Virtual Terminals Explained

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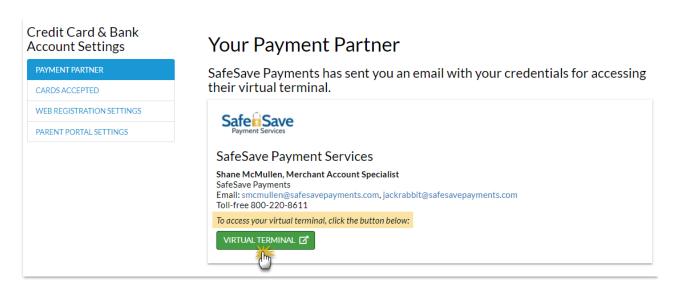
A <u>virtual terminal</u> (VT), or merchant login, is an online access point offered by your <u>gateway</u> provider. The gateway provider will provide you with your virtual terminal login name and will send that information to you in an email which will include a link to set your password.

The virtual terminal provides transaction reporting for allePayments submitted from your Jackrabbit database. This is key in reconciling your bank account. See **Bank Reconciliation When Using ePayments** As well, 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 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, 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.

Access your virtual terminal directly from within Jackrabbit the Tools menu > ePayment Settings > Credit Card & Bank Account Settings.



Click Virtual Terminal to open the login screen for yourePayment Partner's

onnic gateway	access.

SafeSav paymen	its			S	ecure Payment Gateway
Overview	Get Started	Merchant Login	Partner Login	Become a Partner	Contact Us
Merchant L	ogin Username: Password: Log In			Visit the Learning Center	

Example of Virtual Terminal Home Page

Main Menu	Home
Home	
Credit Card	
Sale	Welcome!
Authorize	
Capture	
Void Refund	
Add Subscription	
List Subscriptions	
Add Plan	
List Plans	
Customer Vault	
Add Customer	
List Customers	
Software Apps	
SwIPe Software	
Other Services	
Batch Upload	
<u>CertifyPCI™</u>	
<u>iSpyFraud™</u>	
<u>QuickBooks</u> ™	
Trans Reports	
Reports	
Options	
Settings	
QuickClick	
Help	
Integration Suggest	
Support Video Tutorials	
<u>Loqout</u>	



For questions regarding the virtual terminal and its use please refer to your gateway provider, this is not a Jackrabbit application and we are not able to offer support for it.