

Blackbaud Merchant Services™

With the April 2022 update, Blackbaud Merchant Services provides additional and enhanced functionality. The following are the most notable updates in this release.

Next generation Blackbaud Merchant Services Web Portal — now generally available

The new Blackbaud Merchant Services Web Portal is now available to all Blackbaud Merchant Services customers! From the portal, you can:

- Manage [multiple merchant accounts](#) under one login.
- Easily add, view, manage, and export [transactions](#).
- Review [disputed transactions](#) — including both chargebacks and direct debit returns — from a consolidated location.
- Add and manage [users](#) and customize their level of access with preset roles.
- Subscribe to and manage [email notifications](#) for various transactions and activities.
- Update your organization's Blackbaud Merchant Services [account info](#), such as contact details, disbursement information, email settings, and more.
- Link to a [PayPal business account](#).
- Download [disbursement reports](#) and Australian GST invoice reports.

In the future, you'll be able to:

- Add, view, and manage account configurations.
- Order and register Payment Terminal and MobilePay Terminal devices.
- Download a transaction report PDF.

In the meantime, you can still access these features by logging in to the classic web portal and choosing Classic sign in.

For more information, visit the [Blackbaud Merchant Services Web Portal User Guide](#).

Additional web portal enhancements

In addition to the features above, we made the following enhancements to functionality within the next generation web portal:

- To quickly manage transaction list filters, after you add a filter, you can now easily edit or remove it by selecting the filter from the top of the list.
- To help with reconciliation, the disbursement period now displays on all disbursement summary and detail reports — even if the report only spans one day.
- To add multiple transactions more efficiently, the Create transaction window no longer closes between transactions. You can also set defaults for certain fields. For more information, see [Transactions](#).

Your feedback makes a difference! Please continue to share your thoughts with us and keep an eye out for more enhancements coming soon.