

Payment processors no longer supported as of December 1, 2020

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What's happening?

On 12/1, we will no longer support some of our payment processors. Any payments running through any of these processors will fail:

- Bambora/Beanstream
- World Pay
- USA ePay
- Moneris
- DPS
- SagePay
- Network Merchants
- Easy Pay Direct
- First Data
- Cart Connect
- Power Pay

Why?

Keap is working with a portfolio of preferred processors that meet our security and functionality standards and are removing processors that don't meet these requirements. Having strong relationships with payment processors allows us to ensure we provide the best payments experience and features. We have carefully selected the processors that provide the most protection and value to customers.

What will happen if I try to transact with one of the above processors on 12/1?

If you're using a non-preferred processor on an order form, shopping cart, or for invoices on 12/1 and you haven't migrated your payments, your transaction will fail. This message will be displayed to your customer and in Infusionsoft's order details:

There was a problem with the seller's payment processor. Contact the seller for assistance.

Will I be able to refund transactions from my non-preferred processor?

After 12/1, refunds can still be performed through your old processor as long as you remain connected to that processor in payment types. New transactions, however, will fail to process.

What should I do if I have payments processing through one of these processors?

Option 1 - Continue using your sunset processor through Nexus or Authorize.NET

- **Nexus**

- Keap has partnered with Nexus Merchants to allow you to continue to use your sunset processor in Keap!
- Nexus Merchants can provide support with set up and migration to ensure this is a seamless transition. [Get Started](#) here.

Nexus Merchants is in the process of being sunset, which means it will no longer be offered as a merchant you will be able to connect your Keap account to. More information can be found [here](#).

- **Authorize.Net**

- [Authorize.net](#) can work as a payment gateway and enable you to continue using your existing merchant processor if it is [supported by Authorize.Net](#).
- [Here](#) is how to change your merchant account to Authorize.Net
- [Connect your Authorize.Net gateway](#) and [migrate from your existing processor](#) in Keap.

Option 2: - Migrate to a preferred or non-preferred payment processor

You can connect to any of our [payment processors](#) and migrate your payments by using our [payment migration tool](#).

Preferred Processors:

- [Stripe](#)
- [WePay](#)
- [PayPal](#)
- [Authorize.Net + EVO Payments](#)
- [eWay \(AUS/NZ only\)](#)
- [Authorize.Net \(Gateway-only\)](#)

How do I know who the right processor is for my customers?

This comparison chart below can give some information about the benefits and features of each processor, which can be utilized to help the customer determine who may be the best fit.

Processor	Countries	Standard US rates	Compatibility	Unique benefits	Best for
PayPal	Global	2.9% + 30c	Grow, Pro, Infusionsoft	More Payment options with PayPal Checkout	US, wallet features, credit/ACH options
WePay	US, UK, CA	2.9% + 30c	Grow, Pro, Infusionsoft	Leveraging the power of Chase to accept payments instantly and get paid faster.	Canada, uses a Chase bank account, quick and easy sign up, new or low volumes
Stripe	Global	2.9% + 30c	Grow, Pro, Infusionsoft	Leading payments platform that takes a technology approach to the challenges of getting paid	Global, values user experience, easy sign up
Authorize.Net + EVO	US, CA	2.9% + 30c	Grow, Pro, Infusionsoft	EVO, and Authorize.Net have you covered with a custom, white glove experience.	US, custom rates, white glove support, Authorize.Net gateway users
Nexus	Global	Varies by provider + 1% Fee	Infusionsoft	Use Nexus to integrate with the payment processor or gateway of your choice.	Options for those who want to use a processor that we don't have an integration for, can create customer/unique options
eWay	AUS, NZ	1.5% + 25c	Infusionsoft	Take the pain out of payments, the most dominant payment provider in Australia and New Zealand.	AUS/NZ, best rates for in country processing

I'm not sure what option is right for me. Is there anyone they can talk to?

You can [contact Keap Support](#) or your account manager with any questions and for assistance choosing the right payment processor.

How do I complete my migration?

To complete your migration you must connect a new preferred payment processor and set it as your default processor. You must also ensure your existing order forms, shopping carts, and recurring payments are configured to use your new default processor.

The easiest way to transfer all of your payments to your new default processor is by using our [payment migration tool](#). You may also manually migrate your payments and can follow our guide [here](#).
