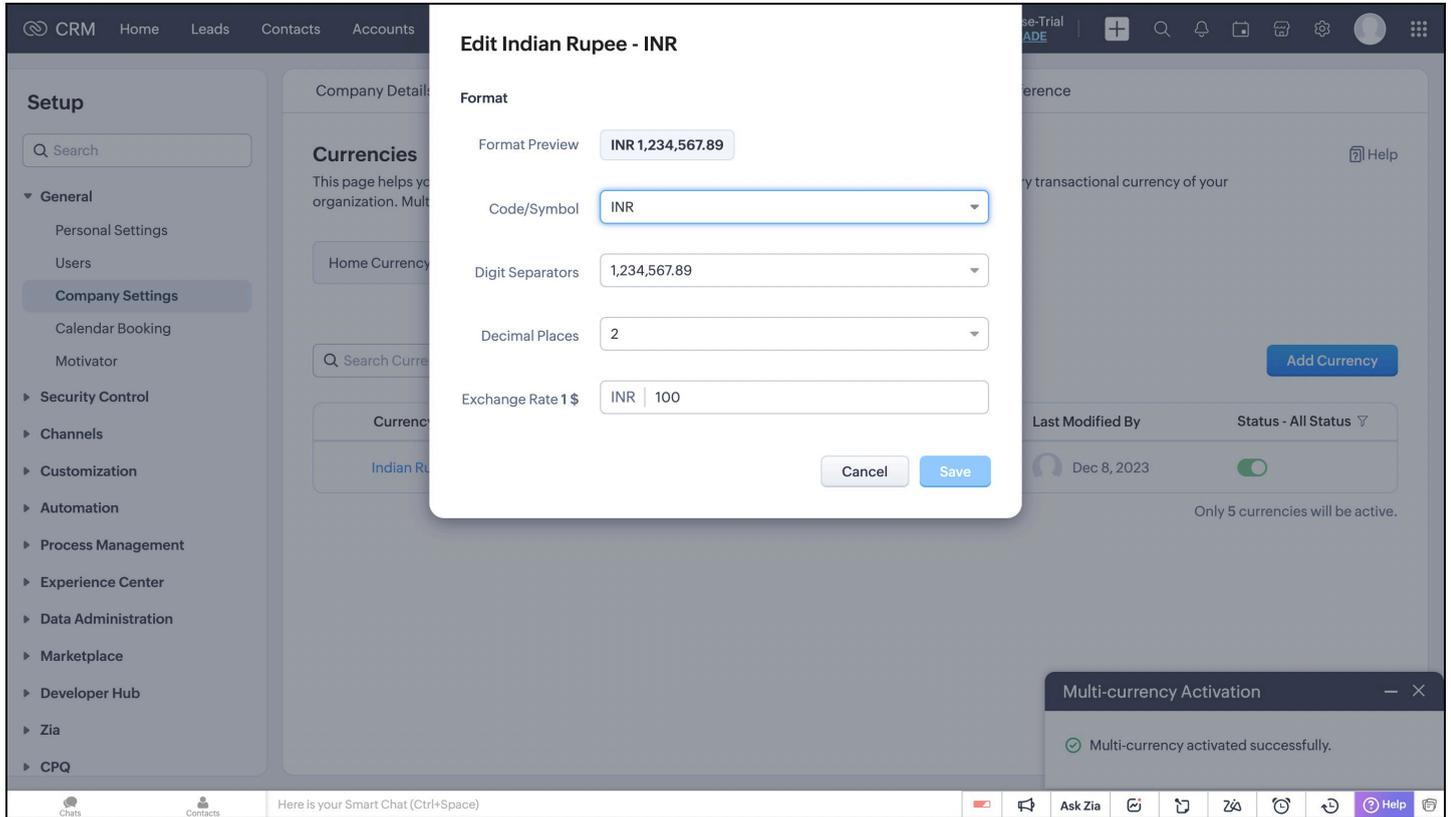
The exchange rate is specified while adding multiple currencies. Each record will have the Zoho defined field named Exchange Rate with the conversion value based on the record currency. This is added to keep a note of the rate of conversion at the time of record creation. When the other currencies are added, the home currency will be set as the record currency for all the existing records. As a result, the exchange rates for the existing records will be set as 1.

 **Note:** Changing the exchange rates will not affect the existing records.

To change exchange rate

1. Go to **Setup > General > Company Settings > Currencies**.
2. Click on the currency for which you want to change the exchange rate.

3. In the **Edit <<Currency>>** pop-up, modify the Exchange Rate for the currency.



4. Click **Save**.

## Deactivate Currency

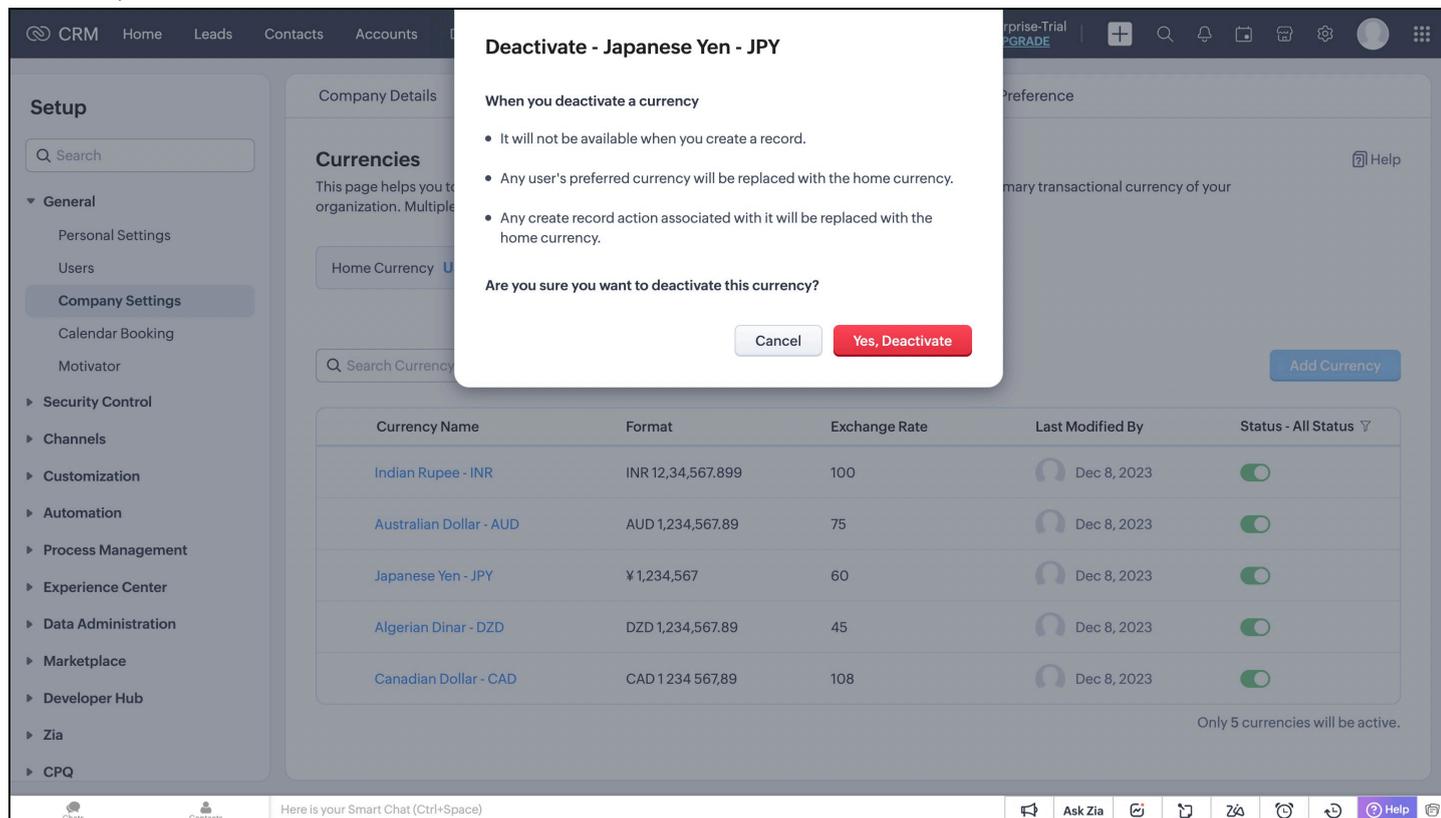
When your organization no longer uses a currency for business, then you can deactivate it from your CRM account. On deactivating a currency:

- The currency will not be deleted as you can only deactivate them.
- New records cannot be created using the deactivated currency. However, you may be having existing records that use the deactivated currency.
- The deactivated currency will be available under the list of currencies you have added.

To deactivate currencies

1. Go to **Setup > General > Company Settings > Currencies**.
2. Toggle the Status button to inactive state on the currency that the organization no longer uses.

### 3. Click **Yes, Deactivate**.



4. A notification confirming successful deactivation is displayed.

## Activate Currency

Activate the inactive currencies added in your CRM account whenever you want.

To activate currencies

1. Go to **Setup > Organization Settings > Company Settings > Currencies**.
2. Toggle the Status button on the currency that you want to activate.

The following table shows the outcome of deactivating a currency at different action points.

Impact Areas	When a currency is deactivated
New record creation	Displays a validation error requesting the user to choose an active currency.
User preferred currency	Reverts to the home currency
Portal-user preferred currency	Reverts to the home currency
Create record actions in Workflow Rules and CommandCenter	Reverts to the home currency and the currency field values are also converted.
Record conversion	Records that are converted with inactive currencies will be replaced with the home currency and the currency field values will also be converted based on the exchange rate. During deal creation, a validation error will be shown requesting the user to choose an active currency if the currency field is present in the form; otherwise, the deal will be created with the home currency.

## Using Multiple Currencies

Before you start using this feature, the Administrator in your organization's CRM account needs to add the Home Currency and multiple other currencies. Only then, other profile users can start using the currencies in creating opportunities, quotes, invoices, etc.

Multiple currencies are used to:

- Specify Record Currency while creating records.
- Create quotes and invoices in the currency
- Import records that have value in various currencies.

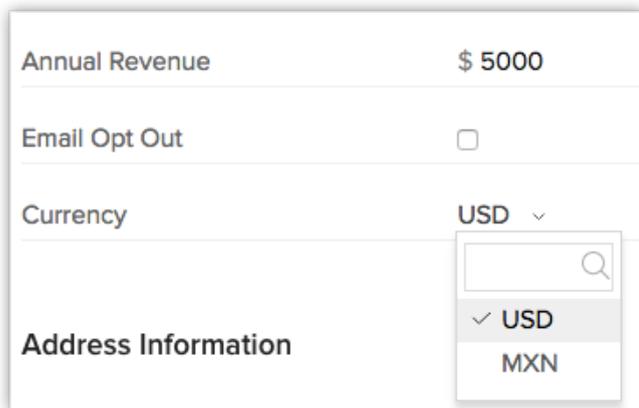
## In Records

Records in Zoho CRM will have a Currency field where you can select the currency available in your organization's CRM account. This field will be available only after the multi-currency feature is enabled. All the amount fields in a record will have the value in the record's Currency, followed by the amount in Home Currency in parenthesis.

 Note: The Currency field will be available in the records only after the multi-currency is activated.

To specify a record's currency

1. Click the **[Module]** tab.
2. Click **New [Record]**.
3. In the *New [Record]* page, enter the details and select the record's **Currency** from the drop-down list. Only active currencies will be listed in the drop-down field.



The screenshot shows a record form with the following fields:

- Annual Revenue: \$ 5000
- Email Opt Out:
- Currency: USD (with a dropdown menu open showing USD and MXN options)
- Address Information

4. Click **Save**.

## In Quotes, Invoices, Sales Orders and Purchase Orders

Like any other record, you can set the Currency field for quotes and invoices also. The line items that you select will be in the home currency. They will be converted into the record's currency that is selected for the quote or invoice.

## In Reports

By default, the value in a report will be displayed in Home Currency.

## In List View

The List View filters out and displays records in a module based on criteria. For example, you can create a list view to filter out and see the potentials that are closing this week. While specifying criteria, using a currency field, the value can be specified only in the home currency.

The columns in these list views can be customized to add the currency fields. **See Also** [Customize Columns in List View](#). When you click on the currency column header in a list view, the records with different currencies will be sorted in ascending or descending order based on the Home Currency value.

## While Importing

In Zoho CRM, you can easily import records with multiple currencies.

When a record's Currency field is not mapped, the Home Currency will be set as the Currency.

When a Record Currency field is mapped but the value differs in the import file and CRM, the Home Currency will be set as the Currency.

## While Specifying Criteria

In features like List View, Workflow Rules, Reports, etc, you have the option to specify the criteria. While using multi-currency, the criteria using the currency fields can be set only in Home Currency.

## In Dashboards

The Dashboard in Zoho CRM, is where you can add pictorial representations of your custom reports which gives a real-time snapshot of your organization's key metrics. It will also help you easily visualize the patterns, and trends in sales, marketing, etc. The amount in the dashboard components will be displayed in the Home Currency.

## In Find and Merge

When you have 2 or 3 similar records with different Currency, then you can use the Find and Merge feature to merge the duplicate records. The Master record's Exchange Rate and Currency field values will be taken and the selected amount from other records will be converted accordingly to be merged as one record.

## In Web Forms

There are two cases for using the Currency field in your web form:

1. You create a web form with the Currency field. The visitor, completing the form, will select the currency and specify the amount and the same will be added in Zoho CRM.
2. You create a web form with the Currency field and modify the HTML code to hide the field and provide a single value for the Currency field. For example, you generate a web form with a hidden field, Currency, whose value is specified as INR. When the form is published and a visitor fills the form, the amount will be take as INR and will be added in Zoho CRM.

 **Note:** If the Currency field is not added in the web form, the amount will be considered in Home Currency.

## In Forecasts

Multiple Currencies support is not available in the Forecast module. The amount in forecasts will be listed in Home Currency.

## In Lead Conversion

Each lead record will have a record currency in your account. When a lead is converted, an account, contact and potential is created. These new records will have the converted lead's currency.

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**SEE ALSO**

[Manage Company Details](#)

[Manage Business Hours](#)

[Manage Hierarchy Preference](#)

[Setup Fiscal Year](#)