

Refund a private patient (integrated Tyro)

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Refund a patient who paid their invoice using an integrated Tyro terminal. The patient being refunded can be on-site (at reception) or off-site.

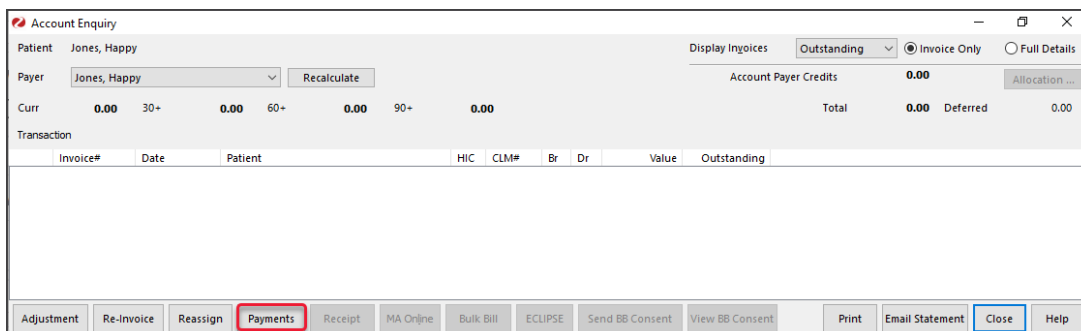
Note: If the original payment was taken using Tyro MOTO mode, the refund may be made using Tyro MOTO.

Refunding an on-site patient/payer

In this scenario, the payment was made using Tyro (EFTPOS), and the payer is still at the clinic (reception) to tap their card for the refund.

To refund a Tyro payment:

1. Navigate to the patient's **Acc Enquiry**.



The screenshot shows the 'Account Enquiry' window. At the top, it displays 'Patient Jones, Happy' and 'Payer Jones, Happy'. There are tabs for 'Display Invoices' (Outstanding) and 'Invoice Only' (selected). Below this, there's a summary of 'Account Payer Credits' showing a total of 0.00. A table of transactions is visible, with columns for Invoice#, Date, Patient, HIC, CLM#, Br, Dr, Value, and Outstanding. The bottom navigation bar contains buttons for Adjustment, Re-Invoice, Reassign, Payments (highlighted with a red box), Receipt, MA Online, Bulk Bill, ECLIPSE, Send BB Consent, View BB Consent, Print, Email Statement, Close (highlighted with a blue box), and Help.

2. Display **All Invoices**, search for the relevant invoice and note the **Receipt number**.
3. Select **Payments**.
The **Payments Enquiry** screen will open.
4. Select the relevant Receipt (**R**) to highlight it.
5. Select **Reverse Allocation**.
6. Select **Yes** to confirm the 'reverse allocation' message.
7. Select **Close** to complete the reversal and return to the **Account Enquiry** screen.

Payment Enquiry

Payer Jones, Happy

Payments <All> ☒ Payment Only ☐ Full Details

Payment Date Period 15/12/2024 To 15/12/2025

Receipt #	Date	Time	Staff	Value	Credits
2	15/12/2025	10:04	PD	71.30	0.00
BNK EFTPOS Ref: 935002					
				71.30	

Receipt for payment to be refunded

Refund Print Screen Send to Patient Reverse Allocation Reverse Payment Close Cancel Help

Account Enquiry will show an **Outstanding** amount and a Payer **Credit** equal to the invoice Value.

Process the Refund

You can now go back to Payments and submit the refund.

8. Select **Payments**.
9. Select the receipt to highlight it.
10. Select **Refund**.

Payment Enquiry

Payer Jones, Happy

Payments <All> ☒ Payment Only ☐ Full Details

Payment Date Period 15/12/2024 To 15/12/2025

Receipt #	Date	Time	Staff	Value	Credits
2	15/12/2025	10:04	PD	71.30	71.30
BNK EFTPOS Ref: 935002					
				71.30	

Refund Print Screen Send to Patient Reverse Allocation Reverse Payment Close Cancel Help

The **Refund** dialog will open and display the available payment types.

11. Select **Eftpos**.
12. Select **OK**.

Payment Enquiry

Payer Jones, Happy

Payments <All> ☒ Payment Only ☐ Full Details

Payment Date Period 15/12/2024 To 15/12/2025

Receipt #	Date	Time	Staff	Value	Credits
> R	Refund			71.30	

Refund amount \$71.30 Bank list Albert Road MC Bank Account

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.

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

1

13. Follow the Tyro terminal prompts.

When you select **OK**, Zedmed will open the Tyro terminal's dialog.

14. Enter the **Admin password** in the terminal.

Payment Enquiry

Payer Jones, Happy

Payments <All> ☒ Payment Only ☐ Full Details

Refund

Amount \$71.30

Total \$71.30

tyro

Enter refund password on terminal

Refund started - Amount: \$71.30

Refund

15. Have the payer **swipe their card** on the terminal.

Payment Enquiry

Payer Jones, Happy

Payments <All> ☒ Payment Only ☐ Full Details

Refund

Amount \$71.30

Total \$71.30

tyro

Swipe / Insert Card. Refund \$71.30

Verifying password

Enter refund password on terminal

Refund started - Amount: \$71.30

Refund

16. Select **YES** to the 'surcharge' message when prompted.

Zedmed will not apply any surcharge to the refund.

Payment Enquiry

Payer Jones, Happy

Refund

Amount \$71.30

Total \$71.30

Have you included any surcharges in refund amount?

YES (1) NO (2)

Swipe / Insert Card. Refund \$71.30
Verifying password
Enter refund password on terminal
Refund started - Amount: \$71.30

Cancel Transaction

17. Select **YES** on the signature message when prompted.

Depending on your terminal setup and workflow, the payer may be asked to sign the refund slip or enter a pin.

Payment Enquiry

Payer Jones, Happy

Refund

Amount \$71.30

Total \$71.30

APPROVED W/ SIGNATURE. Signature OK?

YES (1) NO (2)

Processing transaction - please wait
Answer accepted
Have you included any surcharges in refund amount?
Swipe / Insert Card. Refund \$71.30
Verifying password

Cancel Transaction

The Receipt will now show no **Value** or **Credits** remaining.

Payment Enquiry

Payer Jones, Happy

Payments <All> Payment Only Full Details

Payment Date Period 15/12/2024 To 15/12/2025

Receipt #	Date	Time	Staff	Value	Credits
2	15/12/2025	10:04	PD	0.00	0.00
F BNK EFTPOS		Ref:935002		71.30	
F BNK EFTPOS		Ref:935004 Refund	15/12/2025 PD	-71.30	

Refund Print Screen Send to Patient Reverse Allocation Reverse Payment Close Cancel Help

18. Select **Close**.

Refunding an off-site patient/payer

In this scenario, the payment was made using Tyro (EFTPOS), but the payer has left the clinic (has gone home), so reception will need to manually enter the card information into the terminal to send the refund.

To refund an off-site payer's Tyro payment:

1. Navigate to the patient's **Acc Enquiry**.

Account Enquiry

Patient: Jones, Happy

Payer: Jones, Happy

Display Invoices: Outstanding

Account Payer Credits: 0.00

Transaction: Invoice# Date Patient HIC CLM# Br Dr Value Outstanding

Buttons: Adjustment, Re-Invoice, Reassign, **Payments**, Receipt, MA Online, Bulk Bill, ECLIPSE, Send BB Consent, View BB Consent, Print, Email Statement, Close, Help

2. Display **All Invoices**, search for the relevant invoice and note the **Receipt number**.
3. Select **Payments**
- The **Payments Enquiry** screen will open.
4. Select the receipt (**R**) to highlight it.
5. Select **Reverse Allocation**.
6. Select **Yes** to confirm 'reverse allocation' message.
7. Select **Close** to complete the reversal and return to the Account Enquiry screen.

Payment Enquiry

Payer: Jones, Marianna-Louise

Payments: <All>

Payment Date Period: 15/12/2024 To 15/12/2025

Payments

Receipt #	Date	Time	Staff	Value	Credits
> -R	6 15/12/2025	10:26	PD	71.30	0.00

Confirm

Do you wish to reverse all allocation from payment #6?

Buttons: Yes, No

Buttons: Refund, Print Screen, Send to Patient, **Reverse Allocation**, Reverse Payment, Close, Cancel, Help

Account Enquiry will show an **Outstanding** amount and a Payer **Credit** equal to the invoice Value

Process the Refund

You can now go back to Payments and submit the refund.

8. Select **Payments**.

You will see the invoice now has a **Credits** equal to the invoice **Value**.

9. Select the receipt to highlight it.

10. Select **Refund**.

Payment Enquiry

Payer Jones, Happy

Payments <All> ☒ Payment Only ☐ Full Details

Payment Date Period 15/12/2024 To 15/12/2025

Receipt #	Date	Time	Staff	Value	Credits
2	15/12/2025	10:04	PD	71.30	71.30
BNK EFTPOS Ref:935002					

Refund Print Screen Send to Patient Reverse Allocation Reverse Payment Close Cancel Help

11. Select **Refund**.

The **Refund** dialog will open and display the available payment types.

12. Select **Cash**.

Cash must be used because EFTPOS will trigger the payer Tyro dialogue, which requires the payer to swipe their card.

13. In **Details** type text to display on the Banking Report, e.g "Tyro refund".

14. Select **OK**.

15. Select **Close**.

Payment Enquiry

Payer Jones, Marianna-Louise

Payments <All> ☒ Payment Only ☐ Full Details

Payment Date Period 15/12/2024 To 15/12/2025

Receipt #	Date	Time	Staff	Value	Credits
> R					71.30

Refund

Refund amount \$71.30 Bank list Albert Road MC Bank Account

Method

☒ Cash ☐ Cheque ☐ Eftpos ☐ ePayment

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

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

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

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

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 tyro receipt refund

OK Cancel

Refund Print Screen Send to Patient Reverse Allocation Reverse Payment Close Cancel Help

In the Banking Report

Banking Report - Batch Details

Branch 1 Level 3, 60 Albert Road, SOUTH MELBOURNE 3205 Ph:03 9284 3300

Criteria				Group By		Order By									
Banklist Report By	Albert Road MC Bank Account Batch			Payment Form		Receipt Number									
Date	Receipt #	Account	Drawer	Bank	Branch	Cheque/Card #	Staff	Amount							
Banking Session # 1															
Payment Form: Credit Card															
15/12/2025	4	Jones, Hopsy					PD	80.00							
		Reversed On: 15/12/2025 10:21				tyro moto	PD	100.00							
15/12/2025	5	Jones, Hopsy					PD	100.00							
		Reversed On: 15/12/2025 10:25					PD								
							Total Credit Card (session #1)								
							0.00								
Payment Form: Cash															
15/12/2025	6	Jones, Marionna-Louise	Cash Refund	tyro receipt	15/12/2025	PD	PD	-71.30							
							Total Cash (session #1)								
							-71.30								
Payment Form: EFTPOS															
15/12/2025	1	Church, Lawrence	Refund EFT		15/12/2025	PD	Ref:935001	PD	-71.30						
15/12/2025	1	Church, Lawrence					Ref:935000	PD	71.30						
15/12/2025	2	Jones, Hopsy	Refund EFT		15/12/2025	PD	Ref:935004	PD	-71.30						
15/12/2025	2	Jones, Hopsy					Ref:935002	PD	71.30						
15/12/2025	3	Jones, Hopsy					Ref:935006	PD	-71.30						
		Reversed On: 15/12/2025 10:11	Ref:935005	PD	duplicate		Ref:935009	PD	71.30						
15/12/2025	6	Jones, Marionna-Louise						Total EFTPOS (session #1)							
							71.30								
Session Totals															
Cash		-71.30	Credit Card		0.00		Overall Total								
Direct Deposit		0.00	EFTPOS		71.30		0.00								
ePayment		0.00					Cheques								
							0.00								
Medicare Cheques															
							0.00								
Banking Session # 2															
Report Totals															
Cash		-71.30	Credit Card		0.00		Overall Total								
Direct Deposit		0.00	EFTPOS		71.30		0.00								
ePayment		0.00					Cheques								
							0.00								
Medicare Cheques															
							0.00								

16. Note that the refund was made as **Cash** so it can be considered for banking. E.g., reconcile a Cash refund of -71.30 against the EFTPOS payment of 71.30.

Refund the payment to the Payer's credit card

On the Tyro Terminal, use the Moto/Manual refund steps to refund the payment amount to the payer's payment card. These steps may vary in different versions of your Terminal.

- Call the payer to get the card details.
- Navigate to **MOTO** mode on the terminal.
- When prompted, enter the card details.
- Enter the purchase amount.
- Complete the refund.

MA same day delete

For rebates processed using MA Online, the same-day delete (before 4pm) should be used to **reverse the payment**. If the claim is referred to Service Australia and is being processed, you will need to call Medicare.

Manual/MOTO payments

Payments that were taken using MOTO mode on the EFTPOS terminal should be refunded in the same manner.