Onboarding Payment Gateway

Last Modified on 03/02/2025 3:49 pm AEDT

Payment Gateway is a Zedmed integration with Tyro eCommerce that allows practices to request credit card information from patients when they make an appointment. Tyro provides Zedmed with a secure token that allows that card to be used for future attendances, appointment deposits and did-not-attends. All payments and payment transfers are handled by Tyro eCommerce.

Payment Gateway is a free feature available in Zedmed v37.7.4 and later. SMS credit card requests require ZedSMS at the standard SMS rate. The patient is charged a 1.85% payment fee. The fee is added to the bill and paid by the patient.

Step 1 - Submit an expression of interest

Payment Gateway will be rolled out in 2025, and customers can register their interest now. Zedmed's onboarding specialist will contact you about your request and initiate the next steps.

Step 2 - Complete the Zedmed online form

A Customer Success Specialist will send the practice an online form to collect the information required to start the onboarding process. This will include information about the practice and each participating practitioner. Some of the information will be for the Tyro eCommerce configuration and will be shared with Tyro.

We recommend the PM completes their form first so they can advise the practitioners and ensure the forms are done correctly and consistently. Zedmed has a tip sheet for that form.

Step 3 - Complete the Tyro eCommerce registration form

Using the information in Step 2, Zedmed will arrange for Tyro to send the practice and each practitioner (bank account owner) a link to an eCommerce registration form. Once this form has been completed and submitted, Tyro will send two emails to each account owner.

- Email 1: the requester's approval confirmation and Merchant ID (MID).
- Email 2: instructions to log into Tyro Commerce and create an API password.

Step 3 - Call with Zedmed to configure Payment Gateway

Your Customer Success Specialist will arrange a call, where the following tasks will be performed:

- Log into the practice eCommerce account and create an API password.
- Add an API key to your Zedmed Server (requires remote access to your Zedmed server).
- Add the practice eCommerce credentials to the practice bank account in Zedmed.
- Show the PM how to perform step a) and c) for each participating practitioner.
- Explain ePayment billing, the refund process and answer any questions.

Step 4 - Set up Zedmed for Payment Gateway

Your Customer Success Specialist will send a *Payment Gateway Welcome Email* explaining how to configure the payment options and bank accounts in Zedmed.

We can help with these settings if required:

- Create an API password for each eCommerce account. Create a Tyro API password.
- Link each eCommerce account API password to the respective bank account in Zedmed. Update bank accounts.
- Select the payment options used by each practitioner. Select payment options.
- Create a refunder account in each eCommerce account. Create a refunder account.
- Prepare practice staff for the Payment Gateway workflows.