

How to process a refund

Version: 1.00 | Last Modified on 27/01/2026 8:08 am AEDT

Refund payments made via Payment Gateway within Zedmed using the ePayment refund option in Account Enquiry.

Requires Zedmed v38.6.2 or later.

Considerations

- **Replacement cards:** cannot be refunded to. You can only refund to the credit card billed.
- **Multiple cards:** cards are listed in Patient Details in the order they are used.
- **Manual refunds:** practices with versions older than v38.6.2 must perform **Manual Tyro refunds**.
- **Surcharges:** if a bill includes a surcharge, it must still be refunded through the **Tyro portal**.

To refund an ePayment:

1. Open the patient's **Account Enquiry**

You will see the current **Credits** in the top right.

2. Select **Payments** to open **Payment Enquiry**.
3. Select the **Receipt** to open the **Refund** screen.
4. Select **ePayment**.

The screen will expand to show the email address and details.

5. Select **OK**.

This will process the refund and send an email notification.

Payment Enquiry

Payer Jones, Marrianna-Louise Payments <All> ☒ Payment Only ☐ Full Details

Payment Date Period 29/05/2024 To 29/05/2025

Receipt #	Date	Time	Staff	Value	Credits
✓ R					50.00
F					50.00
C					0.00

Refund

Refund amount \$50.00 Bank list Dr Phillip Davis

Method

☐ Cash
A cash refund will appear on your banking reports as a negative cash amount.

☐ Cheque
A refund cheque will be treated as a negative DIRECT DEPOSIT so as not to affect your banking.

☐ Eftpos
An EFT refund will appear on your banking reports as a negative EFT amount.

☒ ePayment
An ePayment refund will appear on your banking reports as a negative ePayment amount.

ePayment Refund

You are about to refund a patient's credit card for an amount of \$50.00. A receipt can be sent to the patient at the email address below if entered.

Email Address: zedmedtesting+mljones@gmail.com

☒ Email receipt to patient

☐ Update patient's email

Warning: This refund will affect the total amount received on the transaction report of the original receipt date. You should reprint that transaction report if this was in the past.

Details

Refund

Pri

OK

Cancel

Help