

# I voided / refunded a credit card in my Virtual Terminal. How can I record it in Jackrabbit?

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If you void or refund an eCommerce payment in your Virtual Terminal, you can still record it in Jackrabbit. When you click the **R** icon in Jackrabbit, you'll notice an alert that indicates if the eCommerce payment has already been voided, fully refunded, or partially refunded in your Virtual Terminal. Follow the steps you'd use for refunding a cash/check payment to record the refund in the customer's transactions. See [Refund a Payment Made by Cash/Check](#).

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