

PRESS RELEASE

Blackbaud Introduces Merchant Services for Not-for-Profit Credit Card Transaction Processing

PCI-DSS compliant solution features secure, one-rate processing for not-for-profit payment acceptance

London (30 January, 2012) – [Blackbaud Europe Ltd](#) (NASDAQ: [BLKB](#)), announced today that [Blackbaud Merchant Services™](#) is now available to all UK customers using The Raiser's Edge®, offering not-for-profits a secure, affordable, integrated payment and donation processing solution. The Blackbaud Merchant Services rates are 2.75%, plus 25p per transaction for Visa®, MasterCard®, Maestro®, and 3.5% plus 25p per transaction for American Express®.

“With over £15 billion* donated to not-for-profits annually, the sector requires an easy and secure means to collect and process electronic payments across multiple fundraising activities,” said Robert McAllen, Blackbaud Europe’s product manager. “Blackbaud Merchant Services is a fully integrated PCI-DSS compliant environment that helps mitigate risks associated with storing credit cards which is critical to protection of not-for-profits and their donor data.”

With Blackbaud Merchant Services, not-for-profit organisations get the convenience and protection that comes with working with a single payment processor. It provides them with an online portal where they are able to run reports and process payments as well as see their transactions in real time. Blackbaud Merchant Services also offers chargeback management and donor support services.

“Our customers needed the ability to accept credit cards, no matter what the location,” said McAllen. “The web-based platform enables them to pull reports and complete transactions wherever they are.”

Blackbaud Merchant Services is easy to get up and running and allows the secure processing of credit cards within 24 hours. Blackbaud customers will now be able to work with one processor that integrates with other Blackbaud solutions, such as The Raiser’s Edge and Blackbaud NetCommunity®, which will enable them to streamline their processes and meet their online fundraising goals.

Blackbaud Merchant Services is a Blackbaud PCI-DSS compliant comprehensive payment solution that safely processes all transactions using the Blackbaud Gateway™. This encrypts sensitive credit card information to ensure donor information is secure in the Blackbaud Vault™ and includes acceptance of all major credit and debit cards. In addition, Blackbaud Merchant Services supports all types of transactions, including: one-time and recurring, real-time, batch, point-of-sale, “card present,” and “card not present.”

“Blackbaud Merchant Services truly makes transaction processing simple, affordable and cost-saving for any organisation,” said McAllen.

For more information and to sign up for a Blackbaud Merchant account, visit www.blackbaud.co.uk/MerchantServices.

*NCVO’s UK Civil Society Almanac 2010

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About Blackbaud

Blackbaud Europe Ltd is a division of Blackbaud Inc. (NASDAQ: BLKB), the leading global provider of software and services designed specifically for not-for-profit organisations. Serving the not-for-profit and education sectors for 30 years, Blackbaud combines technology and expertise to help organisations achieve their missions. Blackbaud works with more than 25,000 customers in over 60 countries that support higher education, healthcare, human services, arts and culture, faith, the environment, animal welfare, and other charitable causes. The company offers a full spectrum of cloud-based and on-premise software solutions and related services for organisations of all sizes including: fundraising, eMarketing, social media, advocacy, constituent relationship management (CRM), analytics, financial management, and vertical-specific solutions. Using Blackbaud technology, these organisations raise more than \$100 billion each year. Recognised as a top company by Forbes, InformationWeek, and Software Magazine and honoured by Best Places to Work, Blackbaud is headquartered in Charleston, South Carolina and has employees throughout the US, and in Australia, Canada, Hong Kong, Mexico, the Netherlands, and the United Kingdom. For more information, visit www.blackbaud.co.uk.

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Forward-looking Statements

Except for historical information, all of the statements, expectations, and assumptions contained in this news release are forward-looking statements that involve a number of risks and uncertainties. Although Blackbaud attempts to be accurate in making these forward-looking statements, it is possible that future circumstances might differ from the assumptions on which such statements are based. In addition, other important factors that could cause results to differ materially include the following: general economic risks; uncertainty regarding increased business and renewals from existing customers; continued success in sales growth; management of integration of acquired companies and other risks associated with acquisitions; risks associated with successful implementation of multiple integrated software products; the ability to attract and retain key personnel; risks related to our dividend policy and share repurchase program, including potential limitations on our ability to grow and the possibility that we might discontinue payment of dividends; risks relating to restrictions imposed by the credit facility; risks associated with management of growth; lengthy sales and implementation cycles, particularly in larger organisation; technological changes that make our products and services less competitive; and the other risk factors set forth from time to time in the SEC filings for Blackbaud, copies of which are available free of charge at the SEC's website at www.sec.gov or upon request from Blackbaud's investor relations department. All Blackbaud product names appearing herein are trademarks or registered trademarks of Blackbaud, Inc.