

## Payment Gateway refunds

Last Modified on 03/02/2025 8:56 am AEDT

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.

tyro	
Home Search Batches Admin	Logout
View Orders Created Today View Transactions Processed Today Welcome Refunder, this is your first registered login.	
News	

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

Home Search ▼	Batches	• Adm	arch					L
Transactions 🔹	Search	for transact	ion details su	ch as amou	nt, card numb	er, customer name, etc.		Searching
From	8/5/202	4			То	Today		
Quick select	Today	Yesterday	This Week	Last Week	This Month	Last Month		
			G	3				Show less search optio
Payment Method	All Payr	ment Metho	ds	0		Transaction Source	All Transaction Sources	
ransaction Gateway Response Code	All Tran	saction Gat	eway Respor	ise (		Acquirer ID	All Acquirer IDs	
Transaction Type	All Tran	saction Typ	es			Gateway Entry Point	All Gateway Entry Points	
Funding Status	All Fund	ding Statuse	95			Acquirer Batch Number		0

4. Locate the transaction and select View.

Exp	ort results to CSV C*									
¥	Transaction Date	Order ID	Order Reference	Transaction ID	Payment Method	Account Identifier	Transaction Type	Transaction Amount	Transaction Gateway Response Code	
~	23 May, 2024				Visa		Payment	72.62 AUD	Approved	View
									G	
~	23 May, 2024				Visa		Payment	72.62 AUD	Approved	View
~	22 May, 2024				Visa		Payment	72.62 AUD	Approved	View :
~	22 May, 2024				Visa		Payment	72.62 AUD	Approved	View 3
~	22 May, 2024				Visa		Payment	72.62 AUD	Approved	View

5. Select Actions > Refund.

:yro					
Home Search - Batcher	s▼ Admin▼			L	ogout
<b>\$72.62</b>	AUD	VISA	Captu	red Acti	ions •
Merchant Category	Code 1234	Payment Method	Visa UI	e <b>fund</b> pdate Authoriza	ation
Captured An	nount \$72.62 AUD	Card Expiry Date	1/39	Void Last Transactio	
Ord	ler ID	Funding Method	Debit Card		
Order Last Updated	Date 23 May, 2024 9:0	8am Sam			
Learn about this page 🕑				Show A	All Fie
Transactions 🗸					
Transaction Date	Transaction Type	Transaction Gateway Response Code	Transaction Amount		
23 May, 2024 9:08am	Payment	Approved		\$72.62 AUD	Hid
	Acquir Acqu	er Batch Number 1 Acquirer ID TYRO Jirer Merchant ID ZEDMED			
	Acquire	r Response Code APPROVED			

The **Refund** screen will open.

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

tyro				
Home Search- Batches-	Refund			
	You are about to refund the fol	llowing order:		
• \$72.62 AUD	Order Date Order ID	Thursday, 23 May, 2024 09:08:28am (+10:00)	Captured	Actions -
Merchant Category Coo	Order Amount	\$72.62 AUD	-	
Outstanding Authorized Amou Captured Amou	Refund Amount:	20	375xxxxxx1019	
Order 1	Transaction Reference:	Test Refund by Jason	t Card	
Order Dal Last Updated Dat	Tax Amount:	Optional		
Learn about this page GP				
Transactions 🐱		Refund	-	

9. Review the confirmation.

tyro					
Home Search - Batches -	Admin <del>•</del>				Logout
<b>\$72.62</b> AUD		VISA	Part	ially Refunded	Actions •
Merchant Category Code	1234		Payment Method	Visa	
Outstanding Authorized Amount	\$0.00 AUD		Account Identifier		
Captured Amount	\$72.62 AUD		Card Expiry Date		
Refunded Amount	\$20.00 AUD		Funding Method	Debit Card	
Order ID	And a state of the				
Order Date	23 May, 2024 9:08am				
Last Updated Date	24 May, 2024 11:44am				

## 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.