

# Smoother transactions for you and your customers



## Frequently asked questions

### **How will I know how much additional payment is needed?**

The POS terminal will automatically subtract the Visa® Prepaid card credit amount from the transaction total, and will show you the additional amount that the customer needs to pay. If the terminal is stand-alone (not integrated with the cash register), you will need to look for a partial authorization notice on the terminal. Then, calculate the remaining amount due, and ask for another form of payment to complete the sale.

### **What if an item is returned that was paid for with two separate forms of payment?**

Process only the partially approved amount paid with the Visa Prepaid card as a credit to the card. Customers must present the Visa Prepaid card used to make the purchase, along with the original receipt. The credit will be applied to the Visa Prepaid card. This may take three to seven business days to complete. The amount purchased with another form of tender should be processed according to your standard return policies for that tender.

### **What if a cardholder doesn't want to use other funds to complete the purchase?**

Cancel the sale and initiate a partial authorization reversal.

### **Can I void purchases made with a Visa Prepaid card?**

Yes, Visa Prepaid card purchases can be voided the same way you would void a Visa credit card purchase. The credit transaction may take three to seven business days to complete.

### **Can customers return items purchased with a Visa Prepaid card?**

Yes, customers must present the Visa Prepaid card used to make the purchase and the original receipt. The credit will be applied to the Visa Prepaid card. This may take three to seven business days to complete.

To learn more about the benefits of Visa Prepaid cards and Visa Partial Authorization, visit [www.visa.ca/prepaidtoolkit](http://www.visa.ca/prepaidtoolkit)