

How do I know the eCommerce void or refund 'went through' and ended up on the customer's credit card?

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You can confirm the void or refund by logging into your [Virtual Terminal](#). You should have been provided login information by your gateway provider. You can access your Virtual Terminal login page in Jackrabbit by pointing to **Tools** and clicking **Credit Cards/Bank Accounts Settings**. Click on the Virtual Terminal button. Learn more about eCommerce by going to [ePayments in Jackrabbit \(Credit Card & Bank Account Draft\)](#).
