

Frequently Asked Questions

We are excited to announce we have a new partner for payment processing. We will be replacing Vanco Payment Solutions with Payrix. Below you will find some answers to frequently asked questions. If you have not done so, please fill out this [brief survey](#) indicating your preferred conversion month and card swipe device usage.

TRANSITIONING

Why are you switching to a new payment platform?

We wanted to provide a more seamless experience for customers from functionality to support. This platform allows us to get new payment technology in the hands of our customers, faster. It eliminates having to call a third-party for support; customers now call Campus Support. Lastly, it will save customers money and eliminate problems with syncing of two systems. Everything is now within Infinite Campus.

Will there be training for districts?

The vast majority of the functionality remains as it is today. A video showing new functionality to assist in the migration to the new platform can be found [here](#). We have also prepared a checklist for the migration process which can be found here: <https://kb.infinitecampus.com/help/payments-migration-checklist> .

Do I need to sign a new merchant agreement?

Yes. We have created a couple tools to orient you to the new merchant agreements.

- Public Schools – Documentation
 - o <https://kb.infinitecampus.com/help/merchant-signup-public>
- Public Schools – Video
 - o <https://kb.infinitecampus.com/help/merchant-sign-up-public-video>
- Private Schools – Documentation
 - o <https://kb.infinitecampus.com/help/merchant-signup-private>
- Private Schools – Video
 - o <https://kb.infinitecampus.com/help/merchant-sign-up-private-video>

There are two merchant agreements. One for public schools (<https://portal.infinitecampuspayments.com/signup/public>) and one for private schools (<https://portal.infinitecampuspayments.com/signup/private>).

Will the cost remain the same?

Your costs will not increase due to this change. You will see cost reductions with eCheck setup fees being eliminated. Card and ACH processing rates remain as they are today.

In the webinar, “hold back” was presented in the context of “available balance.” Please explain.

“Available balance” is not 100% of payments made. “Available balance” includes a calculation for estimated returns, refunds, fees, etc. Each payment processor has a calculation to determine what is “available” at that moment in time. While each vendor claims they pay “100% of available balance” daily or weekly (or at whatever interval), the ONLY way a vendor could pay 100% of the payments would be if the vendor paid the merchant out of its own funds.

Returns (ex. Parent meant to put \$50, and not \$500, into child’s lunch account) and chargebacks (ex. There wasn’t enough money on the debit card to cover the \$100 football fee) occur daily at every district (merchant). The available balance calculation covers these occurrences. Infinite Campus sets that number at 10%. Every vendor has a hold back percentage as no payment processing vendor wants to be at an economic disadvantage.

A district should ask their current or prospective OLP vendor: When you say “100% of available balance is deposited daily,” what exactly does that mean? How is “available balance” calculated?

Who do we call for support?

Campus Support! A primary goal was to eliminate the confusion on how you get your support based on what the question was. When you have a question about payments, regardless of what it is, you call Campus Support. No more getting bounced between companies. 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 just while you are migrating. We expect the actual migration process to take minutes once you get started.

Will my Vanco USB card swipes work with the new platform?

No, the current USB card swipes are not encoded to the new platform. If you have USB card swipes, please complete this [brief survey](#) to indicate the number that you have that need to be replaced. They will be replaced by Campus at no cost to the district.

Mobile card swipes will continue to be used via the Vanco direct application until such time as Campus delivers new functionality to replace that.

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

The new online merchant agreement is where the transition begins. Generally this should take no more than 1-2 business days to be underwritten by Payrix. As soon as the underwriting is complete (you will receive an email notification), and you have updated your Campus version to at least **Campus.2112 (GA March 15, 2021)** you can begin the migration process which we expect to take minutes.

By what date must the transition be complete?

No later than June 30, 2021, to have everyone fully transitioned to the new platform. You may begin the process immediately at your convenience.

Can we select our transition date(s)?

Yes. As part of the [brief survey](#), you may indicate your preference for transition dates. We'll work with you to ensure the merchant agreement and any required USB card swipe devices are taken care of.

What happens if we do not migrate by June 30, 2021?

We are aware of a few situations where a state-controlled update process may not allow your district to complete the migration due to your state not being updated to Campus.2112 or beyond by June 30. We will be working with the Customer Relationship Manager (CRM) for your state to communicate with those districts separately. For anyone else needing an exception, please contact your CRM and we will attempt to work with you to address the situation.

FUNCTIONALITY

Will we have the same functionality we had with Vanco?

Yes, and more. Infinite Campus has worked closely with Payrix for nearly a year to ensure a seamless experience. All reporting is now within Campus, eliminating the need for a third-party system. You can export the data to import into your Finance system with familiar Campus tools.

Will the interface change for users?

No, it will remain the same. Staff and parents will have the same interface and experience, and navigation will not change.

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

No. For security reasons, all users will have to enter their payment information. This is a one-time setup, and there is no cost associated with setting up payment methods going forward.

Will existing recurring payments transfer to the new platform?

No. For security reasons, all users will have to go into their recurring payments and select a new payment method.

Will reporting functionality change with this transition?

All reporting is now within Campus, no other third-party system. You can export the data to import into your Finance system with familiar tools. Additional reporting capabilities have been developed.

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

Refunds for Vanco transactions will remain available until Vanco 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.

No, this will be done for you.

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

Yes, all previous information will be available to our customers, nothing historical should change.

How are the transactions going to appear on a parent's bank or credit card statement?

Much of the transaction description is determined by the card and bank processors. You will have the opportunity to include a "descriptor" in your merchant agreement along with a "customer support number" that will be included in the transaction description.