

Blackbaud Merchant Services™



With the November 2019 update, **Blackbaud Merchant Services** provides additional and enhanced functionality. The following are the most notable updates in this release.

Refunds

To help you more easily manage chargebacks and avoid unnecessary fees, we have improved the way some refunds are processed. Now, when a credit card company investigates a charge before starting a formal chargeback dispute, we refund that payment right away when you accept the chargeback. Previously, these transactions were not refunded until you initiated a refund or a formal chargeback was requested.