

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.