

Set up Payment Gateway

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Update practice and practitioner bank accounts to support Payment Gateway, and for practices using OLA, configure the Credit Card options.

Configure Zedmed Bank Accounts

Add a bank account holder's Tyro (Payment Gateway) information to their bank account in Zedmed.

Requirements:

- The bank account owner's Tyro API password. This is created in their Tyro account. See the [Create Tyro API password guide](#).
- The bank account owner's Tyro Merchant ID (MID), which is emailed to them when their Tyro account is created
- Check each doctor has the correct Bank List selected in [Doctors Details](#) to ensure bank accounts are assigned correctly.

Steps:

1. Select **Practice Setup > Practice**.
2. Select the **Bank Accounts** tab.
3. Select the **Name** of the bank account from the drop-down.
4. Under **Payment Gateway**
 - Enter the MID in the format Tyro_XXXXXX
 - Paste the Tyro API password created and copied from the account holder's eCommerce account.
5. Select **Close** to save and exit.

Repeat these steps for each bank account.

Optional: Reporting Password and Surcharge (1.85%):

Only required if the practice is using the [ePayment Reconciliation Report](#) (requires a [Reporting API Password](#)).

Select Appointment Type options (if using OLA)

Configure the payment card options supported for each practitioner by Appointment Type.

To configure Payment Gateway Availability:

1. Open **Appointment Types** (Practice setup>Appointments).
2. Select the first **Appointment Type** to configure.
3. Tick **Credit Card token required**.

The payment options for each practitioner will become available.

Remove the **Credit Card Required** tick for practitioners who do not want patients to be asked for card information.

4. **Estimated Billing Amount (optional)**.

This field allows the practice to display the estimated appointment cost when the patient books an appointment.

- If you want the estimated appointment cost to display when an appointment is booked, enter the amount.
- If a doctor has their own appointment cost, enter it into the **Estimate Amount** field next to the doctor.
- If these fields are blank, no message will be displayed

5. **Bulk Billing exemptions**.

Tick the box by the allowed exemption for pension and DVA card holders. They will not be asked for payment details in OLA.

At the Yes/No prompt:

- Select **Yes** if the exemptions apply to the entire practice, and all doctors will be ticked.
- Select **No** if it is per doctor and tick next to the names of doctors accepting the exemptions.

6. **Age Range exemptions**.

Tick the box and enter the age range to exempt qualifying patients from being asked for payment details OLA.

E.g enter 10 if the child must be 9 or younger and 65 if the patient must be 66 or older.

At the Yes/No prompt:

- Select **Yes** if the exemptions are for the whole practice and all doctors will be ticked.
 - Select **No** if it is per doctor, and tick next to the names of doctors accepting the exemptions.
7. Select the next Appointment **Type Name** that uses Payment Gateway and repeat the steps above.
 8. Select **Close** to save and exit.

The screenshot shows the 'Appointment Types' configuration window. The 'Type Name' is 'Standard Consultation'. The 'Per Doctor Overrides' table is as follows:

Doctor	Duration	Available Online	Estimated Amount	Credit Card Required	Pension/HCC Exemption	Full DVA Exemption	Limited DVA Exemption	Child Exemption	Seniors Exemption
Grenville Howell		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Danni Hatcher		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Ccc Pds Vendor		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
WARREN HEDRICK		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
GRACE HERMAN		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Phillip Davis		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
AUGUSTUS EASON		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
GAYE JACKSON		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

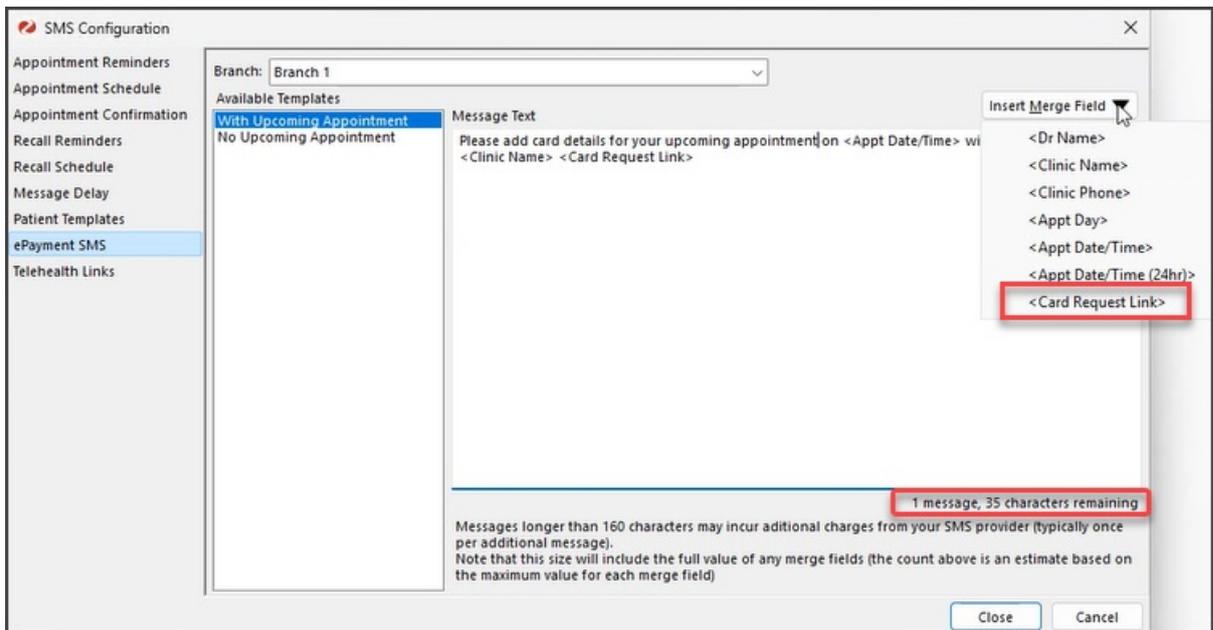
Customise SMS text (optional)

Reception can send SMS messages to patients to **request credit card** information for Payment Gateway (ePayment billing). Requires Zedmed v39 or later.

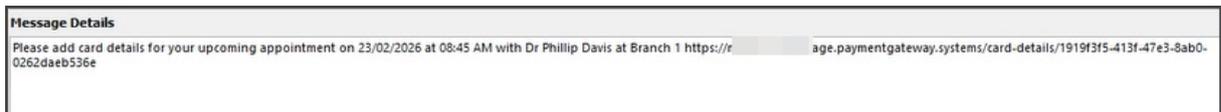
The text used for patients with upcoming appointments, and those with no appointments, is different and customisable.

To see the messages or change them:

1. Select **Practice Setup > SMS configuration** to open this screen.
2. Select the **ePayment SMS** tab.
3. Select either 'With Upcoming Appointment' or 'No Upcoming Appointment'
4. Make any required text updates.
5. Check the characters remaining. If you exceed the number, it will take 2 or more SMS messages to send the text.
6. Select **Close** to save and exit.



Viewing the SMS in the Message Manager. In this example, the text has been changed by the practice.



Important: Zedmed estimates an average of 85 characters for the Payment Gateway link, but this varies depending on the clinic name length. 85 characters are automatically deducted from the 160-character limit to estimate how many characters remain before a second SMS is required. Practices should check how many SMS messages were used to send the final message and adjust the wording accordingly.