

Blackbaud Finance FAQ's

Invoice Questions

I have just signed up with Blackbaud, when should I expect my first invoice?

You will receive your first invoice 7 days after signing your contract.

Why am I invoiced from the start of my contract?

The main reason that you are billed from the point of signing your contract, is that on day 1 of the contract agreement the process is initiated to install the software to which you then have immediate access to. Subscription costs are to cover this install, maintenance of the environment and to provide access to Support resources (Support team, online resources, training etc). This is detailed as per the terms of the contract agreement and in the Black-baud Solutions Agreement, and this is what the costs cover.

Who do I contact about paying my invoice?

You should contact our Finance Team for questions on payment options, remittance, account reconciliation, changing payment types etc. They can be contacted by emailing BBEFinance@blackbaud.co.uk or by calling 0845 658 8595.

How long do I have to pay my invoice after receiving it?

The terms of payment for our invoices are 30 days.

How do I pay my invoices?

We have various methods of payment we offer. These are payment by Cheque, Direct Debit or by Bank Transfer. Please note, Direct Debit payment is only available for customers in the United Kingdom at present.

I've received an invoice and I'm confused by the content of it, can you help explain this?

In the top right-hand corner of your invoice you can find the invoice number and your Site ID. Your Site ID is the unique ID given to each Blackbaud customer and the invoice number is the unique reference number given to each individual invoice you receive. This allows the Finance team to easily assist you with your queries relating to each invoice.

You'll be able to view how much your invoice is for, when it was billed and when it is due for payment in the blue, middle section of the invoice. Again, you can find the invoice number here, in case you require to query this with the Finance team.

Under "Subscription" you can find information about what exactly your invoice covers in terms of subscriptions you pay for. This could include your eTapestry subscription, Telephone Support subscription fees or additional modules. You can also view here the period for which the invoice covers. For example, if this invoice covers 1 month's subscription or 1 year's subscription.

What is the services fee I have received for?

The "eTap [Package] Service Fee" you have received is for your implementation fee and would have been discussed during the pre-sales process. This covers access to the database, configuration of the system, training in the system and access to additional resources during the project set up such as Onboarding training course. This detailed in your Scope of Work that is delivered with your contract (towards the end of the contract). It's a one-off fee that is billed when your setup project is complete.

If you have purchased additional service hours for consultancy work with our Professional Services team you will also receive similar invoices, which may include expenses.

Why is my invoice higher than the amount on my contract?

The amount on your contract does not include Value Added Tax (VAT), whereas your invoice includes VAT. You can find the total without VAT on the invoice itself too, to ensure they reconcile. Value Added Tax (VAT) is levied on the sale of goods or services by UK businesses.

VAT is collected on behalf of HM Revenue & Customs by companies. If you are VAT exempt, you must provide our Finance Team with a letter to confirm this.

How can we update who our Invoice Contact is? Why do we need to do this?

It's important to let us know if the invoice contact at your organisation is changing, due to a member of staff leaving or job roles and responsibilities changing. This prevents your account falling into arrears and being placed on Support Hold. Having up to date and accurate contact details for the invoice contact allows us to send the invoice to the correct individual.

You can inform the Finance Team of these changes, or any members of your Account Team (Account Manager, Customer Success Manager, Support Team etc).

Renewal Questions

What is a contract renewal and when does it happen?

A contract renewal occurs when the original term on your Order Form has been completed. Your contract will be renewed onto a one year, rolling contract from this point unless any changes to your contract are agreed. On any deals sold after April 1st 2017 they will renew for the same term they were originally sold for i.e. if you purchase a 36 month subscription today than when those 3 years come to an end you will renew for a further 36 months with an increase.

When can I expect notification of my renewal?

You can expect official notification of your renewal, 75 days prior to your renewal date. This will be sent to the invoice contact at your organisation. Then the invoice is generated 30 days before renewal is due.

How can we change our contract at renewal?

You can make changes to your contract by contacting BlackbaudRenewals@blackbaud.com

I've received correspondence about my contract and it asks if I want to make any changes to my contract at renewal. What constitutes a change in contract?

The types of changes referenced would be upgrading package, purchasing new subscriptions and products, moving to multi-year contract and cancellations of subscriptions or products.

What is your Cancellation and Notice Period?

As per the terms and conditions in the Blackbaud Solutions Agreement, our cancellation policy is that we require at least 45 days' notice prior to your renewal date of your intention to cancel any product or subscription. You are only able to cancel a subscription when your current subscription is coming up for renewal.

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Why is there an increase on renewal?

Whilst our annual increase is in line with industry norms, it does correlate with ongoing Research & Development investments and costs of doing business which directly impact you, regardless of which Blackbaud product(s) you use. We invest over \$70m in our product range every year and this increased by 20% in 2016, as we seek to keep our customers ahead of the game. This doesn't include investments made to our internal systems (like the creation of our new Partner Network, a new telephone and chat system for the Support team so they can serve you better and more efficiently, and our new Blackbaud Community). In addition to this, we also invest in the infrastructure to further support our customers, and we work hard to hire, retain and develop talent in a competitive market.

Why is my renewal invoice missing my discount?

Discounts are only applicable to the original order; they do not transfer onto your renewal. Your renewal will be the original subscription amount before discount, plus the increase on renewal.