

Payment Gateway refunds

Last Modified on 03/02/2025 8:56 am AEDT

If an ePayment is made using Zedmed's Payment Gateway, a full or partial refund can be processed in two steps using the Tyro portal and Zedmed.

Step 1 - Submit a refund in Tyro

- 1. Open your Tyro web portal.
- 2. Log into the Tyro portal using the practice Refunder account.
- 3. Select View Transaction Process Today.

| tyro | |
|--|--------|
| Home Search Batches Admin | Logout |
| View Orders Created Today View Transactions Processed Today Welcome Refunder, this is your first registered login. | |
| News | |
| | |

Or select **Search** and search for the transaction.

| Home Search ▼ | Batches | | | | | | | L |
|--------------------------------------|----------|--------------|-------------|------------|---------------|--------------------------|--------------------------|-------------------------|
| Transactions 🔹 | | | | ch as amou | nt, card numb | er, customer name, etc. | | Searching |
| From | 8/5/202 | 4 | | | То | Today | | |
| Quick select | Today | Yesterday | This Week | Last Week | This Month | Last Month | | |
| | | | G | 3 | | | | Show less search option |
| Payment Method | All Payr | ment Metho | ds | 0 | | Transaction Source | All Transaction Sources | |
| Transaction Gateway Response Code | All Tran | saction Gat | eway Respor | ise (| | Acquirer ID | All Acquirer IDs | |
| Transaction Type | All Tran | saction Typ | es | | | Gateway Entry Point | All Gateway Entry Points | |
| Funding Status | All Fund | ding Statuse | 95 | | | Acquirer Batch Number | | 0 |
| | | | | | | ample,\$100 More tips 🗷 | | Save search Clear s |

4. Locate the transaction and select View.

| Exp | ort results to CSV C* | | | | | | | | | |
|-----|-----------------------|----------|--------------------|----------------|-------------------|--------------------|---------------------|-----------------------|---|------|
| ¥ | Transaction Date | Order ID | Order Reference | Transaction ID | Payment Method | Account Identifier | Transaction Type | Transaction Amount | Transaction Gateway Response Code | |
| ~ | 23 May, 2024 | | | | Visa | | Payment | 72.62 AUD | Approved | View |
| | | | | | | | | | 6 | |
| ~ | 23 May, 2024 | | | | Visa | | Payment | 72.62 AUD | Approved | View |
| * | 22 May, 2024 | | | | Visa | | Payment | 72.62 AUD | Approved | View |
| ~ | 22 May, 2024 | | | | Visa | | Payment | 72.62 AUD | Approved | View |
| ~ | 22 May, 2024 | | | | Visa | | Payment | 72.62 AUD | Approved | Viev |

5. Select Actions > Refund.

| :yro | | | | | |
|--|--|---|-------------|--------------------------------|---------|
| Home Search Batcher | s▼ Admin▼ | | | L | ogout |
| \$72.62 | AUD | VISA | Captu | | ions • |
| Merchant Category | | Payment Method | Visa | fund odate Authoriza | |
| Outstanding Authorized An Captured An | nount \$0.00 AUD | Account Identifier Card Expiry Date | C | Void Last Transactio | |
| Ord | er ID | Funding Method | Debit Card | | |
| | Date 23 May, 2024 9:00 Date 23 May, 2024 9:00 | | | | |
| Learn about this page 🗗 | | | | Show | All Fie |
| Transactions 🗸 | | | | | |
| Transaction Date | Transaction Type | Transaction Gateway Response Code | Transaction | Amount | |
| 23 May, 2024 9:08am | Payment | Approved | | \$72.62 AUD | Hid |
| | | er Batch Number 1 Acquirer ID TYRO ilrer Merchant ID ZEDMED | | | |
| | Acquire | r Response Code APPROVED | | | |

The **Refund** screen will open.

- 6. Enter the Refund Amount.
- 7. Enter a **Reference**.
- 8. Select Refund.

| tyro | | | | |
|--|---------------------------------|--|---------------|-----------|
| Home Search- Batches- | Refund | | | |
| | You are about to refund the fol | llowing order: | | |
| • \$72.62 AUD | Order ID | Thursday, 23 May, 2024 09:08:28am (+10:00) | Captured | Actions - |
| Merchant Category Coo | Order Amount | \$72.62 AUD | - | |
| Outstanding Authorized Amou Captured Amou | Refund Amount: | 20 | 375xxxxxx1019 | |
| Order 1 | Transaction Reference: | Test Refund by Jason | t Card | |
| Order Dal Last Updated Dat | Tax Amount: | Optional | | |
| Learn about this page GP | | | | |
| Transactions 😒 | | Refund | - | |

9. Review the confirmation.

| tyro | | | | | |
|-------------------------------|---------------------------|------|--------------------|----------------|-----------|
| Home Search - Batches - | Admin • | | | | Logout |
| | | | | | |
| \$72.62 AUD | | VISA | Part | ially Refunded | Actions • |
| Merchant Category Code | 1234 | | Payment Method | Visa | |
| Outstanding Authorized Amount | \$0.00 AUD | | Account Identifier | | |
| Captured Amount | \$72.62 AUD | | Card Expiry Date | | |
| Refunded Amount | \$20.00 AUD | | Funding Method | Debit Card | |
| Order ID | And and the second second | | | | |
| Order Date | 23 May, 2024 9:08am | | | | |
| Last Updated Date | 24 May, 2024 11:44am | | | | |

Step 2 - Submit a refund in Zedmed

The process will vary depending on whether the payer is a third party like TAC or Worksafe or a patient paying for themselves.

Process a 3rd Party refund.

Process a Private patient refund.