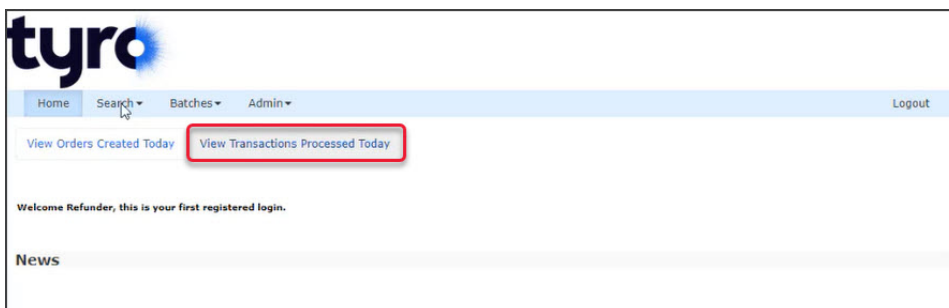# Payment Gateway refunds

Last Modified on 03/02/2025 8:56 am AEDT
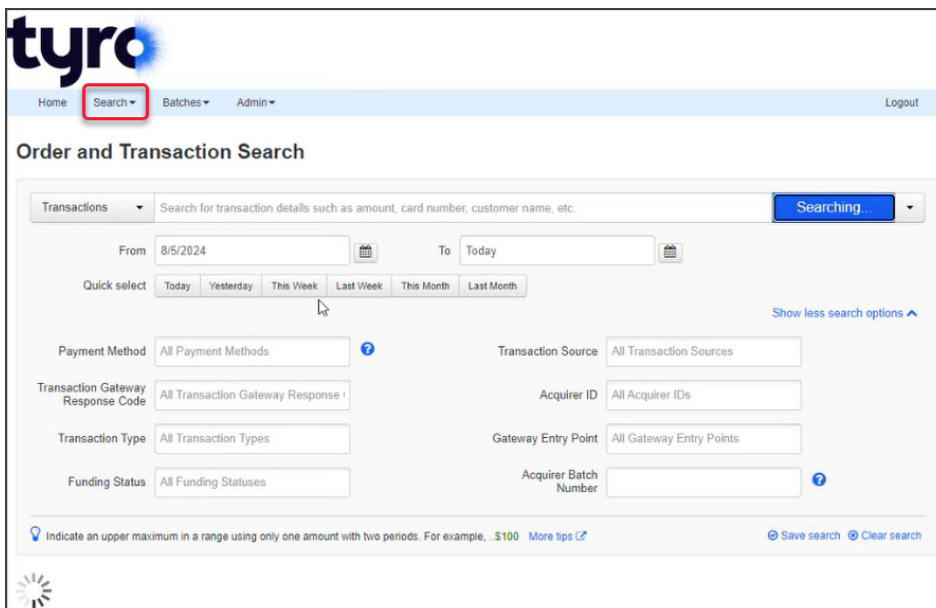
If an ePayment is made using Zedmed's Payment Gateway, a full or partial refund can be processed in two steps using the Tyro portal and Zedmed.

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.**

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

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

	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 >
⌄	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 >
⌄	22 May, 2024				Visa		Payment	72.62 AUD	Approved	View >

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

The **Refund** screen will open.

6. Enter the **Refund Amount.**
7. Enter a **Reference**.
8. Select **Refund**.
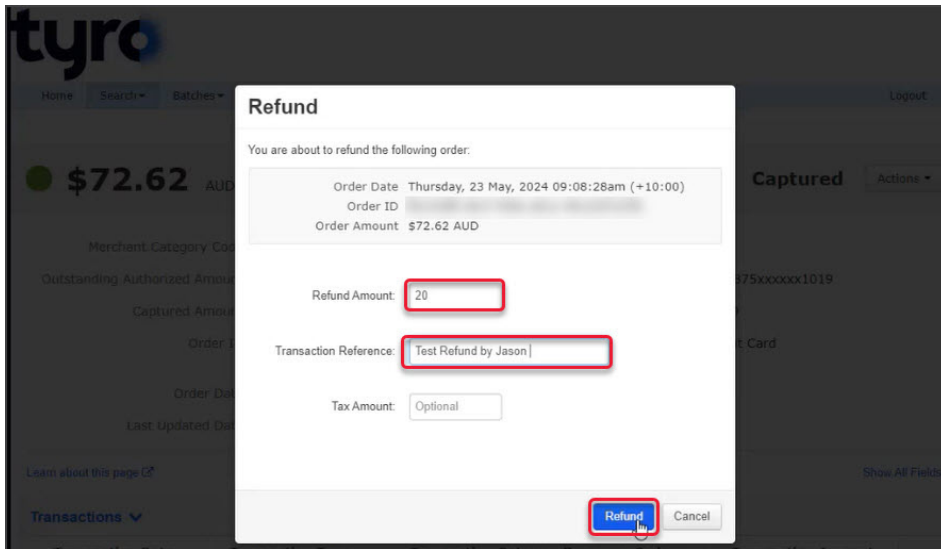
9. Review the confirmation.
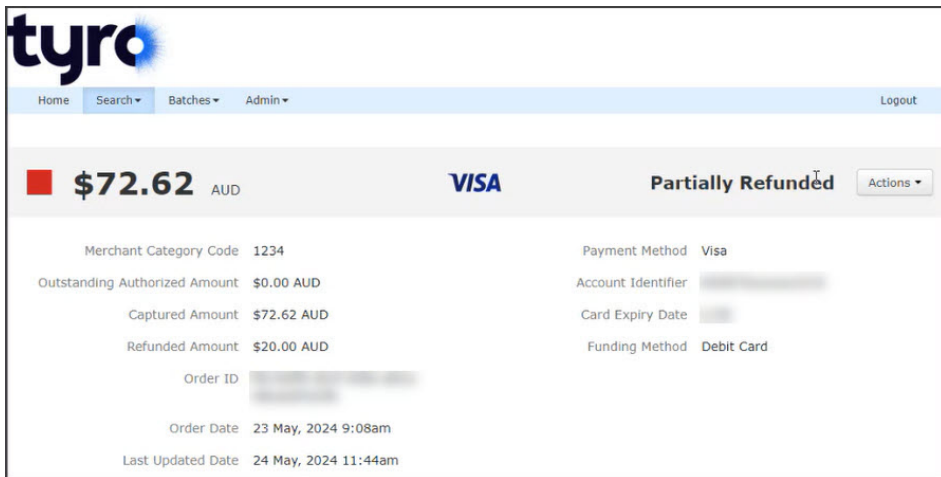
Step 2 - Submit a refund in Zedmed

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.