
About Braintree Payment Processing

Article Number: 616 | Rating: Unrated | Last Updated: Tue, May 23, 2017 at 1:47 PM

Patron-side ecommerce in SignUp and Spaces is handled via Braintree Payment Processing. If you would like to add ecommerce to your SignUp and/or Spaces product please contact our [sales team](#).

What is the process? After you have placed your order for the eCommerce feature a member of our Implementation 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?

Ecommerce 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 ecommerce 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. Braintree assesses a 2.9 percent fee and a charge of 30 cents per transaction, an additional Evanced assessed transaction fee of one percent (1%) will apply. **NOTE:** International customers will receive country-specific pricing from Braintree. Evanced will assess an annual fee for international customers through normal billing channels, rather than a 1% per-transaction fee. Pricing may change at any time via Braintree. **What about chargebacks?** Disputed charges will result in a chargeback fee of \$15 for each.

How does a patron pay on-line 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

