

# ePayment Reconciliation report

Version: 1.00 | Last Modified on 27/08/2025 10:32 am AEST

Payments received by Payment Gateway will show as **ePayments** in banking reports, and the **Tyro ePayment Reconciliation report** helps practices reconcile Tyro ePayments if there is a discrepancy when doing banking.

## Report requirements

This report requires access to Tyro eCommerce, so the Tyro reporting password for each bank account must be added to Zedmed. These steps are detailed in the Tyro [ePayment Reporting Password](#) guide.

## Tyro surcharge

The Tyro ePayment Reconciliation Report will not balance if refunds are processed using Zedmed's ePayment Refund option. With an ePayment refund, only the value in Zedmed is refunded, the surcharge will remain, which means the surcharge will be removed from the Tyro refund amount and will not balance with the Zedmed amount. This should be taken into account when using the ePayment Reconciliation report. An update is coming that will automatically adjust the reconciliation report for this difference.

| Tyro ePayment Reconciliation Report |                        |            |                                |             |                 |          |                     |  |
|-------------------------------------|------------------------|------------|--------------------------------|-------------|-----------------|----------|---------------------|--|
| Criteria                            |                        |            |                                |             |                 |          |                     |  |
| Bank Account                        |                        |            | Bank Account                   |             |                 |          |                     |  |
| Reconcile by: Date Range            |                        |            | 26/08/2025 - 27/08/2025        |             |                 |          |                     |  |
| Date                                | Patient Name           | Receipt ID | Transaction ID                 | Zedmed (\$) | Tyro (\$) Type  | Acquirer | Merchant            |  |
| 26/08/2025 8:36:30 AM               | Jones, Marianna-Louise | 3          | 20c03b33-aa3d-432a-b5a9-6e0561 | \$71.30     | \$71.30 PAYMENT | APPROVED | TESTZEDMED          |  |
| 26/08/2025 8:36:30 AM               | Jones, Marianna-Louise | 3          | c9eccfd2-ade6-455d-903c-80762c | -\$71.30    | -\$70.00 REFUND | APPROVED | TESTZEDMED          |  |
| Number of Transactions 2            |                        |            |                                | \$0.00      | \$1.30          |          | Discrepancy -\$1.30 |  |

To run the Payment Reconciliation report:

1. Select the **Office > Reception** tab.
2. Select **Banking**
3. Select **Tyro ePayment Reconciliation**.

Tyro ePayment Reconciliation

Use this screen to reconcile ePayments between Zedmed and Tyro on previous and current batches and sessions.

Reconcile by

☒ Batch
 

Batch Number
 <Current Batch>

☐ Session
 

Session Number
 10 Started On 16/10/2024 11:12:53 AM

☐ Date Range
 

From
 17/10/2024
 To
 17/10/2024

Banklist

☐ Show Inactive Bank Account
 

Phillip Davis

The field above will only contain banklists that have been correctly configured to use the Tyro Payment Gateway. This includes having a Reporting Password and Surcharge specified.

Please be aware that recent transactions will not be displayed until the Tyro data is available. Data will be available approximately 15 minutes after having been processed.

Print

Screen

Export

Close

For the most up-to-date documentation version, visit <https://help.zedmed.com.au/help>

The report pulls information from Zedmed and Tyro, which should reconcile to a \$0.00 discrepancy.

In the example below, you can see that an ePayment refund was processed in Zedmed and also in Tyro.

The Tyro transaction fee is not included, as it is not received by Zedmed and would prevent reconciliation.

Branch 1

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Tyro ePayment Reconciliation Report

| Criteria                 |                         |
|--------------------------|-------------------------|
| Bank Account             | Philip Davis            |
| Reconcile by: Date Range | 16/10/2024 - 17/10/2024 |

| Date                     | Patient Name    | Receipt ID | Transaction ID                       | Zedmed (\$) | Tyro (\$) Type   | Acquirer           | Merchant   |
|--------------------------|-----------------|------------|--------------------------------------|-------------|------------------|--------------------|------------|
| 16/10/2024 10:38:02 AM   | Jones, Happy    | 3          | 35fe8468-2d22-48bd-bbdd-eb1c103bdbc9 | \$71.30     | \$71.30 PAYMENT  | APPROVED           | TESTZEDMED |
| 16/10/2024 10:38:02 AM   | Jones, Happy    | 3          |                                      | -\$71.30    | \$0.00           |                    |            |
| 16/10/2024 10:39:06 AM   | Abbott, Gabriel | 4          | c4229c0f-cc87-44e5-ae2f-a84f309d6d75 | \$105.30    | \$105.30 PAYMENT | APPROVED           | TESTZEDMED |
| 16/10/2024 11:03:48 AM   |                 |            | Happy Jones                          | \$0.00      | -\$71.30 REFUND  | APPROVED           | TESTZEDMED |
| 16/10/2024 11:15:23 AM   | Jones, Happy    | 9          | 00529126-8477-4197-b137-6eb9bde2a3e0 | \$105.30    | \$105.30 PAYMENT | APPROVED           | TESTZEDMED |
| Number of Transactions 5 |                 |            |                                      | \$210.60    | \$210.60         | Discrepancy \$0.00 |            |