

DATASHEET

# Blackbaud Merchant Services™

Payment services made simple

Make your credit card processing simple, secure, and affordable. Blackbaud Merchant Services (BBMS) is your end-to-end payment processing solution, designed exclusively for non-profits.

Included and fully integrated with Blackbaud solutions:

eTapestry® | Raiser's Edge NXT™ | Blackbaud CRM™

NetCommunity™ | Blackbaud Online Express™ | The Raiser's Edge®

## How Blackbaud Merchant Services works

Blackbaud Merchant Services is both a credit card gateway and processor, so you don't have to manage multiple vendors. Instead, you'll benefit from the convenience and protection that comes from working with a single provider.

You'll also have unlimited, 24/7 access to a secure online portal. So you can see your transactions in real time, process reconciliations, run or export reports, and accept credit card payments at off-site events. What's more, you can process transactions in Pounds Sterling, Euros, U.S. and Canadian Dollars.

You'll also benefit from the same low rate across all transactions, including real time, batch, card present, and card not present for Visa®, Maestro®, MasterCard® and American Express®. And disbursements are already reconciled before they're deposited, taking the guesswork out of tracking individual transactions.

## Safe and Secure

All transactions are processed in the Blackbaud Vault™ which encrypts sensitive information and keeps your donors' credit cards data secure.

BlackBaud Merchant Services also provides comprehensive screening for detecting online payment card fraud through a premium Fraud Management service.

## Start using Blackbaud Merchant Services

As a Blackbaud customer, you're automatically enrolled. You don't need to sign any long-term contract, and there are no setup fees, monthly payments or hidden charges.

All you have to do is create a free Blackbaud Merchant Services account at [bmsmerchant.blackbaud.com](https://bmsmerchant.blackbaud.com).

Once you've signed up, you'll have unlimited access to the secure portal. So you can start processing transactions, and running reconciliations and reports.

## Totally integrated

BBMS integrates with our PCI-compliant solutions including:

- eTapestry
- Raiser's Edge NXT
- Blackbaud CRM
- NetCommunity
- Blackbaud Online Express
- Raiser's Edge



## How we compare

Each payment incurs a transaction charge, but when we promise no hidden fees, we mean it.

Take a look at our rates to see how we compare:

	Other providers	Blackbaud Merchant Services
Visa/MasterCard/Maestro	2.5%-5% + 35p	2.75% + 19p**
American Express	3.25%-5% + 35p	3.5% + 19p**
Chargeback Fees	£10-£20	£10
Cross Border Fees	Additional 0.5%	£0
Monthly Fees	£10-£50	£0
Monthly Minimum Fees	£20-£75	£0
Customer Service Fees	£10-£25/month	£0
Statement Fees	£5-£30/month	£0
Batch or Settlement Fees	20p-35p/batch	£0
Set-Up Fees	£25-£300	£0
Gateway Fees	£20-£100/month	£0
PCI Compliance Fees	£75-£150/year	£0
Virtual Terminal	£100/month	£0
Vault/Card Storage Fees	£20/month + 1p/card/month	£0
Additional Accounts	£25-£75/month	£0
Full-Service Software and Payment Provider	—	

\*\* Prices correct at time of going to print.



## CUSTOMER STORY

# Islamic Relief and BBMS

Islamic Relief promotes sustainable economic and social development by working with local communities – regardless of race, religion or gender.

## Why did you decide to start using BBMS?

“Several years ago we began using an external payment processing software, but we quickly discovered there were problems with recording and reconciling payment information.

“We switched to Blackbaud Merchant Services, which links directly with our fundraising solution. So we get a more complete picture of our donors’ history.

“We then began using BBMS alongside our fundraising software to process payments and record donor information for our inbound and outbound telephone campaigns, which worked really well.”

## What success have you had using BBMS?

“In terms of income and cost savings, Blackbaud’s combined solution has helped us dramatically.

“The fact that we can process donations in real-time while the donor is still on the phone is phenomenal! We know instantly if someone has given us the wrong account details or they have insufficient funds, and we can then rectify it straight away.

“In addition, we can now generate a receipt for each donor straight away which is gets emailed to them. This is a far better donor experience compared to our previous process, which involved posting out receipts at the end of each day. This alone is saving us an additional £8,000 per year in postage costs!”

## How has BBMS helped you deliver your mission?

“We’ve increased the number of calls that we can handle each day. Because the process is much more fluid, and we can handle each call and transaction with such ease, we’re getting through calls a lot quicker. So we’re maximising the fundraising potential of each campaign”