Virtual Terminals / Console Explained

A virtual terminal (VT) or Jackrabbit Pay™ Console sometimes referred to as a merchant login, is an online access point offered by your gateway provider. The gateway provider will provide you with your virtual terminal login name and will send that information to you in an email which will include a link to set your password.

The virtual terminal or console provides transaction reporting for all ePayments submitted from your Jackrabbit database. This is key in reconciling your bank account. See **Bank Reconciliation When Using ePayments**. In addition, you are able to control several settings such as the time that your ePayments will be batched and sent from the gateway to the merchant processor daily called the **Settlement Schedule.**

Payments, refunds, and voids can also be processed from within the virtual terminal/console but these transactions are not transmitted back to your Jackrabbit database and would have to be recorded manually. It is a Jackrabbit Best Practice to process all credit card voids and refunds from within your database*. Bank Draft/ACH payments must be refunded through the virtual terminal/console, this cannot be done from within your Jackrabbit database.

*At this time, customers using ePayments in **United Kingdom, Australia, and New Zealand** cannot process a refund directly through Jackrabbit. These customers will see an alert after clicking the **R** icon on an ePayment. The refund must be completed in the virtual terminal and then recorded in the family's transactions in Jackrabbit.*

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🔽 Where to Access Your Virtual Terminal or Jackrabbit Pay Console

🔽 Duplicate Transaction Error Message

🔽 Frequently Asked Questions

For questions regarding the virtual terminal/console and its use please refer to your gateway provider.