

Updates to Transaction Receipt Requirements

Global | Acquirers, Issuers, Processors, Agents

Visa Network; V PAY



Overview: Visa is updating the rules to streamline requirements for transaction receipts by removing duplication and outdated / unnecessary data elements. The updates will also provide increased flexibility for transactions where receipts are required to be provided.

One of Visa's strategic initiatives is expanding acceptance around the world; reducing cost and complexity can help promote acceptance of electronic payments. By removing outdated and unnecessary data elements and providing greater flexibility in when and how merchants are required to provide transaction receipts to cardholders, Visa is helping partners to innovate and expand acceptance into new verticals.

The updates, effective **19 October 2019**,¹ globalize consistent minimum requirements, remove duplication (where specialized programs are separately managed by participation agreements outside the Visa Rules) and increase use cases where transaction receipts are not required to be provided. Except as otherwise noted, none of the changes are mandatory; however, they do provide greater flexibility to merchants, acquirers, payment facilitators and terminal vendors.

¹ Unless otherwise noted.

Mark Your Calendar:

- Updated transaction receipt requirement rule changes become effective, unless otherwise noted **(19 October 2019)**

Increased Flexibility for Providing Transaction Receipts

Transaction receipt capability can account for a significant portion of the overall cost of terminals and acceptance infrastructure. Providing more flexibility for scenarios in which a transaction receipt must be provided, or be capable of being provided, to cardholders can assist in expanding acceptance into new verticals or environments.

The changes are as follows:

- For transactions at unattended cardholder activated terminals (UCATs),² the threshold for when the terminal must be capable of providing a transaction receipt upon cardholder request will be raised to USD 25 (or local currency equivalent) globally. For UCAT transactions up to USD 25 (or local currency equivalent), a transaction receipt will not be required. This can help reduce costs and promote expanded acceptance in new and growing use cases such as parking, vending and electric vehicle charging.
- For face-to-face transactions at charity merchants using contactless-only terminals (where permitted), a transaction receipt will not be required, regardless of the transaction amount. The merchant may choose whether or not to provide an electronic or paper transaction receipt.

- For all other non-UCAT merchants using contactless-only terminals (where permitted), the merchant has the option of providing only electronic receipts, if a transaction receipt is requested by the cardholder.
- For transactions at automated fuel dispensers (AFDs) and terminals using quick-chip technology, standalone requirements have been removed. The requirement to provide a transaction receipt in these scenarios is upon cardholder request, which is already the default standard for most transaction types.

² Excluding transactions at AFDs.

Streamlined Data Elements

The following changes remove duplicative, outdated or unnecessary data elements:

- Data elements for both manual cash and quasi-cash transactions have been combined, as they are the same.
- Data elements for Visa fleet card transactions in the Canada,³ CEMEA³ and U.S. regions have been combined.
- Standalone requirements for Visa prepaid load transactions have been removed, as they are covered in separate rules specific to the Visa prepaid load service.
- All rules for when a fee is assessed have been combined, where permitted. The rule updates also clarify that any fee, if assessed, must not be identified as a Visa-imposed charge.
- Additionally, in the Europe region:
 - The requirement that the available balance of Visa prepaid cards be printed on the transaction receipt has been removed. This requirement is already covered as part of the optional point of sale balance return service requirements.
 - Requirements for the following data elements to be printed on transaction receipts for chip-initiated transactions have been removed:
 - Dedicated file name
 - Separate indicator or image to denote a contactless transaction

³ Effective 17 October 2020, transaction receipts for Visa fleet card transactions in the Canada and CEMEA regions will be required to include the time of the transaction. This is an existing requirement for Visa fleet card transactions in the U.S. region.

For More Information

Merchants and third party agents should contact their acquirer.

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