

# Commerce Hub FAQs for Solutions Partners

## What is Commerce Hub?

Commerce Hub is an easy-to-use B2B commerce suite with HubSpot CRM. It helps you streamline your opportunity-to-revenue process to get paid faster, increase revenue, and save time.

## What regions is Commerce Hub available in?

Commerce Hub is rolling out internationally in late 2023/early 2024!

## How are my fees calculated?

Depending on what payment processing option you use, your fees will be calculated differently.

If you use HubSpot Payments, your fees will be 2.9% of all credit card transactions and 0.5%, capped at \$10 of ACH payments.

If you use the Stripe Integration, your fees will include a platform fee of 0.5% per transaction. You will also pay the processing fee you have agreed to with Stripe.

For example, for a \$1,000 credit card payment using Commerce Hub:

If you take payment through HubSpot Payments, you would pay us a fee of \$29

If you take payment through the Stripe Integration, you would pay us \$5 in fees in addition to your Stripe processing rate.

That's it! Commerce Hub doesn't bill you for additional features or when you're not using it.

## Can I keep the existing payment processing rates we negotiated with Stripe?

Customers who have negotiated their rates with Stripe should be able to keep that rate when using HubSpot's Stripe payment processing option if they are using the same Stripe account. If customers need to create a new account

under the same Stripe log-in, they will need to contact Stripe to have the negotiated rate apply to the new account. Please note that HubSpot does not control your negotiated rate with Stripe, and rates are subject to change based on your direct relationship with Stripe.

HubSpot will still add a 0.5% per transaction HubSpot platform fee for the use of the Commerce Hub tools to create a commerce experience.

Any negotiated rates with Stripe would not apply for transactions being processed by HubSpot payments.

### **What payment processors does Commerce Hub support?**

HubSpot believes in giving our customers the flexibility to use their payment processor of choice.

Today, Commerce Hub supports payment processing through Stripe via our Stripe Integration.

For those who do not have a payment processor or are interested in switching, we also have our native payment processing option, HubSpot payments.

Over time, we plan to support additional payment processors to ensure it is easy for customers to use their system of choice.

### **Will Commerce Hub integrate into my existing accounting system?**

We want to make it as easy to adopt our commerce features, and understand a big part of that is ensuring they easily integrate into your existing accounting system.

Today, we support easy reconciliation and reporting with our native QuickBooks integration. We also support the ability to export payments and payouts to CSV in a format that is easy to reconcile. A more robust accounting integration set is at the top of our product roadmap in 2024.

## **Which is a better fit for me; HubSpot Payments or Stripe Payment Processing?**

Both options offer a great way to start accepting payments alongside HubSpot CRM.

If you have an existing Stripe log-in, we typically recommend continuing to use Stripe and leveraging our native Stripe Integration.

If you do not have a payment processor or are interested in having everything consolidated in HubSpot, we recommend HubSpot Payments.

## **Is there a monthly SaaS subscription fee for Commerce Hub?**

There is no monthly SaaS subscription fee for using Commerce Hub features. Commerce Hub operates as a pay-as-you-go pricing model; you will only be charged a fee on transactions completed through the Commerce Hub features.

There are some advanced features, ex: Custom Billing Automation, that will require a subscription to another HubSpot product. You can learn about all the features and requirements on [hubspot.com/pricing](https://hubspot.com/pricing)