

Alternative Payments vs. BenjiPays

Why more MSPs are choosing Alternative Payments over Benji Pays

From juggling multiple vendors to one unified solution. From finger-pointing support to <10 minute responses. From separate fees everywhere to one predictable bill.



Alternative
Payments

 Capterra 5.0  4.7



BENJI PAYS

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Alternative Payments vs Benji Pays: What's Better for MSPs?

Choosing the right AR platform isn't about features—it's about outcomes. This side-by-side comparison shows how switching to Alternative Payments transforms the way MSPs manage vendors, support, costs, and operational complexity.

Features	Alternative Payments	BENJIPAYS
Setup Time	✓ 24 hours	✗ Weeks or longer
Onboarding Support	✓ Guided, free	✗ MSP-led
Support Team	✓ US-based, <10min avg.	✗ Offshore, Tier 1 queue
Payment Portal UX	✓ Modern, branded, no required login	✗ Outdated, confusing
Payout Speed & Reliability	✓ Reliable next-day	✗ Next-day claimed, delays common
Reconciliation	✓ Automated, no effort	✗ Sync issues, duplicates
Fee Structure	✓ Flat-rate	✗ Variable, up to 3.5%
Merchant Account	✓ Included	✗ Bring your own
Pass CC Fees	✓ Supported, compliant	✗ Not available
PSA + Accounting Integration	✓ Deep, set & forget	✗ Manual work, bugs reported
Autopay Setup	✓ By agreement type	✗ Manual rules
Dashboards & Reports	✓ Built-in insights	✗ Minimal visibility
Collections Support	✓ Native team assist	✗ Not offered
Chargebacks & Refunds	✓ Automated	✗ Manual
Compliance	✓ PCI + SOC 2 Type II (independent)	✗ Inherited from ConnectWise (with Additional Fee)

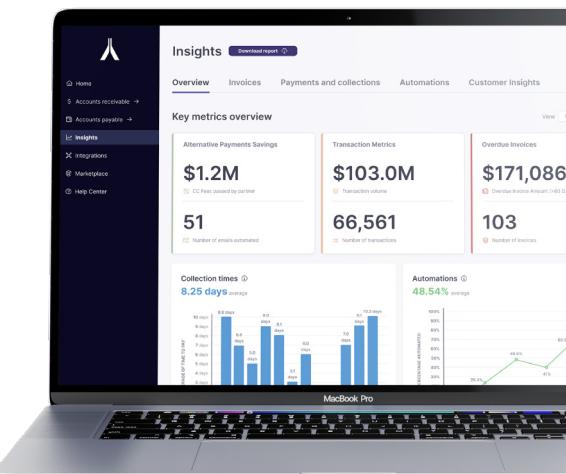
Why "Flexibility" Isn't Worth the Complexity

Benji Pays markets processor choice as flexibility. But here's what that "flexibility" actually means:

You become the systems integrator, connecting multiple platforms

- You troubleshoot across vendor boundaries
- You reconcile payments from multiple sources
- You pay multiple bills with unpredictable fees
- You wait longer for support resolution
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Alternative Payments believes in a different approach: We handle the entire payment stack so you don't have to. One relationship. One platform. One team dedicated to your success.



The Hidden Costs of Multi-Vendor Payments

We built Alternative Payments to give MSPs control, clarity, and confidence across every part of their AR workflow. Here's how it all works together—without the friction.



- ✗ Benji Pays subscription**
\$159-250/month (limited to 100-400 transactions)
- ✗ Additional transactions**
\$0.80 each over your limit
- ✗ Processor monthly fees**
\$25-100/month
- ✗ ACH transaction fees**
\$0.25-1.00 each
- ✗ Credit card rates**
2.9-3.5% + \$0.30
- ✗ Gateway fees**
Varies
- ✗ Time managing multiple vendors**
(Priceless)



- ✓ Everything included**
Starting at \$199/month
- ✓ Unlimited transactions**
No caps, no overage fees
- ✓ Free ACH transactions**
\$0
- ✓ Transparent credit card rates**
2.9% (Visa/MC), 3.5% (Amex)
- ✓ Pass credit card fees to clients**
Optional
- ✓ No gateway fees**
\$0
- ✓ One vendor to manage**
Easy

Why MSPs choose Alternative Payments



More revenue

Go from making cost savings to capturing more revenue for your business by building seamless MSP payment processing, in minutes.



Better collection rates

Set up simple auto-pay features to reduce collection times, save countless hours, and eliminate the problem of overdue collections.



Financial flexibility

Give your customers more ways to pay — including ACH, BNPL, and MSP credit card processing — and give your business a competitive edge.

Switching Is Easier Than You Think

Hundreds of MSPs have moved to Alternative Payments. If you're thinking about switching, you're not alone. We've helped teams of all sizes move fast and migrate cleanly—without disrupting cash flow.

We don't just give you software. We guide you through the switch, every step of the way.

Here's how we do it:

- ✓ PCI-compliant migration from any processor
Benji Pays supports
- ✓ Pre-built migration templates for Stripe, Moneris, Elavon, and others
- ✓ Typical go-live: 7–14 business days
- ✓ We handle the technical integration—you don't touch a thing
- ✓ Your clients keep their saved payment methods
- ✓ Zero downtime during transition



"I was skeptical because we had been down that road. But it ended up being really seamless. The templates you provided for client communications were fantastic."

— Justin Best, President, NW Technologies Group

What MSPs Who Switched Are Saying



Before

"We had been down that road with other processors. Login issues every time clients tried to pay. A lot of clients gave up and said this is too hard."

After

"Once we set up Alternative, we've had zero difficulty getting payment. It's so simple on the client side. We even had one client sign up with Alternative themselves—that's a testament to how well it's built."

Results

Payment cycle cut in half from 50-60 days to under 30 days



Before

"We had to have a merchant account for credit cards, an ACH account with somebody else. The price for ACH was astronomical. Multiple vendors we had to have."

After

"Alternative Payments allows us to do everything under one umbrella. We wanted the end user experience to be like Amazon checkout—a single pane of glass where they can pay however they want."

Billing support calls dropped 2+ hours per week, seamless client experience



Before

"The payment processor and portal looked like a single entity, but behind the scenes they were two entities. Finger pointing and payment processing difficulties. I had customers I just couldn't process payments for."

After

"Alternative is able to handle both the portal and the processing. One source for answers. My bookkeeping people save so much time—deposits are handled automatically by QuickBooks Online."

Seamless migration, automatic reconciliation, exact invoice amounts deposited

How It Works Under the Hood

We built Alternative Payments to give MSPs control, clarity, and confidence across every part of their AR workflow. Here's how it all works together—without the friction.

Payout details

Invoice # 50430	Method ACH	Status In transit
Invoice amount \$1,000.00		
Processing fee Paid by customer	\$100	
Total payout \$1,000.00		

Transaction activity

In transit May 28, 2022 at 12:36 PM

[Download receipt](#)

Insights

Client Engagement

Email Deliverability

Emails sent

Category	Value
Emails sent	400
Open rate	20%
Click rate	5%
Engagement score	78/100

Recent Activity

CUSTOMER	USER	SUBJECT	STATUS	DATE
GreenSpark	jane@yeh.com	Welcome to Alternative!	Delivered	March 3, 2023 at 10:04 AM
Disney	fernando@disney.com	Your invoice is due today	Opened	March 3, 2023 at 10:00 AM
Tesla	wes@tesla.com	Your invoice is due today	Closed	March 3, 2023 at 9:50 AM
Taxis	taxi@taxis.com	Your payment is due today	Delivered	March 3, 2023 at 9:49 AM

Auto-Matched Deposits

Our reconciliation logic matches 95% of deposits automatically, even across payment types. No clearing accounts. No manual merges. Just clean books and faster close.

Behavior-Based Insights

Know who's about to pay late—before they do. Our platform learns from client behavior and flags risk, so you can take action early and protect your cash flow.

Accounts Payable

Total outstanding **\$5,000.00** Credit balance **\$4,000.00**

Add filters

DUE DATE	INVOICE	MEMO
July 1, 2022	#0094	Financing link an
June 1, 2022	#0093	-
Apr 1, 2022	#INV300-0094	New invoice

Enhance your workflow by setting up integrations

Easily sync invoice data by connecting the accounting & PSA software that you use.

[Set up now](#)

Client-Friendly Portal

No logins needed to pay. Autopay setup in two clicks. End clients can manage multiple entities, pull invoice history, and pay how they want—without calling your team.

True PSA + Accounting Sync

We sync deeply with ConnectWise, Autotask, Halo, and SuperOps—and your accounting system. No re-auth loops. No broken syncs. Just alignment between tools, finally.