

Virtual Terminals Explained

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A virtual terminal (VT), or 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 provides transaction reporting for all Payments 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 from the [Tools](#) menu > [ePayment Settings](#) > [Credit Card & Bank Account Settings](#).

Credit Card & Bank Account Settings

PAYMENT PARTNER


CARDS ACCEPTED

WEB REGISTRATION SETTINGS

PARENT PORTAL SETTINGS

Your Payment Partner

SafeSave Payments has sent you an email with your credentials for accessing their virtual terminal.




SafeSave Payment Services

Shane McMullen, Merchant Account Specialist
SafeSave Payments
Email: smcmullen@safesavepayments.com, jackrabbit@safesavepayments.com
Toll-free 800-220-8611

To access your virtual terminal, click the button below:

VIRTUAL TERMINAL



Click **Virtual Terminal** to open the login screen for your Payment Partner's online gateway access.



[Overview](#)

[Get Started](#)

[Merchant Login](#)

[Partner Login](#)

[Become a Partner](#)

[Contact Us](#)

Merchant Login

Username:

Password:

[Log In](#)



Example of Virtual Terminal Home Page

Main Menu

[Home](#)

Credit Card

[Sale](#)

[Authorize](#)

[Capture](#)

[Void](#)

[Refund](#)

Recurring

[Add Subscription](#)

[List Subscriptions](#)

[Add Plan](#)

[List Plans](#)

Customer Vault

[Add Customer](#)

[List Customers](#)

Software Apps

[SwiPe Software](#)

Other Services

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Home

Welcome!

The above images are of the SafeSave Payments and C&H Financial virtual terminal. If you are with Studio AutoPay / Forte Payments [click here](#).





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.
