Bluefin/Blackbaud

Integration Guide

User Guide v2.0

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Overview

Blackbaud has partnered with Bluefin Payment Systems to add tokenization and PCI-Validated Point-to-Point Encryption (P2PE) functionality to Blackbaud Altru, Blackbaud Church Management, Blackbaud CRM, and Blackbaud Raiser's Edge NXT.

PCI-Validated Point-to-Point-Encryption (P2PE) revolves around the concept of encrypting credit card data in the device the moment it is swiped or keyed, and not decrypting it until it reaches Bluefin's offsite Hardware Security Module (HSM). The credit card data is then "tokenized" into a unique code which can be securely saved and later used to reissue or refund transactions.

Using PCI-Validated P2PE and tokenization prevents credit card data from ever being in your network, effectively outsourcing credit card data security to Bluefin and removing your processing environment from PCI compliance scope.

This guide provides instructions for activating your account within Bluefin's environment and activating and using your Bluefin device in your Blackbaud solution.

Support

For help with your Bluefin device or the Bluefin web portal, please contact Bluefin at 800-675-6573 or service@bluefin.com

For help with your Blackbaud solutions, please contact Blackbaud at https://support.blackbaud.com/support.

P2PE Illustration

The illustration below depicts the full PCI-Validated P2PE process.

1 – POI encrypts and sends data to POS

2 – POS is out of scope. Sends data to Bluefin gateway partner

3 – Partner sends P2PE data to Bluefin

4 – Bluefin decrypts and returns data securely (VPLS, IPSec, HTTPS)

5 – CC is processed as usual

6 – Authorization returned

7 – Partner returns token to POS

Tokenization Illustration

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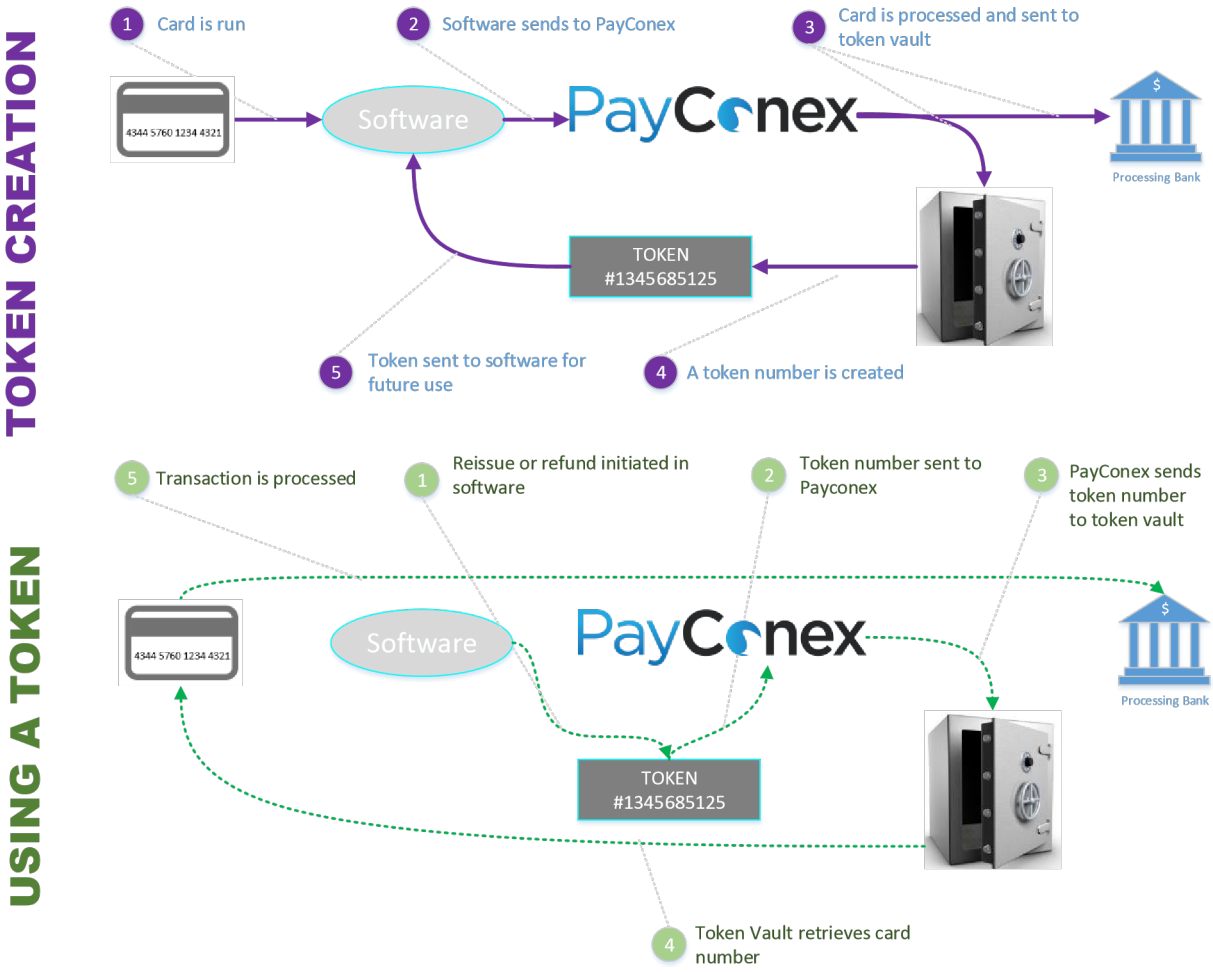


Check-In Bluefin Device

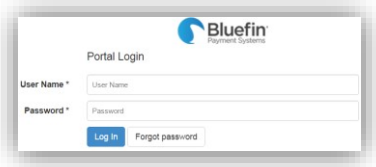
PCI-Validated P2PE includes strict chain of custody requirements, which Bluefin simplifies with their P2PE Manager online portal. When your device arrives in the mail, follow these instructions to check it in. The documentation tab of the P2PE Manager includes instructional videos and our User Guide.

- **NOTE:** *These instructions are also mailed to you with your device.*

Log in to the P2PE Manager

Prior to your device being shipped, you will have received a login to the P2PE Manager via email from Bluefin.

1) Navigate to https://bluefin.p2pemanager.com
2) Enter User Name and Password and click "Log In"



Check in Your Shipment

Video Available in Documentation Tab

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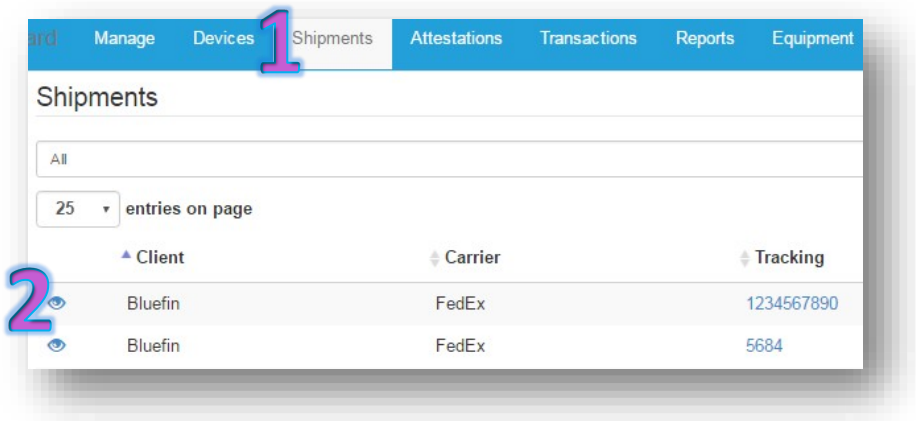
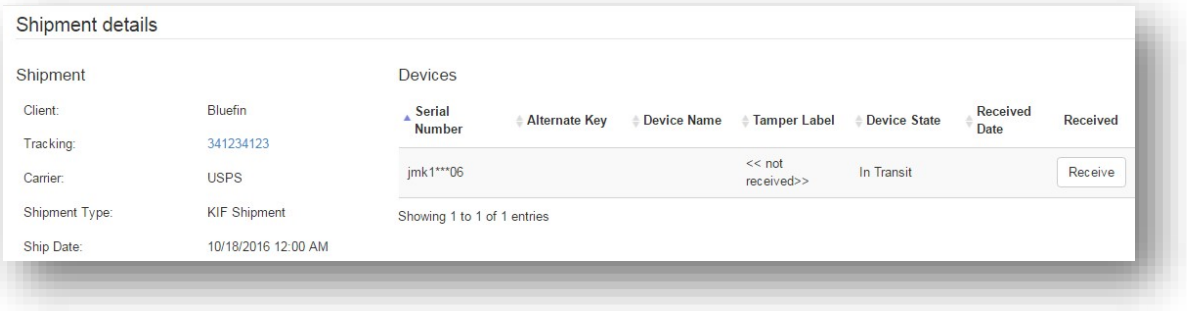
1) Navigate to the “Shipments” tab
2) Click on the view button on the left side of the shipment you would like to receive



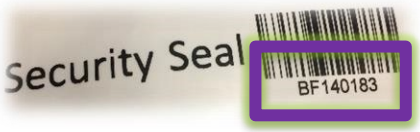
3) Click on the “Receive” button next to the device



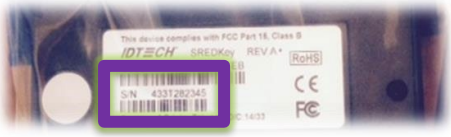
4) **Open the box but do not open the tamper bag.** Your P2PE hardware will be wrapped in a tamper evident bag with a numbered tamper seal on the closure. You will need to input information from both the hardware unit and tamper seal into the P2PE Manager. *Do not remove the device from the bag until after step 6.*

5) Look through the bag to find the serial number on the device and tamper label number from the outside of the bag.

Tamper Label Number:
On the outside of the tamper bag



Serial Number:
Viewable through the tamper bag



6) Enter the serial number and tamper label number into P2PE Manager and click “OK”.

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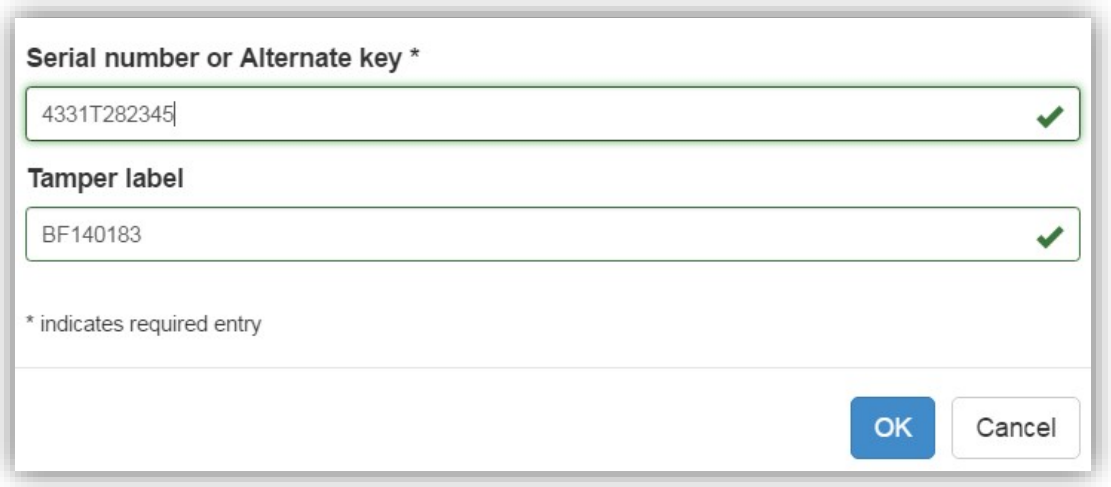
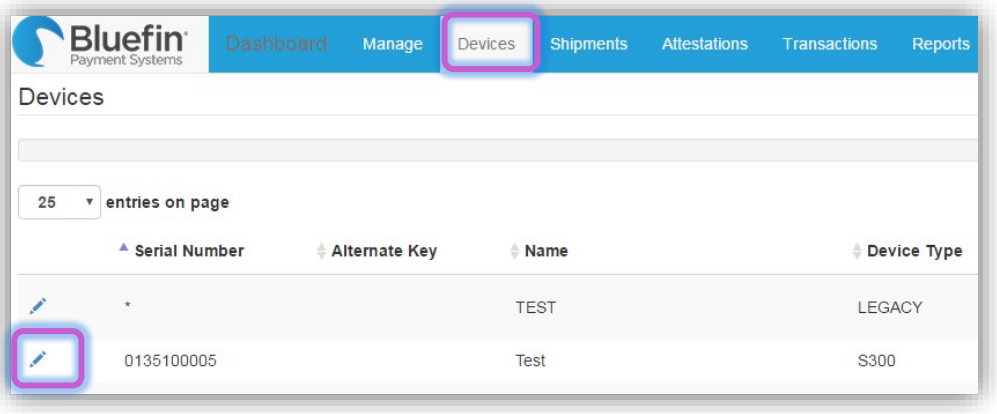


Your device is now checked in and in the "Stored" state. Remove the device from the tamper bag and continue to the next section if you are ready to activate your device.

Activating Your Device

Video Available in Documentation Tab

1) Navigate to the "Devices" tab
2) Locate the device that you would like to activate and click on the pencil icon on the left



3) Change the "Device State" to "Activating" and press "Save"
   - **NOTE:** *Once you begin processing cards, your device will automatically change from "Activating" to "Active"*

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Enable P2PE in your Blackbaud Solution

After you activate your Bluefin SREDKey device, you can begin processing payments. For more information on how to enable P2PE and process payments in your Blackbaud solution, see P2PE Assistance and Resources.

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