

Payment Migration FAQ

Last Modified on 05/14/2025 3:51 pm CDT

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 \(aka private entity\)](#).

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 with the new M2 reader by Campus at no cost to the district.

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 June 30, 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.
- As the systems are configured by Infinite Campus to enable Stripe functionality, the district will be contacted to begin the process. The Onboard 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.

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.

What happens if we do not migrate by June 30, 2026?

- We feel the product changes were incorporated far enough in advance for even those districts taking limited updates. If your district needs an exception, please contact your CRM and we will attempt to work with you to address the situation (within reason).

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.
-