About Braintree Payment Processing

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Patron-side e-commerce in SignUp and Spaces is handled via Braintree Payment Processing. If you would like to add e-commerceÂ to your SignUp and/or Spaces product please contact our [Product Success Support Team](#).Â

What is the process? After you have placed your order for the eCommerceÂ feature a member of our Team will reach out to you with a Quick Start guide as well as be a resource for any questions you may have. Will this change how we process payments in the library?

 E-commerceÂ for SignUp and Spaces is only available on the patron-facing side of the program. Credit cards will be processing in the library will continue as it always has, according to each library's own processing methods. This does not change or affect that.

 Can we make payments for our customers via the staff side of SignUp or Spaces? No, you will process payments as normal via your normal credit card processing steps.

 What cards are accepted? U.S.-based libraries opting for the e-commerce add-on will be able to accept payments through PayPal and most credit and debit cards, including Visa, MasterCard, American Express, Discover, JCB and Diner's Club. Libraries outside of the U.S. will be able to accept Visa, MasterCard, and American Express payments.

 Is there a minimum transaction? No.

 Are there transaction fees? Yes.Â [Braintree](#)Â assesses a 2.9 percent fee and a charge of 30 cents per transaction. **NOTE:** International customers will receive country-specific pricing from [Braintree](#).Â Pricing may change at any time viaÂ [Braintree](#). Â **What about chargebacks?** Disputed charges will result in a chargeback fee of $15 for each.

 How does a patron pay online in SignUp? The payment process for a patron is quick, easy, and secure. For more details on the patron payment process [click here](#).

 How does a patron pay on-line in Spaces? The patron process is quick, easy and secure. For more details on the patron payment process [click here](#).

 Custom Fields Applicable To: Admin Users**Attachments:** No**Summary:** Information about Braintree Payment Processing

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