vonazon ↗ Commerce Hub™

YOUR QUESTIONS, ANSWERED:
HUBSPOT COMMERCE HUB FAQS

HubSpot Elite SOLUTIONS PARTNER PROGRAM

COMMERCE HUB OVERVIEW

1. What is Commerce Hub?
Commerce Hub is HubSpot's B2B suite, streamlining the opportunity-to-revenue process, managing payments, and accelerating time-to-payment.

2. Is there a monthly subscription fee?
There are no monthly SaaS fees, but transaction fees apply. Advanced billing automation may require additional HubSpot products.

3. Do I need another subscription to access Commerce Hub features?
Some features are free, while others unlock with HubSpot product subscriptions.

INTEGRATION WITH HUBSPOT HUBS

4. How does Commerce Hub integrate with Sales Hub?
Sales Hub enables quoting, invoicing, and payment collection, creating a seamless sales-to-payment experience.

5. What advantages does Commerce Hub bring with Marketing Hub?
Commerce Hub syncs transaction data, enabling targeted campaigns based on customer purchases.

6. How does Commerce Hub support Service Hub?
Service Hub provides access to purchase histories and subscription details, supporting tailored assistance and upsell opportunities.

7. Will Commerce Hub integrate with my accounting system?
Commerce Hub integrates with QuickBooks Online and allows payments to be exported as CSV for reconciliation.

PAYMENT AND BILLING OPTIONS

8. What payment processors are supported?
Commerce Hub supports HubSpot Payments (U.S. only) and Stripe.

9. Which is better, HubSpot Payments or Stripe?
HubSpot Payments is ideal for U.S.-based businesses on Starter, Professional, or Enterprise plans; Stripe suits international businesses or those already using it.

10. How does Commerce Hub handle recurring billing and subscriptions?
Commerce Hub includes subscription management with options for automatic billing, tracking, and start/end dates.

11. What currencies can I collect payments in?
Payments can be collected in currencies supported by Stripe or HubSpot Payments.

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CUSTOMER DATA AND REPORTING

12. What kind of insights and reporting does Commerce Hub provide?
Commerce Hub offers insights into transaction volumes, payment statuses, purchasing trends, and subscription metrics.

13. How does data from Commerce Hub sync with CRM records?
Commerce Hub automatically updates CRM records, offering a unified customer journey view.

14. How can HubSpot Commerce Hub benefit my business?
Commerce Hub enhances process efficiency, data centralization, and customer journey insights by integrating marketing, sales, and service tools.

AUTOMATION AND WORKFLOWS

15. Can I automate billing reminders or follow-ups?
Yes, billing reminders, follow-up emails, and renewal notifications are supported through workflows.

16. How does Commerce Hub support custom workflows?
Commerce Hub data can trigger workflows across Sales, Marketing, and Service Hubs, enabling automated outreach and billing processes.

NEW UPDATES AND FEATURES

17. What's new in Commerce Hub?
Recent updates include Stripe payment processing, advanced reporting, and new CRM objects for payments, invoices, and subscriptions.

18. How will the Cacheflow acquisition impact my use?
Cacheflow adds dynamic pricing, simplified checkouts, and faster time-to-close for complex billing needs.

Schedule your
FREE *personalized* Content
Hub Demo to learn more »

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