Dealing with Unsigned Cards

If the signature panel is left blank...

Request a signature. Ask the cardholder to sign the card and provide current government identification, such as a driver's license or passport (if local law permits).

1. Check the signature. Be sure that the cardholder signature on the transaction receipt matches the one on the card and the additional identification.
2. Complete the transaction. If the signatures appear reasonably the same and the authorization request is approved, continue the transaction. If the cardholder refuses to sign the card, do not accept the card.

If the card has a “See ID” in place of a signature...

Request a signature. Ask the cardholder to sign the card and provide current government identification, such as a driver's license or passport (if local law permits).

1. Check the signature. Be sure that the signature on the card matches the one on the transaction receipt and the additional identification.

If the signatures appear reasonably the same and the authorization request is approved, go ahead and complete the transaction.