

# VISA PARTIAL AUTHORIZATION SERVICE

Enhance customer experience and increase authorization rates



## What happens if your client's credentials do not have enough funds to cover the full transaction amount?

Do not worry, now with **Visa Partial Authorization Service** you can enhance the customer experience by approving it partially versus declining the purchase.

## INTRODUCING VISA'S PARTIAL AUTHORIZATION SERVICE

Partial Authorization leverages an existing authorization message to allow issuers to replace a decline with a partial approval when consumer has a fraction of the total purchase amount in their balance. Instead of responding with a decline indicating Insufficient Funds, Issuer can respond by partially approving the purchase up to the balance that is available in the cardholder account. This partially approved amount corresponds to a lower amount than the one originally requested by the merchant.

## Why partial authorizations are so relevant?

Insufficient Funds is one of the largest drivers of declines for Issuers across the Latin American & Caribbean Region. **Partial Authorization will help issuers mitigate declines due to Insufficient Funds.**



Replace a decline by a partial approval



Enable issuers to implement flexible authorization policies



Avoid customer negative experience at the point of sale



Drive more approvals without increasing risk of extending credit

## Benefits of using Visa Partial Authorization Service



**Enhances customer experience** by providing frictionless Visa payments



**Generates incremental payment volume.** Lower abandon rates and avoid usage reduction due to declines



**Reduces costs** by lowering volume of customer service calls to complain, reduced risk of potential reputational damage, reduce authorization retry costs



**Drives incremental revenues.** IRF and other revenues related to payment volumes

# How does partial authorization work?

VisaNet Partial Authorization leverages existing authorization processing solution to **replace a decline by a partial approval**



1 Acquirer send authorization request informing that merchant supports **Partial Authorization**

2 Issuer identifies that customer has part of the funds required to complete the payment

3 Seeing that the merchant supports **Partial Authorization** issuer partially approves the transaction



- Merchant notifies cardholder that the purchase has been partially approved. The cardholder may choose to pay the remaining amount with cash, check or another payment card.
- If the cardholder decides to not complete the sale, the original transaction is reversed (releasing the hold on the funds in real-time).

## Mark your calendars

 **Mandate Effective starting Nov 15, 2021**, for the following markets: Brazil, Dominican Republic, El Salvador, Guatemala, Panama & Puerto Rico.

 **Mandate Effective starting Jul 29, 2022**, for the rest of Latin America & Caribbean markets.

## Visa is here to help you

Contact your Visa Account Executive to learn more about the Visa Partial Authorization Service, enhance your customer experience by approving partially versus declining their purchase.

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