

Sunset of Retrieval Requests and Changes to Visa Easy Payment Service After Making Signatures Optional for All Transactions

Global | Acquirers, Issuers, Processors, Agents

Visa Network



Overview: After making signature capture and validation optional for all merchants globally, resulting changes are required to the Visa Easy Payment Service. Visa will sunset retrieval requests along with dispute compliance rights related to the presence or validity of signatures on transaction receipts after 16 October 2020.

In light of the COVID-19 pandemic, in the 14 May 2020 edition of *Visa Business News*, Visa announced that the capture and validation of a cardholder's signature would be optional for all merchants globally, EMV®-enabled or otherwise, to reduce the need for customers to interact physically with POS terminals (this has applied for all EMV-enabled merchants since 2018). Merchants in all regions now have the option to no longer capture a signature as a cardholder verification method (CVM), except where applicable laws or regulations otherwise require a signature to be captured.

After 16 October 2020 Visa will also sunset the retrieval request process and dispute compliance rights related to signatures, and reposition the Visa Easy Payment Service (VEPS) program for face-to-face as applicable to transactions in PIN-predominant markets only.

Visa urges acquirers and their agents to remind *all* merchants about these options to minimize merchant / customer interaction at the point of sale. Visa strongly recommends no longer requiring signatures for any transaction / amount.

VEPS Impact

In geographies with non-PIN-preferring card issuance (i.e. the U.S. and AP¹ regions), *all* face-to-face transactions are eligible for "No CVM" for any transaction amount or type (i.e. tap, dip or swipe), as the prevailing default "CVM – Signature" in the CVM hierarchy is optional for all merchants and transactions. The existing CVM limits in those countries will no longer apply and consequently, merchants have the option to significantly reduce the need for their customers to touch the POS terminal.

With signatures being optional for all merchants, terminals and transactions globally since mid-May 2020 (including PIN-preferring geographies), the VEPS program for face-to-face transactions will only be applicable in PIN-preferring countries, where a PIN is mandated or prevalent based on local conditions that require additional customer interaction with the POS terminal. Specifically, in applicable countries this means a PIN should only be captured for transactions above the VEPS limit, where the terminal's CVM capability and card's CVM hierarchy result in a matching combination of PIN support; otherwise, a CVM should not be captured unless required by local applicable laws or regulations.

VEPS will remain in place for unattended transactions globally, including the U.S. and AP non-PIN preferring countries, as magnetic-stripe transactions above the VEPS limits require a PIN or consumer device cardholder verification method (CDCVM) to be captured to avoid dispute liability (Dispute Condition 10.3, Other Fraud – Card-Present Environment).

¹ Excluding Australia, India, Japan, Malaysia and New Zealand.

Sunset of Retrieval Requests and Signature-Related Dispute Compliance Rights

Currently, retrieval requests are only allowed for transactions at magnetic stripe terminals where signatures are required, and for transactions processed prior to 12 May 2020. With signatures becoming optional for all transactions, **after 16 October 2020**, retrieval requests will no longer be permitted for any transaction. Dispute compliance rights related to the presence and/or validity of a signature on a transaction receipt will be removed. Acquirers will still be responsible for transactions prior to 12 May 2020, based on current rules for fulfilling retrieval requests and applicable compliance cases for non-EMV-enabled merchants.

Retrieval requests are currently prohibited for transactions verified by a PIN, qualified under VEPS or processed as an unattended transaction, and the prohibition was further extended to face-to-face transactions at EMV-capable terminals in 2018. It is now appropriate to sunset retrieval requests altogether, as signatures will be optional for all transaction amounts and types. Visa has alternate functionality that can provide the same or better information through its Order Insight product (formerly known as Visa Merchant Purchase Inquiry [VMPI]).

In addition, compliance rights relative to non-fulfillment of the transaction receipt were previously prohibited for face-to-face transactions at EMV-capable terminals in 2018. It is now appropriate to prohibit them altogether, along with retrieval requests, since signatures will be optional for all transactions.

Client Impact

As previously announced, acquirers have been permitted to “non-fulfill” retrieval requests since mid-May 2020. **After 16 October 2020**, issuers will be prohibited from raising requests, and the functionality will be withdrawn from Visa Resolve Online (VROL) altogether soon after. In the interim, issuers may still technically be able to raise requests, which acquirers may ignore.

It is also important to remember that there are no impacts on dispute rights relevant to whether or not a transaction receipt is signed, nor the validity of the signature.

Merchant Impact

Visa strongly encourages merchants to stop collecting signatures as this will greatly improve cardholder experience. As a reminder, merchants that elect to stop capturing signatures² can quickly and easily implement a “No Signature” policy by suppressing or turning off the signature prompt in the payment application. Alternatively, merchants may choose to make no changes and simply ignore the signature prompt altogether. Generally, removing signature prompts is a small change to the terminal’s settings or software for which no re-certification is needed.

² This applies to Visa requirements only; if the merchant is required to confirm cardholder consent / agreement to the terms and conditions of the sale, they may do so by means other than only the signature. Merchants should use their own discretion regarding the retention of receipts for non-Visa related requirements.

Additional Resources

Advance Copy of the Visa Rules

The advance copy of the upcoming Visa Rules illustrates the associated rule changes that will be reflected in the next edition of the publication. If there are any differences between the published version of the rules and this advance copy, the published version of the rules will prevail.

- [Removal of Requirement to Capture Signature and Resulting Changes to Face-to-Face VEPS and Retrieval Request Process \(Advance Copy\)](#)
- [Removal of Requirement to Capture Signature and Resulting Changes to Face-to-Face VEPS and Retrieval Request Process \(Advance Copy\)](#) (V PAY – Europe only)
- [Removal of Requirement to Capture Signature and Resulting Changes to Face-to-Face VEPS and Retrieval Request Process \(Advance Copy\)](#) (Interlink)
- [Removal of Requirement to Capture Signature and Resulting Changes to Face-to-Face VEPS and Retrieval Request Process \(Advance Copy\)](#) (Plus)
- [Removal of Requirement to Capture Signature and Resulting Changes to Face-to-Face VEPS and Retrieval Request Process \(Advance Copy\)](#) (Visa Supplemental Requirements)

Documents & Publications

["Signature Requirement Is Optional for All Merchants,"](#) *Visa Business News*, 14 May 2020

["Merchant Options for Reducing Cardholder Interaction During COVID-19,"](#) *Visa Business News*, 7 April 2020

["Signature Requirement Will Become Optional for EMV-enabled Merchants Everywhere,"](#) *Visa Business News*, 31 May 2018 (clients and processors only)

Note: For Visa Online resources, you will be prompted to log in.

For More Information

AP, Canada, CEMEA, LAC, U.S.: Contact your Visa representative. Merchants and third party agents should contact their issuer or acquirer.

Europe: Contact Visa customer support on your country-specific number, or email CustomerSupport@visa.com

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