

# Getting Started with the Blackbaud Payment Service

## An Overview of the Blackbaud Payment Service Configuration

With proper security of sensitive credit card information, you can protect your supporters from inconvenience and financial and personal loss, and help protect your organization from additional expense. To help you maintain this information in accordance with the Payment Card Industry Data Security Standard (PCI DSS) and continue to seamlessly process credit card transactions, several Blackbaud programs require the **Blackbaud Payment Service**. The **Blackbaud Payment Service** securely stores your credit card and merchant account information and acts as an intermediary between your database and the payment gateways you use to process credit card transactions.

### Set Up a Blackbaud Payment Service Account

To properly integrate your Blackbaud program with the **Blackbaud Payment Service**, you must set up a **Blackbaud Payment Service** account and perform various configuration tasks within your program and payment gateways.

**1. Update your Blackbaud programs:** If necessary, update your Blackbaud programs to versions compliant with the Payment Application Data Security Standards (PA DSS). To download the latest versions, visit <https://www.blackbaud.com/support/downloads/downloads.aspx>.

**2. Create a Blackbaud Payment Service account:** To create an account with the **Blackbaud Payment Service**, visit <https://bbps.blackbaud.com>. To set up an account, you must enter the site ID of your organization and the email address of your primary contact. When you create your account, you create the user name and password used to log into the account, in accordance with specific requirements. We recommend you record and securely store these login credentials.

**3. Create a merchant account:** Set up a merchant account with your payment processor or gateway, such as **Blackbaud Merchant Services** or CyberSource. When you set up a merchant account with the gateway, you receive a user name and password to manage your account. The **Blackbaud Payment Service** requires these login credentials to communicate with your gateway.

► Depending on the gateway, you may receive additional information. For example, when you set up a merchant account with CyberSource, you receive an additional security key.

### System Requirements

#### Blackbaud program:

- Altru™
- Blackbaud®  
NetCommunity™  
6.10 or higher
- Blackbaud® CRM 2.0  
or higher
- eTapestry®
- Luminate Online  
Marketing™
- onSuite™
- The Patron Edge®  
3.402.11 or higher
- The Patron Edge®  
Online 3.4.13 or  
higher
- The Raiser's Edge®  
7.91.5056 or higher

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**4. Enter your Blackbaud Payment Service credentials in your program:** After you create your **Blackbaud Payment Service** account, link it with your Blackbaud program.

- In **Altru** or **Blackbaud CRM**, from *Revenue*, click **Blackbaud Payment Service merchant accounts** under **Configuration**. On the Blackbaud Payment Service Merchant Accounts page, click **Edit Blackbaud Payment Service login** under **Tasks**, enter the login credentials created for your account, test the connection to the **Blackbaud Payment Service**, and then click **Save**. Under **Merchant Accounts**, your **Blackbaud Merchant Services** account automatically appears.
- In **Blackbaud NetCommunity** or **Blackbaud Internet Solutions**, select the Settings tab from the top-level item in the *Sites & settings* treeview. Under **General**, enter the login credentials created for your account under **Blackbaud Payment Service** and then click **Save**. In *Merchant Accounts*, your **Blackbaud Merchant Services** account automatically appears.
- In **eTapestry**, select the Manage tab and click **My Organization** and then **Preferences**. Enter the login credentials created for the **Blackbaud Payment Service** account in the **BBPS UserName** and **BBPS Password** fields and then click **Save**.
- In **Luminate Online Marketing**, set up your account with **Blackbaud Merchant Services** and then click **Import Blackbaud Merchant Services** on the Payment Services tab in Payment Capabilities, enter the user ID and password for your organization's **Blackbaud Payment Service** account, and then click **Import**.
- In an **onSuite** product, enter the user name and password assigned to the school in the **Payment Services** task located under **Core, Settings**.
- In **The Patron Edge** and **The Patron Edge Online**, expand **System Setup** in **Administration** and double-click **BBSP Configuration**. On the BBSP Configuration screen, enter the login credentials created for your account under **BBSP Username and Password**, and then click **Save Credentials**. Under **Merchant Accounts**, your **Blackbaud Merchant Services** account automatically appears.
- In **The Raiser's Edge**, click **Config** on the Raiser's Edge bar. On the Configuration page, click **General**, enter the login credentials under **Blackbaud Payment Service Credentials**, and test the connection to the **Blackbaud Payment Service**. On the Merchant Accounts page, your **Blackbaud Merchant Services** account automatically appears.

**5. Add your merchant account in your program:** In your Blackbaud program, add the merchant account for your payment gateway. For information about how to add a merchant account, refer to your products' user documentation. If necessary, contact your payment gateway to activate the merchant account.

**6. Test the configuration:** To test the configuration with a Blackbaud program in a test environment, set the merchant account to Demo or Test mode and process the test transactions as necessary. After you test the configuration, set the merchant account to Live mode.

If you process credit cards through **Blackbaud Merchant Services**, your merchant account may automatically appear in some programs after you enter the login credentials for the **Blackbaud Payment Service** account.