

Manual Tyro Payment Gateway refunds

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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.

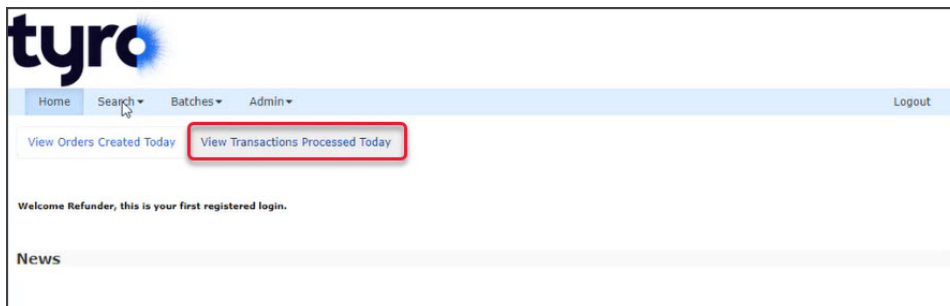
This guide is only for customers refunding a surcharge or performing refunds using Zedmed v38.2.2 and earlier. In Zedmed v38.6.2 and later, the Tyro portal steps are not required.

Requirements

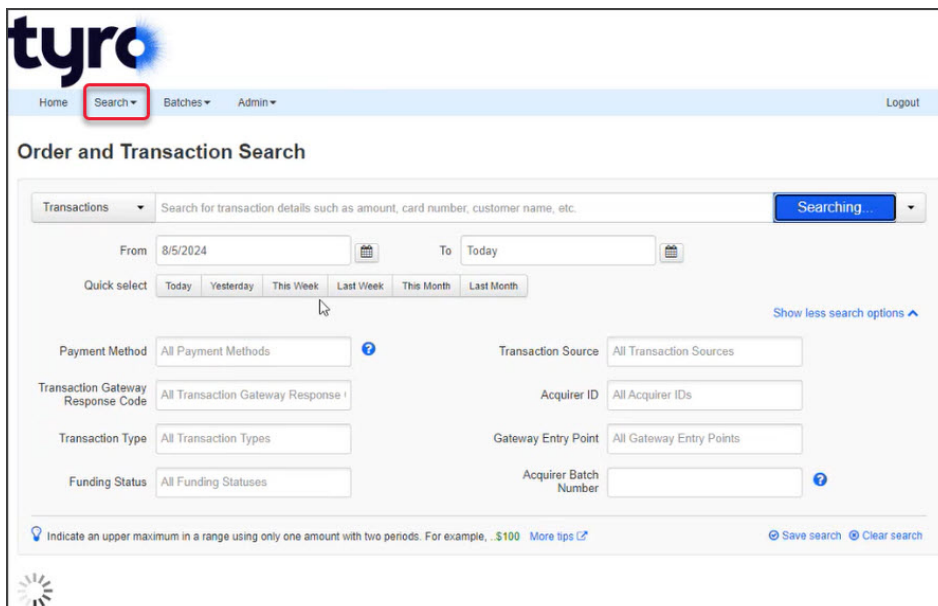
A Tyro Refund Account should be used to perform refunds in a Tyro Commerce account. To learn more, see the [Create Tyro Refunder Account](#) guide.

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	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**.

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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	Hide

Acquirer Batch Number 1

Acquirer ID TYRO

Acquirer Merchant ID ZEDMED

Acquirer Response Code APPROVED

Refund

Update Authorization

Void Last Transaction

Clone

The **Refund** screen will open.

6. Enter the **Refund Amount**.

7. Enter a **Reference**.

8. Select **Refund**.

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\$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: 20

Transaction Reference: Test Refund by Jason

Tax Amount: Optional

Refund Cancel

9. Review the confirmation.

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\$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

If you are performing a billing refund, you will also need to process the 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**.