

Release Notes: ePayments Visa PRA Update

The following is a list of enhancements included in the ePayments Visa PRA Update.

Overview

Financial services company Visa Inc. has mandated that returns/refunds to its cards are verified. The process is called Purchase Return Authorization (PRA). The return transaction will generate a status code to allow the cardholder to know immediately if the refund is successful and that funds have been returned to the customer's bank. This mandate will go into effect in October 2019 and is exclusive to Visa; other payment cards are expected to implement PRA or PRA-like mandates at some point in the future.

Enhancement

The ePayments Visa PRA Update will enhance your Carestream Dental DPMS (Dental Practice Management Software) using both ePayments v1.0 and ePayments Secure to comply with this mandate and provide your office and your customers this immediate feedback on refund transactions. The Carestream Dental DPMS products affected are SoftDent, PracticeWorks, OrthoTrac, and WinOMS.

Action Required

On-Premise DPMS / ePayments Version 1

Carestream Dental DPMS customers using an on-premise implementation of one of our DPMS products AND using ePayments Version 1 will need to download and install the update. See <https://www.carestreamdental.com/en-us/training-resources/visa-pra-update/> to download the update and installation instructions.

Cloud-Based DPMS / ePayments Version 1

No user action required. This update will be applied on the server by our cloud operations team.

On-Premise DPMS / ePayments Secure

No user action required. This update will be implemented by the ePayments Secure payment processor.

Cloud-Based DPMS / ePayments Secure

No user action required. This update will be implemented by the ePayments Secure payment processor.