

Blackbaud Merchant Services™

With the November 2020 update, ***Blackbaud Merchant Services*** provides additional and enhanced functionality. The following are the most notable updates in this release.

Credit Card Refunds Time Frame Extended

To assist your organization with the unprecedented number of affected events during the COVID-19 pandemic, we have extended the amount of time you can process credit card refunds.

Credit card refunds must now be issued within 365 days from the date of the original transaction. Refunds must be issued to the original card on the transaction.

Refund transaction messages in the *Blackbaud Merchant Services* Web Portal show the previous 180-day limit and will be updated to the new 365-limit in an upcoming release.

Note: Direct debit refunds have not been updated. Direct debit refunds must still be processed within 60 days from the date of the original transaction.