Payment Migration FAQ

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We are excited to announce that we have a new payment processing partner, replacing Payrix with Stripe. Below, you will find some answers to frequently asked questions. If you have not done so, please fill out the brief survey indicating your preferred conversion month and card swipe device usage.

Platform Transition

Why are you switching to a new payment platform?

- A number of challenges from now multiple acquisitions with the existing payment vendor. We have heard and felt the frustrations of several issues encountered, and began our search for a replacement approximately 18 months ago. Switching to Stripe as a new payment vendor will allow a smooth transition with limited changes to the current process. Using embedded components from Stripe, users will be able to manage their own merchant account information directly inside Campus. Processing fees and costs will remain the same, and there are more secure bank verification processes in addition to continuing to utilize Campus Support as your main resource for any ongoing questions. Stripe will also allow us to continue to expand feature functionality in the future, including the ability to provide alternate payment methods like Google Pay and Apple Pay.

Will there be training for districts?

- The migration resource link provides documentation and videos regarding the process, as well as a checklist for the migration process. A video recording of the webinar session in which the process was reviewed is also available. Based on the survey responses and timelines selected, districts will be configured for the Stripe Onboarding and Migration to take place. Districts will be contacted with the creation of a Campus Support ticket to notify them when the process may begin.

Do I need to sign a new merchant agreement?

- Yes. All districts will need to complete a new merchant agreement. As mentioned above, we have created a couple of tools to orient you to the new merchant agreement. Completing the merchant agreement is part of the Onboarding process that will be enabled within the Campus Application under Payments Setup.
- There are two merchant agreements: one for public schools (aka public entity) and one for private schools (aka private entity).

What if I see different fields than expected in the onboarding, implying I have the wrong public/private entity configuration assigned? (e.g., I am a public entity but have private entity fields to fill in.)

- When logging in to Complete Onboarding and it isn't set up correctly, please update the support ticket that was created for your enablement to have the Stripe Configuration corrected.

Will the cost remain the same?

- Card and eCheck processing rates will remain the same along with all other current Campus Payment fees.

Who do we call for support?

- Campus Support! When you have a question about payments, regardless of what it is, you call Campus Support. Our award-winning support team will answer all your questions.

Do we need to shut off Campus Online Payments for the transition?

- We suggest you shut off Campus Online Payments at the start of migration. We expect the actual migration process to take minutes once you get started.

How will parents be contacted?

- Campus will not be sending any communication to parents. However, we do have a Parent Communication Template that districts can use/modify to send a communication.

Will my existing USB or Bluetooth card swipes work with the new platform?

- No, the current card swipes are not encoded to the new platform. If you have existing USB or BBPOS card swipes, please be sure to make note on the survey as you complete it to indicate the number that you have that need to be replaced. They will be replaced by Campus with the new M2 reader at no cost to the district. The new devices will only link to iPads, tablets, or phones at this time.

What options are available for connecting the readers to a desktop/laptop?

- Currently, the M2 readers will only connect to an iPad, tablet, or phone device. We are actively working on a solution to assist with connection to desktops/laptops.

How long will it take our district to transition to Stripe?

- Stripe has been integrated into the Campus Payment Setup screen. Users will start with a “Request New MerchantID” and then move to the Onboard and Migration processes.
- Onboarding will take no more than a few minutes with the appropriate resources available. For public entities, you will also need someone available who can validate the business representative is authorized to sign on your organization's behalf.
- The Migration process also takes a short amount of time (generally minutes) depending on how many bank accounts need to be migrated.
- See the link to the Migration Checklist for additional details and any public/private entity

documentation regarding what information may be required for onboarding.

By what date must the transition be complete?

- All districts must complete the transition to Stripe no later than July 31, 2026.

When can we begin the migration process?

- As part of the brief survey, we request that you indicate your preference for transition dates.
  - When considering a migration date, please keep in mind that any replacement devices must be in the district's hands before the migration is completed so that in-person payments can be taken.
  - Some districts have attempted to start the migration process without completing the survey. Completing the survey is the best way to make sure any card readers are replaced as needed.
- As the systems are configured by Infinite Campus to enable Stripe functionality, *Districts will be notified via a Support ticket notification when they can begin the process*. The Onboarding process may be started at any time with no interruption to existing Payrix processing. Performing the migration itself is when it is recommended to turn off Campus Payments, as this is when the district will be formally switching to process with Stripe.
  - It is recommended to notify guardians of the upcoming migration date during which online payments will be unavailable, as well as to post a notification about the need to redefine payment methods and establish new recurring payments where applicable.

We submitted the survey, but don't see the Migration/Onboarding buttons in Campus.

- As Infinite Campus configures systems to enable Stripe functionality, Districts will receive a Support ticket notification when they can begin the process.

Can we select our transition date(s)?

- Yes. In the brief survey, you may indicate your preference for migration dates. For scheduling considerations, see the note above and the migration documentation.

How do I know my survey was submitted successfully?

- Upon completion of the survey, a screen should pop up confirming that the survey was sent. The person completing the survey will receive an email confirmation.

What happens if we do not migrate by July 31, 2026?

- If your district does not complete the migration by July 31, 2026, payments will no longer be accepted via Campus Payments. Please act soon to prevent interruption.

Do we have to wait to migrate until we receive our new devices?

- If you intend to process Mobile Payments or take in-person payments immediately after migrating, it is recommended that you wait to complete the migration until after the

replacement devices have been received.
- If a district is only processing online payments via the Portal with no mobile payments or in-person payments, they could proceed with the migration.

What if my Authorizer is not available to complete the Onboarding process? Can I continue?

- The system does require authorization to be completed before users can proceed with completing the onboard process. In the event an alternate Authorizer is available, the business representative may click “Add Authorizer” to add another person’s email. The system will accept the first “Authorizer” to complete their approval.

My Authorizer received a "Something went wrong" error when submitting the approval.

- In most cases, the Authorizer may have submitted the First Name, Last Name, and Title of the Business/Account Representative they are approving. They actually need to submit **their own** First name, Last Name, and Title.

Payment Functionality

Will we have the same functionality we had with Payrix?

- Yes, as well as some additional security/validation features with bank account information.

Will the interface change for users?

- The experience remains the same for the most part for users, with some slight field changes and bank account validation options for Campus Parent payment methods.
- The back-office Payment Setup screen will include more functionality related to the merchant setup with Stripe.
- Card Present Processing will change slightly to make use of the new Bluetooth M2 readers.
- Please review the documentation and webinar recording for details.

Does this change include any new functionality for Campus Payments?

- This transition does not include any additional enhancements unrelated to the direct processing with Stripe.

Will users’ credit card information automatically transfer to the new platform?

- No. For security reasons, all users will have to re-enter their payment information. There is no cost associated with setting up payment methods. During the migration process, it is recommended to send communication to parents to inform them of this upcoming change. Some of our beta districts have also incorporated a notification in Campus Parent in addition to the communication.

Will existing recurring payments transfer to the new platform?

- No. For security reasons, all users will have to go into their recurring payments and enter a new payment method. The migration process recommends running the Recurring Payments report to identify those currently set up with recurring payments, then sending communication to parents to inform them of this upcoming change. Some of our beta districts have also incorporated a notification in the parent portal in addition to the communication.

Will reporting functionality change with this transition?

- There will be no changes to the current report functionality. Stripe transactions will have a different Payment Reference Number from the Payrix transactions to help identify which platform transactions are coming from.

Once we update to Stripe, how will a payment that was previously processed through Payrix be refunded?

- Refunds for Payrix transactions will remain available until Payrix chooses to stop our API connection.

Will we have to transfer Fund IDs?

- No, all Fund IDs will remain the same.

Will we have to transfer our current Online Payments settings?

- This will be part of the migration process behind the scenes.

Will all the same/previous Payments Reporter information be available when our district transitions to Stripe?

- Yes, all previous information will be available to districts and nothing historical should change.

Does Stripe have a minimum payment amount?

- Yes – Stripe requires a minimum payment of $.50

Can you have more than one authorizer?

- Users can add more than one authorizer to approve the Business Representative, but it only requires one of them for validation/approval, so the system will take the first to respond to the email sent.

Will the bank account info roll over from Payrix, or does that need to be input and what if we use multiple bank accounts?

- The migration process assists in the processing of the bank account information, but account validation will be required as part of the process.

Is there a way to get a copy of the terms of service/agreement before we get through the authorization screens?

- Users can click the link on the confirmation page at the bottom and view the Terms and Agreements or you may access it here: https://stripe.com/legal/connect-account

If we have multiple bank accounts, which one do we put in the onboarding document?

- You should use the bank account you want to use as your default account.

Our bank requires a specific number for the company we are working with to allow debits. Where do we find this?

- If any of your district's bank accounts are configured to disallow funds from being withdrawn, please contact your bank to allow for money to be both deposited and debited from your accounts. Your bank may request a unique identifier (referred to as a Funding ID or Company/Customer ID) from Stripe to allow for funds to be debited. If so, please share the IDs noted at the top of the Migration Checklist with your bank.

Will anything be affected if we already have a Stripe account with another vendor (Parent Square)?

- Any existing Stripe accounts or accounts from another vendor will be separate from and in addition to the Campus/Stripe account.

Does this affect fees paid online, such as technology and lunch fees, or is it strictly for credit card processing in person on site?

- None of the existing functionality for Fees, Food Service, School Store, Public Store, Staff Store, the new Dependent Care module or Tuition Billing will be impacted. Processing fees are applied to any online or in-person credit/debit card transactions.

Will we be able to have access to payment hardware allowing chip-read and tap-to pay for in IC for parents to pay for fees, activity cards, etc. at school office?

- Yes. Dip/Swipe/Tap is available via the new Stripe M2 reader.

Assuming this affects Food Service payments at the terminal?

- Not currently. The POS application doesn't currently support card processing at the POS terminal. That is a potential future roadmap item for POS.

Will Food Service and other payments all be done on the same platform now?

- All payments are currently done through a single processor through Campus. We're just changing the processor on the back end from Payrix to Stripe.

Our deposits from Infinite Campus are coming in as Instant Deposits, rather than ACH deposits. Can we change the deposit method from Instant Deposits to ACH deposits?

- As of 2/20/26, Instant Deposits have been disabled. If your district is still receiving these charges, please reach out to your CRM.

What information is Stripe looking for when they perform a bank account audit?

- When districts add a bank account to Stripe, documentation must be provided along with it. Qualifying supporting documentation must be uploaded: a voided check, bank letter, or bank statement from the last 60 days. The document must include the district's name, full account number, and full routing number; be unexpired, clear, and legible; be uploaded in full color (not black-and-white); be complete; and not be cropped, with a maximum file size of 8MB. Accepted document file types are: .jpeg, .png, .pdf. In addition to this, once the bank account has processed a certain dollar amount, an audit of sorts is performed by Stripe, which looks at the documentation uploaded and ensures the following conditions are met:

  1. Account holder name - must match the legal business name or DBA on the Stripe account
  2. Bank account number - must match the account number keyed into Stripe

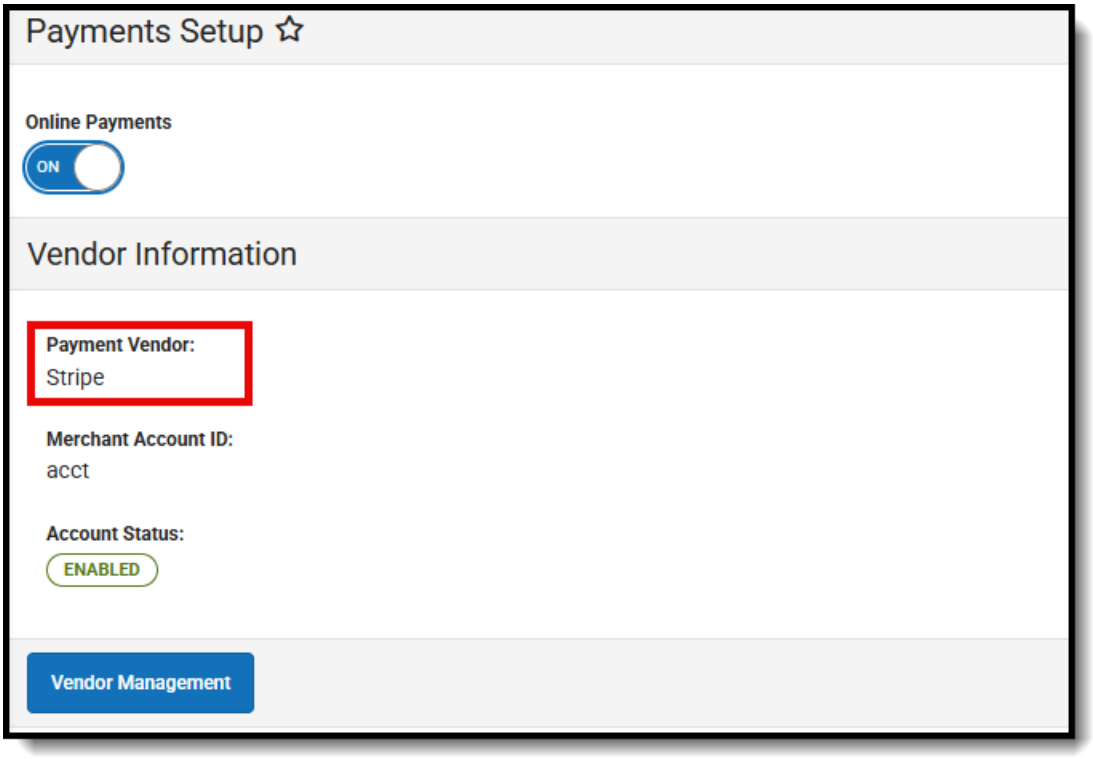
  If the connected account DBA name is the school district name, and the bank account name contains the connected account DBA name along with the third-party org's name, and this is how it appears in the bank account document, then that would qualify as a document match during the BAV process. For example, if the connected account DBA name is [School District Name] and the bank account is under [Food Services for School District Name], then that should be a match.

Why don't I see the Request Stripe Merchant Account button?

- The Request Stripe Merchant Account button appears only after the business type has been confirmed and the appropriate Stripe account has been requested. To display the button, make sure All Schools is selected in the toolbar. The button is located in the Vendor Information section.

How do I know if I have migrated to Stripe?

- Within Payments Setup, the Payment Vendor will be listed as Stripe within Vendor Information.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