

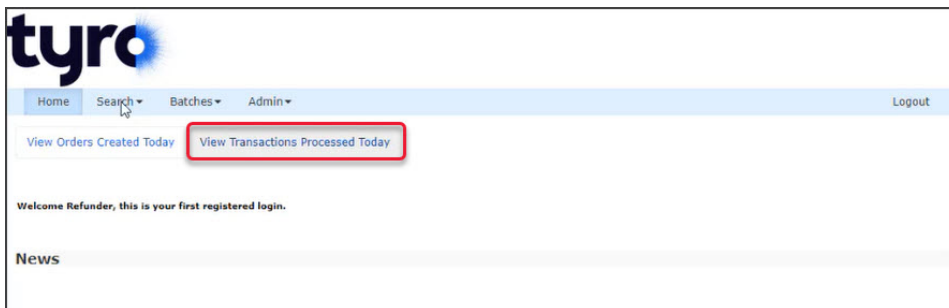
# Payment Gateway refunds

Last Modified on 13/08/2024 11:39 am AEST

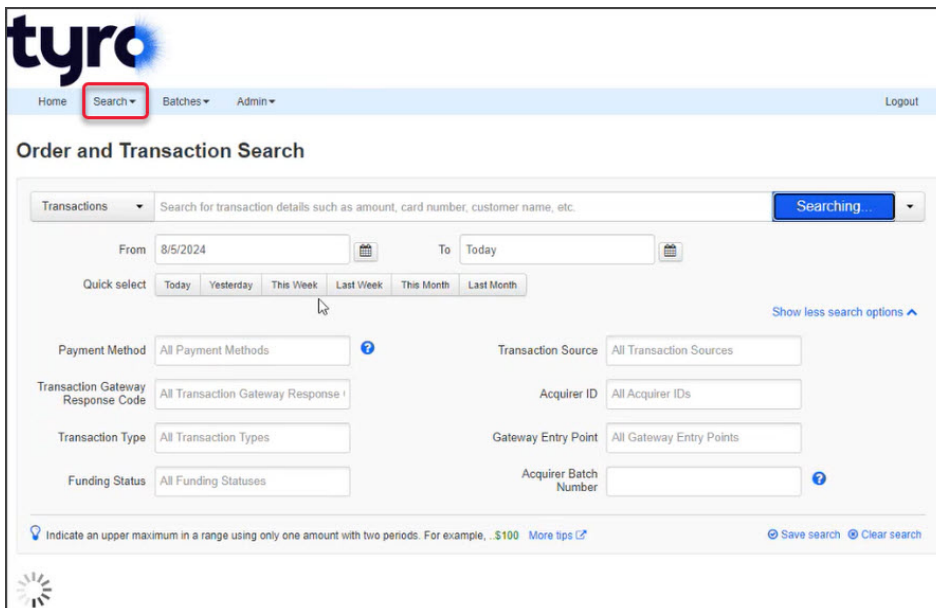
If an ePayment is taken using Zedmed's Payment Gateway (Online Appointments) a full or partial refund can be processed in two steps using the Tyro portal and Zedmed.

## Step 1 - Submit a refund in Tyro

1. Open your Tyro web portal
2. Log into the Tyro portal with 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**.

1 to 10 of 65 results Show: 10 | 25 | 50

[Export results to CSV](#)

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	<a href="#">View &gt;</a>
23 May, 2024				Visa		Payment	72.62 AUD	Approved	<a href="#">View &gt;</a>
22 May, 2024				Visa		Payment	72.62 AUD	Approved	<a href="#">View &gt;</a>
22 May, 2024				Visa		Payment	72.62 AUD	Approved	<a href="#">View &gt;</a>
22 May, 2024				Visa		Payment	72.62 AUD	Approved	<a href="#">View &gt;</a>

5. Select **Actions > Refund**.

**tyro**

Home Search Batches Admin Logout

**\$72.62** AUD **VISA** **Captured** [Actions](#)

Merchant Category Code 1234 Payment Method Visa

Outstanding Authorized Amount \$0.00 AUD Account Identifier

Captured Amount \$72.62 AUD Card Expiry Date 1/39

Order ID Funding Method Debit Card

Order Date 23 May, 2024 9:08am

Last Updated Date 23 May, 2024 9:08am

[Learn about this page](#) [Show All Fields](#)

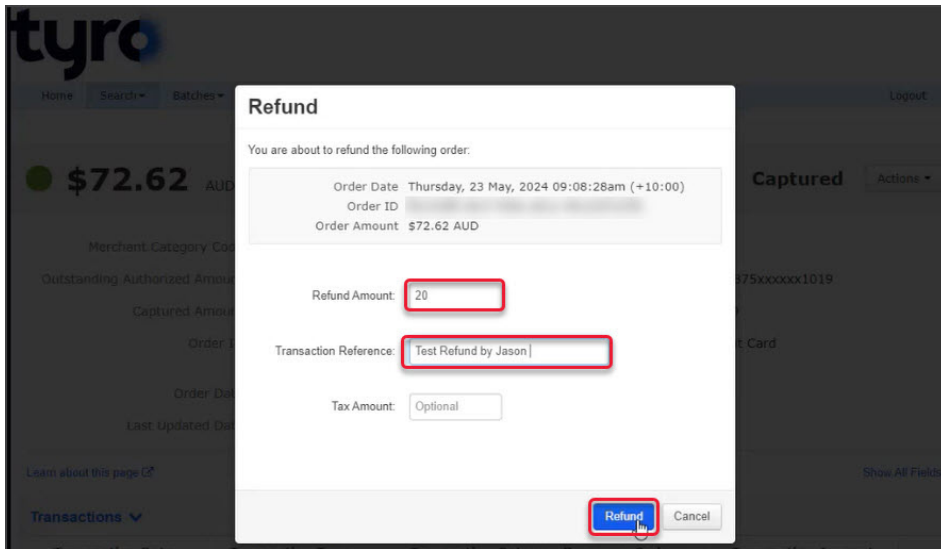
**Transactions**

Transaction Date	Transaction Type	Transaction Gateway Response Code	Transaction Amount	
23 May, 2024 9:08am	Payment	Approved	\$72.62 AUD	<a href="#">Hide</a>

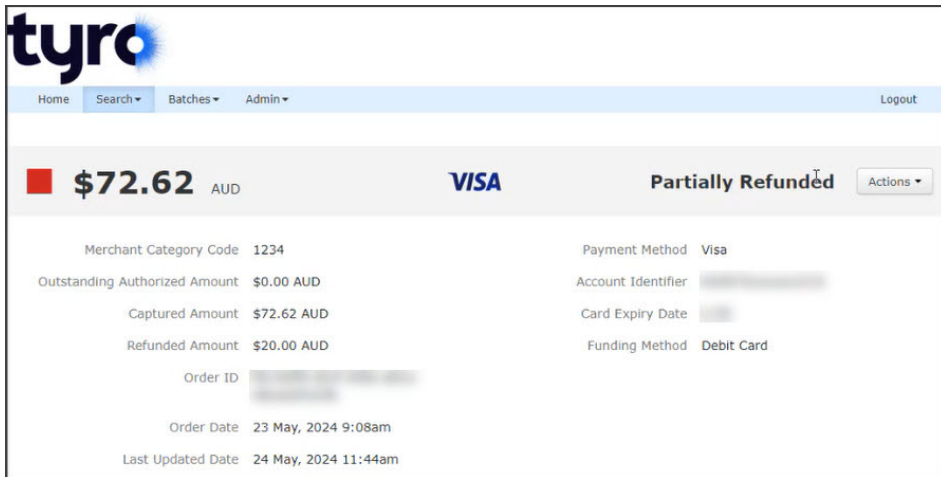
Acquirer Batch Number 1  
Acquirer ID TYRO  
Acquirer Merchant ID ZEDMED  
Acquirer Response Code APPROVED

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 if the payer is a 3rd party like TAC or Worksafe, or a patient paying for themselves.

Process a **3rd Party refund**

Process a **Private patient refund**.