

# Manual Payment Gateway refunds

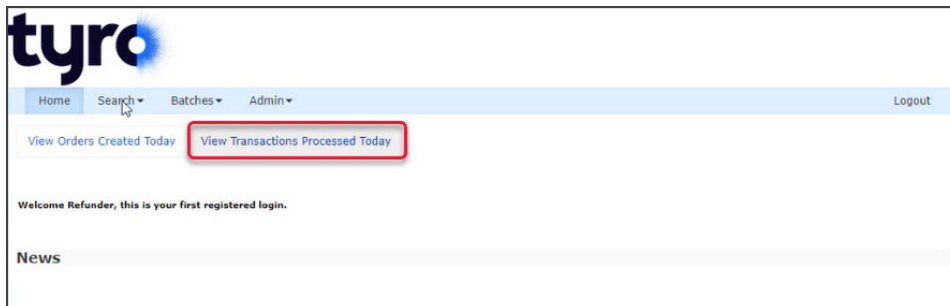
Version: 1.00 | Last Modified on 04/08/2025 1:50 pm AEST

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.

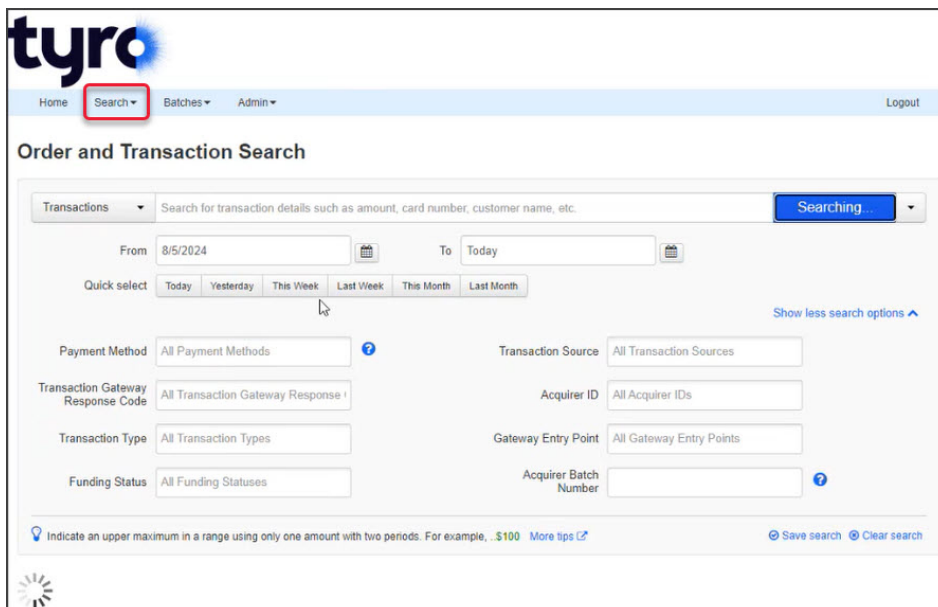
**Customers use this process on Zedmed v38.2.2 or earlier. Customers on later versions use Zedmed's integrated refund process, which does not require access to Tyro eCommerce.**

## 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**.

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

Outstanding Authorized Amount

\$0.00 AUD

Captured Amount

\$72.62 AUD

Order ID

Order Date

23 May, 2024 9:08am

Last Updated Date

23 May, 2024 9:08am

Payment Method

Visa

Account Identifier

Card Expiry Date

1/39

Funding Method

Debit Card

Pay

Refund

Update Authorization

Void Last Transaction

Clone

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[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**.

**tyro**

Home Search Batches Logout

**\$72.62** AUD

Merchant Category Code

Outstanding Authorized Amount

Captured Amount

Order ID

Order Date

Last Updated Date

Learn about this page?

Transactions

**Refund**

You are about to refund the following order:

Order Date: Thursday, 23 May, 2024 09:08:28am (+10:00)

Order ID: [Redacted]

Order Amount: \$72.62 AUD

Refund Amount:

Transaction Reference:

Tax Amount:

**Refund** Cancel

**Captured** Actions

75xxxxxx1019

Card

Show All Fields

9. Review the confirmation.

**tyro**

Home Search Batches Admin Logout

**\$72.62** AUD **VISA** **Partially Refunded** Actions

Merchant Category Code: 1234

Outstanding Authorized Amount: \$0.00 AUD

Captured Amount: \$72.62 AUD

Refunded Amount: \$20.00 AUD

Order ID: [Redacted]

Order Date: 23 May, 2024 9:08am

Last Updated Date: 24 May, 2024 11:44am

Payment Method: Visa

Account Identifier: [Redacted]

Card Expiry Date: [Redacted]

Funding Method: Debit Card

## 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**.