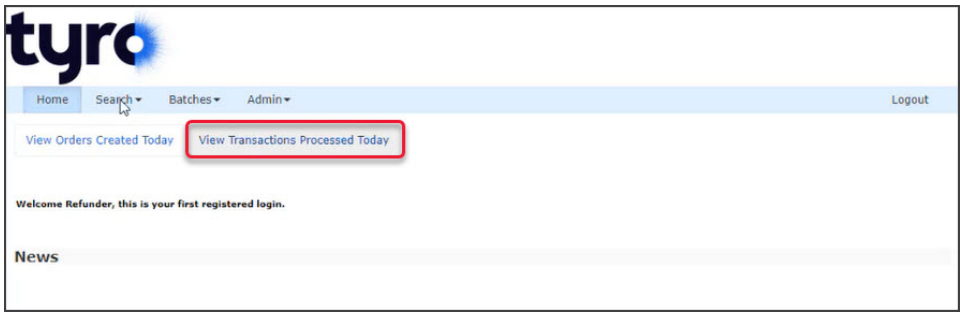
Refund an ePayment

Version: | Last Modified on 11/08/2025 10:42 am AEST

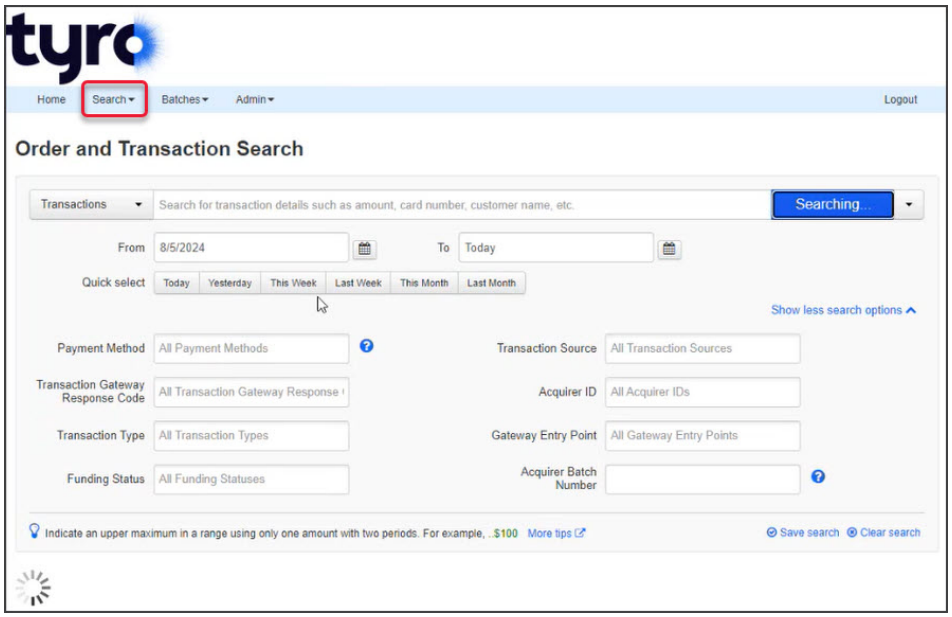
If an ePayment is made using Zedmed's Payment Gateway, a full or partial refund can be processed in two steps using the Tyro portal and Zedmed.

Step 1 - Submit a refund in Tyro

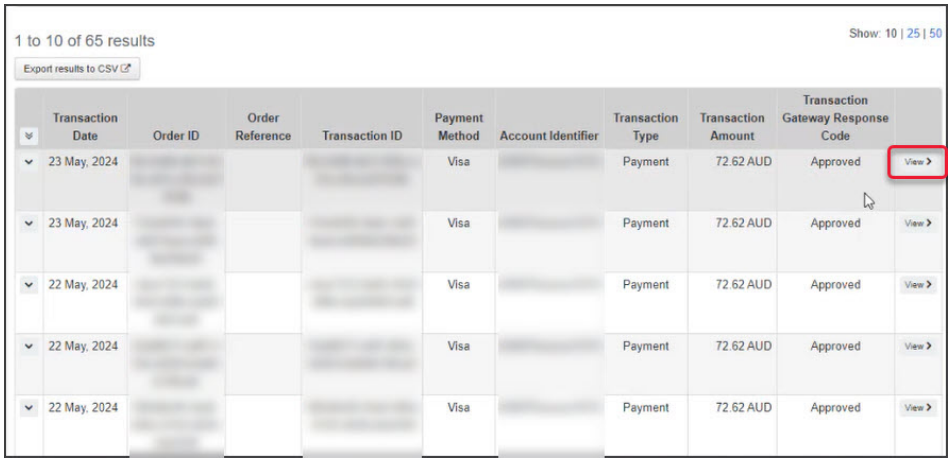
1. Open your Tyro web portal.
2. Log into the Tyro portal using the practice Refunder account.
3. Select **View Transaction Process Today.**



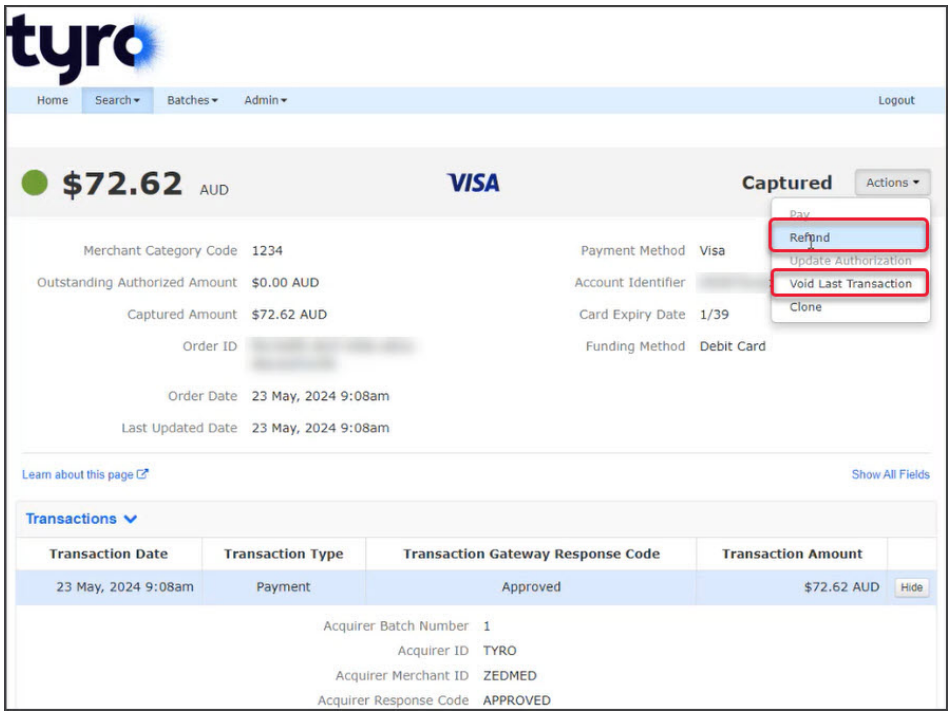
Or select **Search** and search for the transaction.



4. Locate the transaction and select **View**.

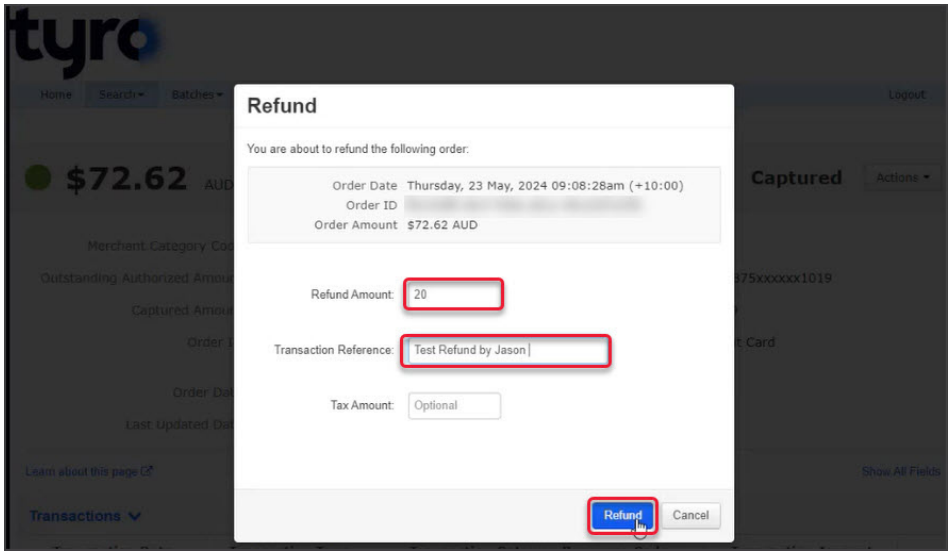


5. Select **Actions** > **Refund**.

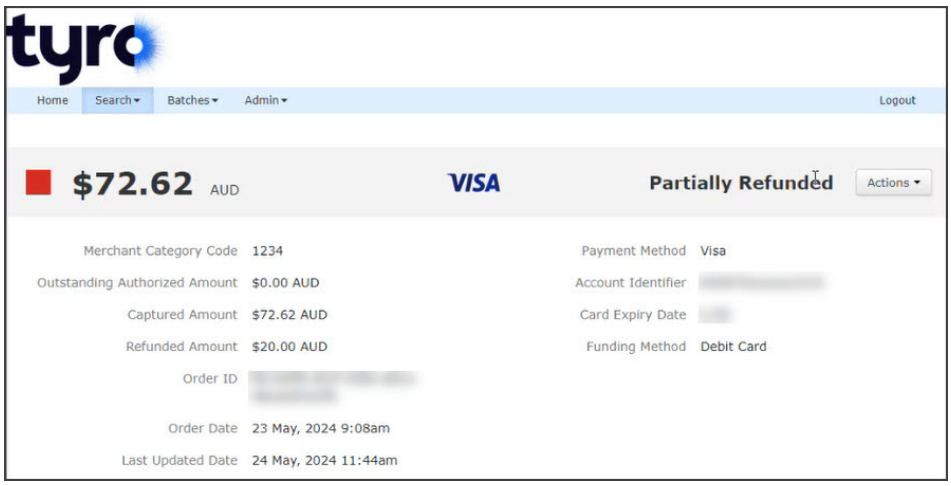


The **Refund** screen will open.

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



9. Review the confirmation.



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.