

# Notification of Pineapple Payments Gateway Sunset

Last Modified on 04/27/2026 3:13 pm PDT



**Pineapple Payments is set to officially sunset effective April 30th, 2026.**

## What this means to you

We've been working behind the scenes to make this transition as seamless as possible. As part of ongoing platform alignment within Fiserv, Navusoft is migrating Pineapple Payments gateway accounts to the CardPointe Gateway, both of which are part of the Fiserv payments ecosystem.

## What you need to do

No action is required. All token migration and setup is complete. Effective May 1st, all credit card and ACH transactions will be processed through the CardPointe Gateway.

## Where to review transactions

### Monday, April 27th update

An extension has been issued allowing users limited access to their accounts through May 28th for reporting and processing refunds.

Effective May 29th, all access to Transax accounts will no longer be available and users must use the Cardpointe Gateway.

## Questions?

For any questions you may have, please submit a Request Ticket.

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