

New Features Guide

10/29/2020 Blackbaud Altru 5.19 New Features US

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New Features for Blackbaud Altru 5.19



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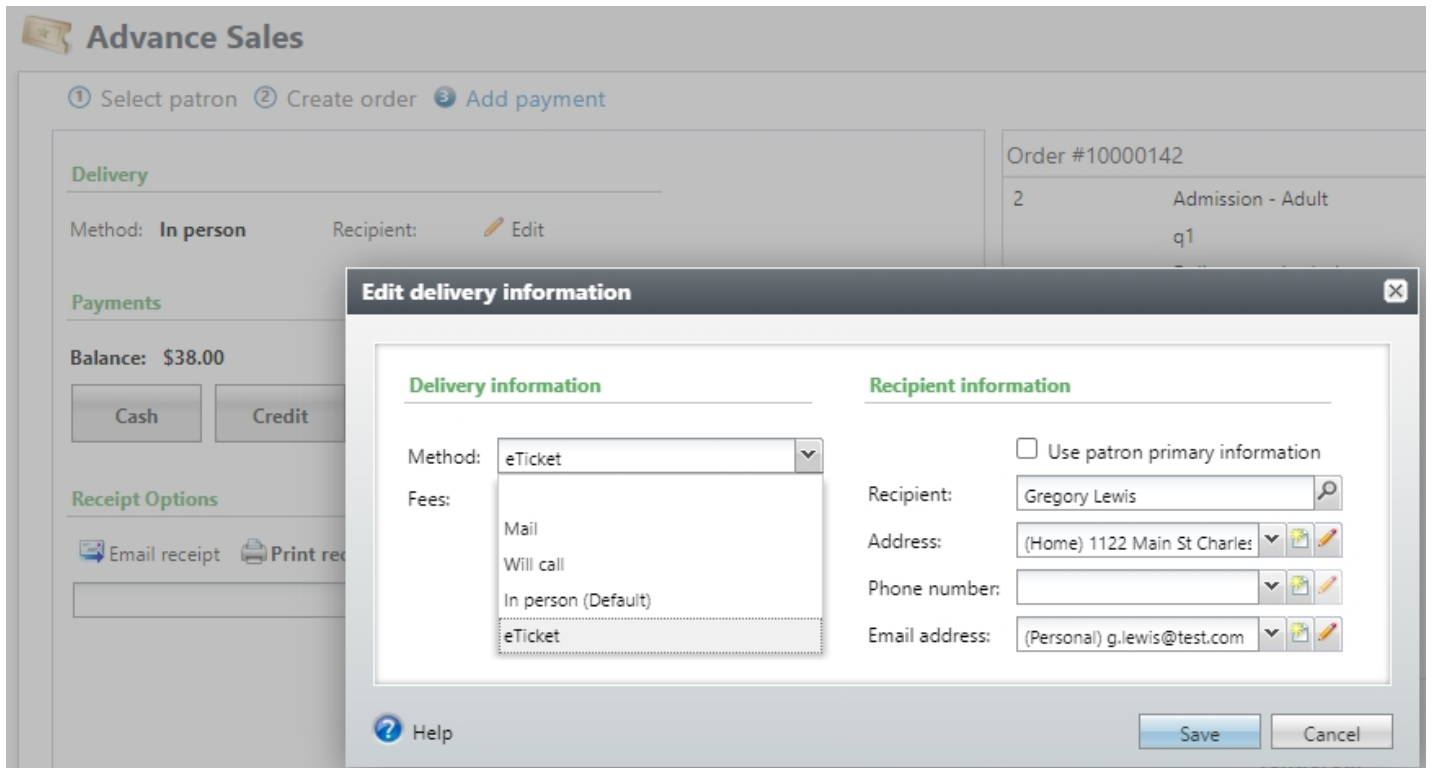
Before you use the new **Blackbaud Altru** features released in October 2020, we recommend that you review the information in this guide. It will help you and any other **Altru** users in your organization get the most from the enhancements we introduced.

Send Acknowledgement Emails from Advance Sales

In the last release, we added the ability to email tickets from Advance Sales orders. Now, to help you communicate important information to your patrons when they make purchases, you can also send acknowledgement emails from Advance Sales.

Note: To send eTicket and acknowledgement emails, you must have at least one delivery method — such as eTicket — configured to email tickets upon completion of order. For more information, see [Delivery Methods](#).

From the **Add a payment** step of the Advance Sales order, select **eTicket** under Delivery information. The recipient information defaults to the patron's primary email address, but you can add or select a different email address if necessary. For anonymous orders (those without a selected patron), you must add recipient information.



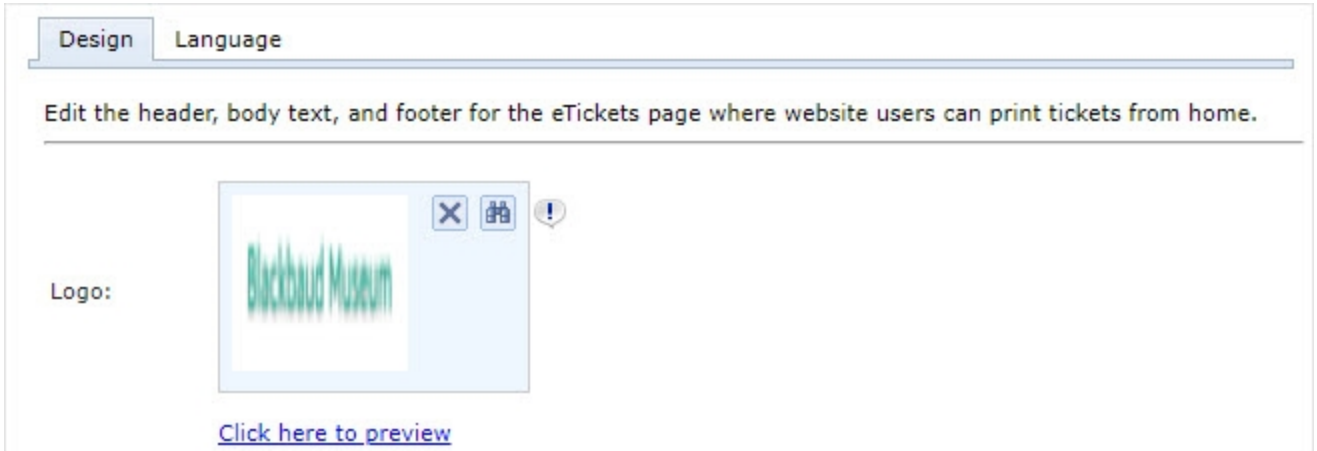
When you complete the order, an acknowledgement email is automatically sent to the patron. Its design is based on the default acknowledgement email configured under *Web, Default acknowledgement email*. For more information, see [Design Acknowledgement Email](#).


Note: You can choose the eTicket delivery method even if the order doesn't contain tickets. If the order does contain tickets, a separate eTicket email is also sent.

Display Your Logo on the eTickets Page

You can now add images to the eTickets page to provide your patrons with a more personalized experience. For example, you can include your organization's logo or an image that promotes an upcoming event.

1. From *Web*, select **eTickets** under **Configuration**. The eTickets configuration screen appears.



2. Under **Logo**, select the binoculars .
3. Select the image in the image library.
 - To upload a new file, select **Add images**. Select **Choose file**, then upload the image file saved to your device or network. When finished, select **Next**, then **Save**.

Tip: You can use image files in *.bmp, *.gif, *.ico, *.jpeg, *.jpg, *.svg, or *.png format. For reference, the eTicket image dimensions are 624px by 137px.

4. Select **Save** to return to the configuration screen.
5. Select **Click here to preview** to see a preview of the image as compared to the ticket size.
6. When finished, select **Save**.

After you upload an image, it appears at the top of the eTickets page.


Blackbaud Museum

Thank you for supporting our mission!



Please present this ticket upon arrival at your event.

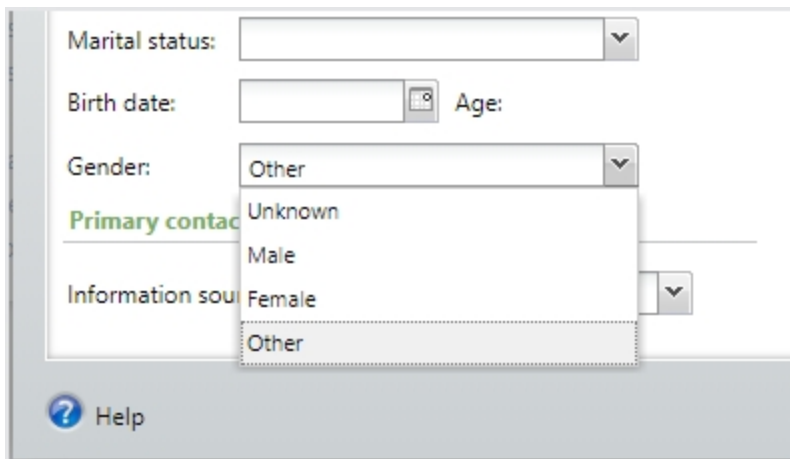
Order # 10000546  Ticket # 10001477	Blackbaud Museum Admission Adult - \$10.00
Ticket 1 of 2	

Order # 10000546  Ticket # 10001478	Blackbaud Museum Admission Adult - \$10.00
Ticket 2 of 2	

No refunds, no exchanges. For assistance, please email guestservices@bbmuseum.org.

Assign Other Gender Value

To help you more accurately track biographical information for your constituents, you can now choose Other when you enter an individual's gender details. Previously, available values were Male, Female, and Unknown.

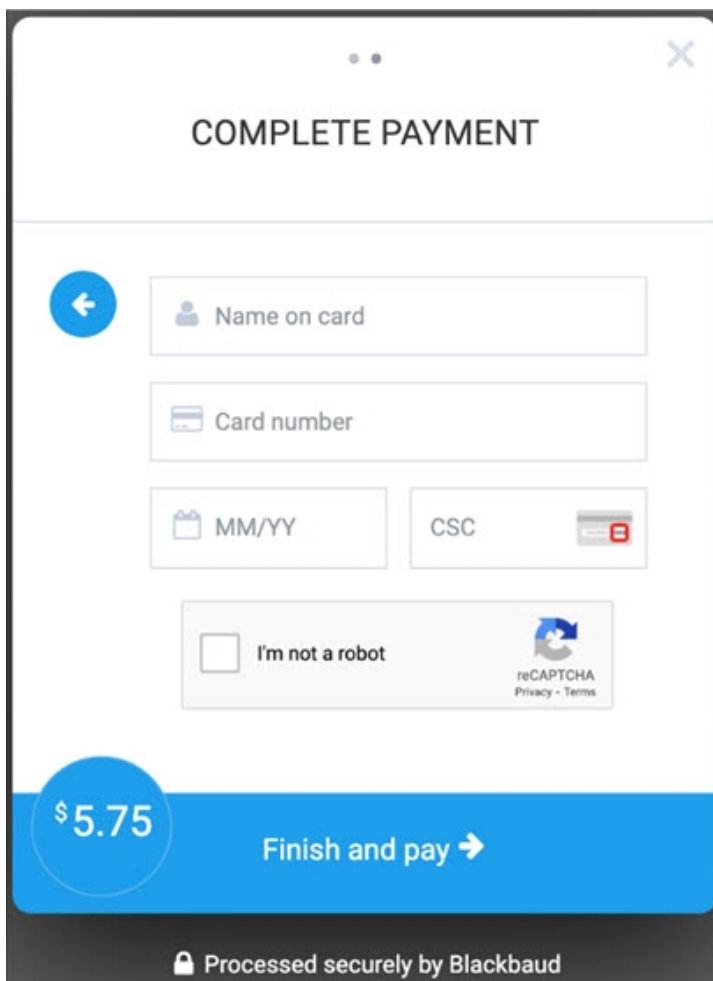
A screenshot of a web form with several fields. The "Gender" field is open, showing a dropdown menu with the following options: "Other", "Unknown", "Male", "Female", and "Other". The "Primary contact" label is highlighted in green. Other visible fields include "Marital status", "Birth date", "Age", and "Information source". A "Help" button is located at the bottom left.

As a reminder, you can also use attribute form extensions to capture additional details about your supporters, such as their pronouns. For more information on how to create a custom attribute and display it on various forms, see the [5.18 New Features Guide](#).

Enable reCAPTCHA for web forms

To protect your organization against fraudulent transactions and other malicious activity, you can now enable reCAPTCHA for web forms. reCAPTCHA provides additional security by validating legitimate users and preventing automated attempts to complete orders through your web forms. To learn more, visit [Google reCAPTCHA resources](#).

To enable reCAPTCHA, from *Web*, select **Web payment settings** under **Configuration**. Select **Enable reCAPTCHA**, then **Save**. A security check now appears on the **Blackbaud Checkout** form at the time of payment.



The screenshot displays a mobile payment interface titled "COMPLETE PAYMENT". It features a back arrow on the left and a close button (X) in the top right corner. The form contains several input fields: "Name on card", "Card number", "MM/YY" (with a calendar icon), and "CSC" (with a card icon). Below these fields is a reCAPTCHA security check area with the text "I'm not a robot" and a checkbox, alongside the reCAPTCHA logo and "Privacy - Terms" link. At the bottom, a blue bar shows the amount "\$5.75" and a "Finish and pay" button with a right arrow. A dark grey footer at the very bottom contains a lock icon and the text "Processed securely by Blackbaud".

View and Resolve Pending Online Sales Orders

To help you more quickly resolve issues with incomplete online sales orders, you can now view pending orders from the Unresolved Online Sales Orders page. Pending orders are similar to unresolved orders except they contain fewer details and are not yet linked to a payment.

Previously, there were rare occasions when an error prevented an order from being created, even though a payment successfully processed. Now, even if the order has minimal details, you can view the information within **Blackbaud Altru** and determine how to proceed. For example, if recipient information is incomplete, you can look up the payment in your merchant account to obtain cardholder information.

➤ Resolve a Pending Order

A new **Pending Orders - Charged** section appears on the Unresolved Online Sales Orders page.

Unresolved Online Sales Orders

Orders (2)

Order number	Amount	Recipient	Online user	Date	Items
10000144	\$100.00	Michael Smith			Annual Membership
10000243	\$48.00			6/1/2020	

Pending Orders - Charged (1)

Date range: From: To:

Order number	Amount	Recipient	Online user	Date	Items
10000972	\$40.00				Daily Admission - Adult; D...

Amount: \$0.00

Credit card holder:

Result text:

Address:

Credit card last 4 digit:

Transaction date:

To view details about an order, select its order number to open its temporary record.

To convert to an unresolved order, expand its row, then select **Mark unresolved**. This action links the order to its corresponding payment, and the order now appears as an unresolved order. You can then open the unresolved order to resolve issues or refund payments as needed.

EMV-Certified Payment Terminal — *Coming Soon!*

Blackbaud's **EMV-Certified Payment Terminal** solution is now available in **Blackbaud Altru** to a limited number of organizations! It will soon be available to more of you, and eventually, all

organizations who process payments through **Blackbaud Merchant Services (BBMS)**.



Payment Terminal helps protect against costly credit card fraud through the use of EMV-certified card readers that offer End-to-end Encryption (E2EE). The devices support chip cards and contactless methods such as digital wallets, and provide additional security for card-present transactions.

To learn more or to request more information, see our [Payment Terminal resources page](#).

To learn more about the differences between PCI P2PE and EMV E2EE, visit [Credit Payment Security – PCI P2PE and EMV E2EE Explained](#).