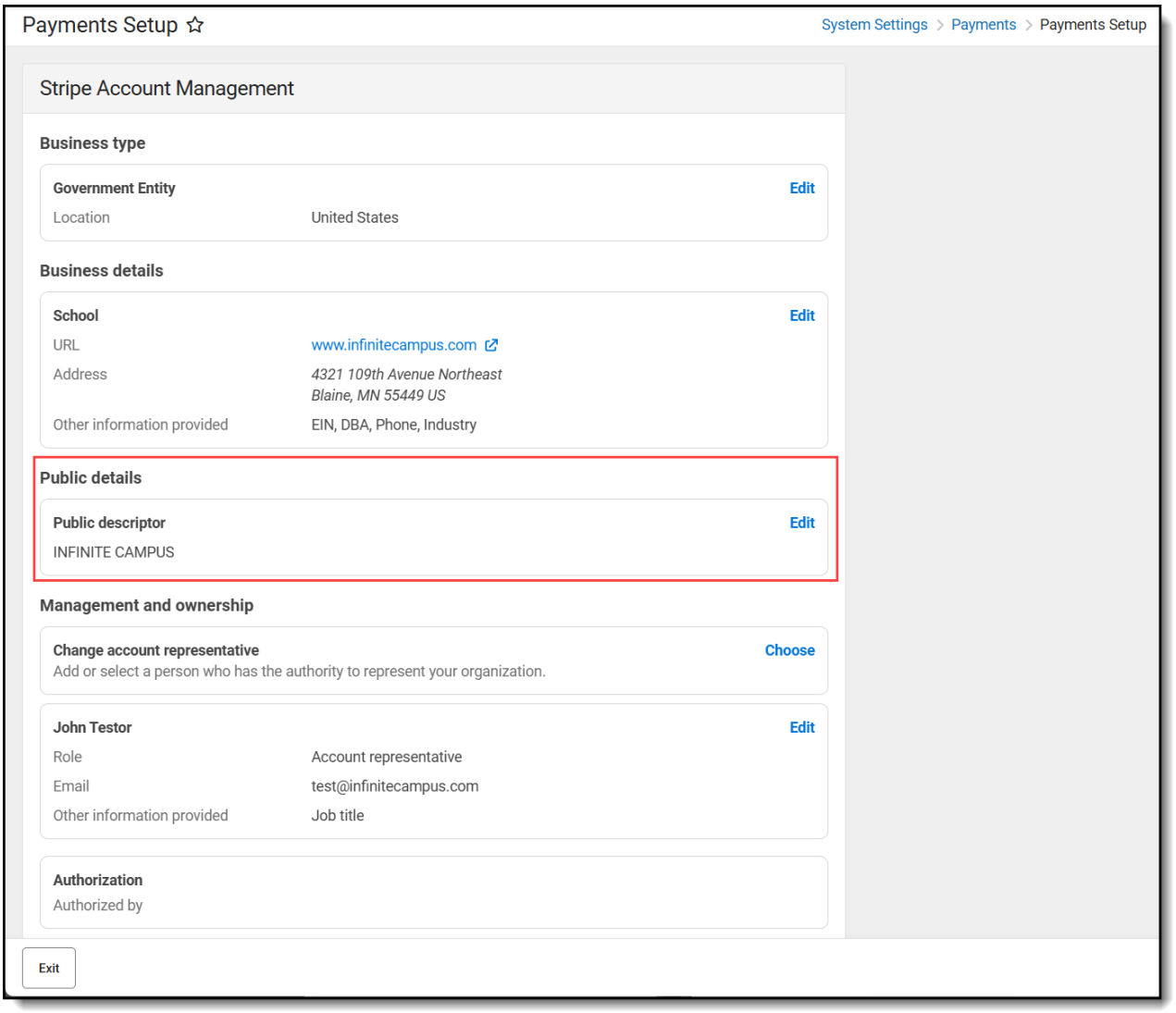
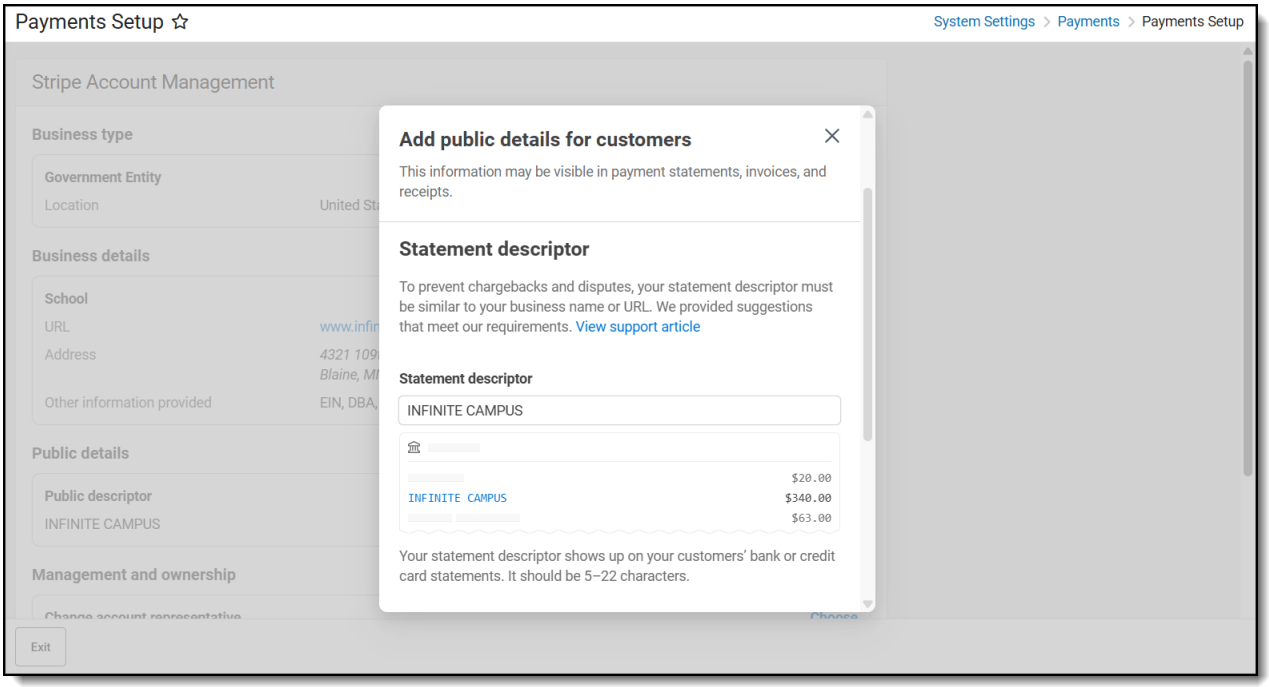
How to reduce payment disputes by improving statement descriptions

Last Modified on 09/25/2026 10:35 am CDT

To help prevent disputes, review and update the Public Descriptor in the Public Details section before clicking 'Agree and submit' during Onboarding. This Public Descriptor appears on customer bank or card statements, and updating it can reduce confusion and potential disputes. You can also update this information later in Vendor Management if needed.




Payments Setup
System Settings > Payments > Payments Setup
Stripe Account Management
Business type
Government Entity
Location
Business details
School
URL
Address
Other information provided
Public details
Public descriptor
INFINITE CAMPUS
Management and ownership
Exit
Add public details for customers
This information may be visible in payment statements, invoices, and receipts.
Statement descriptor
To prevent chargebacks and disputes, your statement descriptor must be similar to your business name or URL. We provided suggestions that meet our requirements. View support article
Statement descriptor
INFINITE CAMPUS
$20.00
INFINITE CAMPUS $340.00
$63.00
Your statement descriptor shows up on your customers' bank or credit card statements. It should be 5–22 characters.