TYRO - Payments

Last Modified on 10/10/2022 4:52 pm ACDT

Provided your System Administrator has configured one or more terminals for your Service Location(s), staff can collect payment from patients via their TYRO terminal.

Please note:

1. Prior to taking a payment, a user will either by now already ' raised an invoice' or 'recording a deposit'.
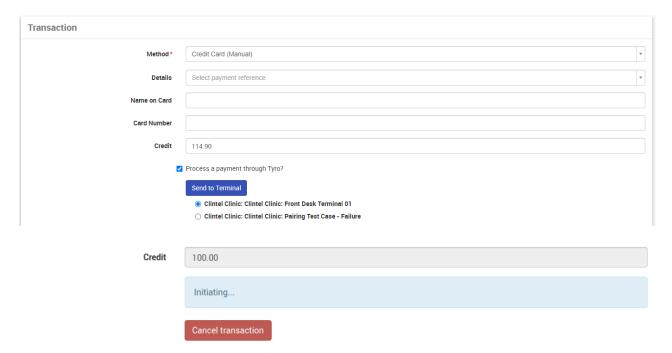2. Once payment has been successfully taken via Tyro, you still need to submit the Claim to Medicare from CareRight

Interface

Taking payment

To record a payment taken via Tyro, below the **Receipt** section you will see **Transactions.**

Follow the steps below:

1. In the **Transaction** screen, select **Method** as *Eftpos (Credit)* or *Credit Card (Manual)*

2. Enter **Credit** amount, this is the total payment amount

3. Ensure **Process a payment through Tyro** is ticked

4. Select **Terminal** *(if more than one terminal appear then ensure the right one is selected)*

5.Click **Send to Terminal**

6. The patient will need to complete the transaction on the Tyro Eftpos machine

7. Raise the Medicare Claim in CareRight where it's required

Payment Approved

Where a payment is successful, this will display to the operator as "Transaction attached".

You may continue to create the Deposit.
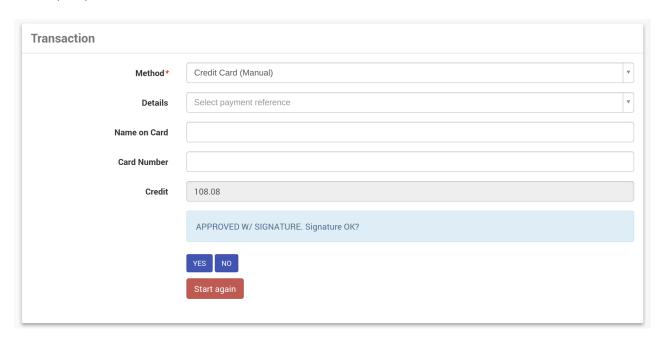
Payment Declined

Where a payment is unsuccessful, this will display to the operator. You will typically be able to start the transaction again.

https://help.tyro.com/s/article/Why-was-the-transaction-declined

Prompts

Occasionally, a terminal may require you to verify details such as *Signature OK?*

Use the prompts on screen to continue.

Errors

A terminal may time out or require restarting. In this instance, simply opt to start the transaction again.

Payment not associated with a Deposit

Where a payment has been charged to a card, but the corresponding Receipt has not been successfully created, the system will prompt you with the details of the prior transactions.

Usually, you will wish to select the correct transaction to use and proceed without taking further payment.

In rare instances where you wish to continue without associating a prior payment to the Receipt, simply dismiss this user interface and proceed as required.
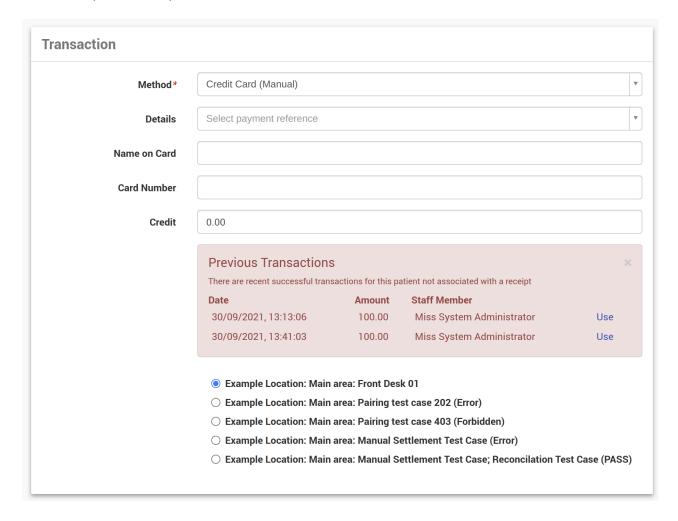
Transaction

Method*	Credit Card (Manual) ▾
Details	Select payment reference ▾
Name on Card	
Card Number	
Credit	0.00

Previous Transactions ✕

There are recent successful transactions for this patient not associated with a receipt

Date	Amount	Staff Member	
30/09/2021, 13:13:06	100.00	Miss System Administrator	Use
30/09/2021, 13:41:03	100.00	Miss System Administrator	Use

- ⦿ **Example Location: Main area: Front Desk 01**
- ◯ **Example Location: Main area: Pairing test case 202 (Error)**
- ◯ **Example Location: Main area: Pairing test case 403 (Forbidden)**
- ◯ **Example Location: Main area: Manual Settlement Test Case (Error)**
- ◯ **Example Location: Main area: Manual Settlement Test Case; Reconcilation Test Case (PASS)**
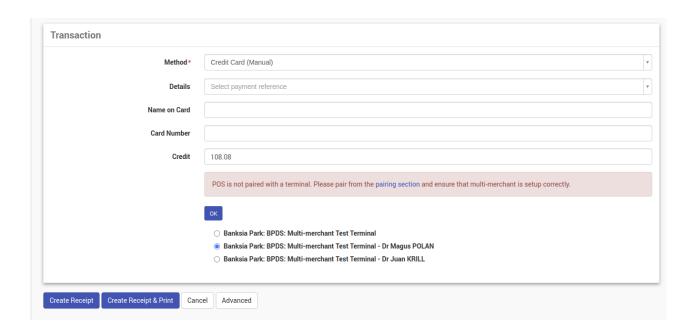
Advanced Deposits

Where you wish to create multiple transactions, say across multiple cards, simply choose "Advanced" and create transactions normally.
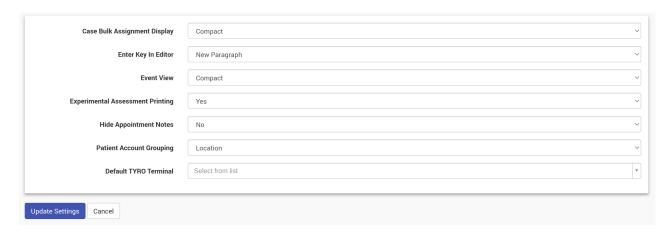
Pairing a Terminal

Where a Terminal is not paired, you will be prompted to complete this process and start the transactions again.

Transaction

Method *	Credit Card (Manual) ▾
Details	Select payment reference ▾
Name on Card	
Card Number	
Credit	108.08

POS is not paired with a terminal. Please pair from the pairing section and ensure that multi-merchant is setup correctly.

[OK]

○ Banksia Park: BPDS: Multi-merchant Test Terminal
● Banksia Park: BPDS: Multi-merchant Test Terminal - Dr Magus POLAN
○ Banksia Park: BPDS: Multi-merchant Test Terminal - Dr Juan KRILL

[Create Receipt] [Create Receipt & Print] [Cancel] [Advanced]

Setting a default terminal

Where a staff member works with one primary terminal, they can set their preferred default option in their Profile.

Case Bulk Assignment Display	Compact
Enter Key In Editor	New Paragraph
Event View	Compact
Experimental Assessment Printing	Yes
Hide Appointment Notes	No
Patient Account Grouping	Location
Default TYRO Terminal	Select from list ▾

[Update Settings] [Cancel]

See also: Manage Terminals for a Provider , for setting a particular terminal / merchant ID for a Provider.