

WePay - FAQs

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WePay closed its UK operations in August 2023. Customers will not be able to add a new WePay connection to their Keap account. There will be more information to come.

WePay Overview

- **Fast setup and easy to use:** Getting paid shouldn't be stressful – WePay makes it simple. Signing up is easy and stress-free (and takes about 10 minutes). Most customers will be approved and able to accept credit cards in minutes.
- **Transparent pricing:** Just because you're a small business owner, doesn't mean you should be charged more. WePay charges a low, flat rate of 2.9% + \$.30 per transaction. Funds typically clear within 48 hours. You even have the option to decide how frequently you would like your funds to be deposited. No hidden fees and no surprises mean more of your hard-earned money stays in your pocket.
- **Integrated and painless payment processing:** Tired of calling two different companies for support issues? WePay is seamlessly integrated, from setup to support. So, whether you work out of the office or on the road, you can stop stressing about when and how you're going to get paid – and get back to running your business.

Questions about signing up

How do I sign up for WePay? Navigate to the E-commerce Setup page from the main menu, and click on the **Payment Types** link in the Payments section. At the top of the Payment Types page you will see the WePay section where you can sign up for WePay. Full walk through here.

Is WePay available in my country? WePay is currently only accepting new customers with bank accounts in the United States and Canada.

Who is eligible to sign up for WePay? Any admin user in your Keap account can sign up for WePay. The person who signs up must be a financial representative of your company and must be an account holder on the bank account you plan to receive your funds into.

Why do I need to provide my Social Security number? We are required by law to collect and verify certain information about our customers.

I'm using WePay for my business, why do I have to provide my personal information? We require you to provide personal information such as your Social Security number and date of birth to confirm that you're authorized to act on behalf of the business. This prevents unauthorized people from creating an account on behalf of your business.

Is my information safe? Absolutely yes! Protecting your information and your privacy is above and beyond our top priority. We encrypt and store all sensitive information in a PCI Compliant environment.

Will this affect my taxes? Under certain conditions, we may be required to provide you and the IRS with an informational record of your payments. It's up to you and a tax professional to determine how payments you receive using WePay should be reported to the IRS. Learn more about tax reporting.

What's an EIN? An Employer Identification Number (EIN) is a Federal Tax Identification Number used to identify a business. Your EIN can be found on the paperwork you filed with the IRS to legally form your business. If you did not file with the IRS, you likely don't have an EIN.

Where can I find business type? This can be found on the paperwork you filed with the IRS to legally form your business. If you did not file with the IRS, you are likely a sole proprietor or independent contractor.

Who is WePay? WePay is the payment software company that Keap has partnered with for payment processing. You can learn more about WePay [here](#).

Post signup questions

How soon after sign up can I begin taking payments? You can begin taking payments through Keap immediately after completing the WePay setup process.

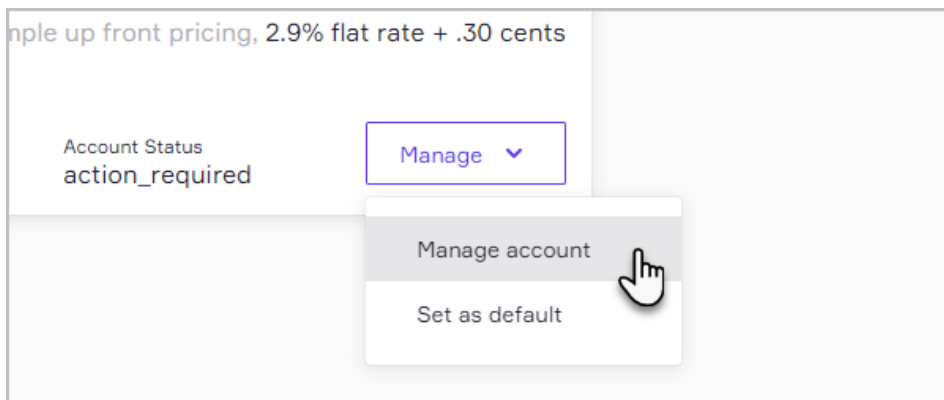
How do I transfer existing subscriptions or payment plans to be billed through WePay? You will need to contact our Support team for assistance.

How do I set WePay to be my default merchant account? If this is the first merchant account you've set up in your Keap app, then WePay will automatically be set as the default merchant account to process credit cards. If you already have a different merchant account setup, you will see a new radio button option on the payment types page allowing you to select whether you want WePay or your other merchant account to be the default merchant account for your app.

What credit cards can I accept with WePay? When using WePay you can accept Visa, Mastercard, American Express and Discover cards. Debit cards backed

by Visa or Mastercard are accepted as well.

How do I sign in to manage my WePay account? After completing the setup of your WePay account you will see a button titled 'manage account' in the WePay section of the Payment Types page in Keap. Clicking this link will take you to a login page where you will use your WePay login email and password to access your account. Remember, these login credentials are separate from your Keap login credentials.



When will my funds be available for withdrawal? Our goal is to release your money for withdrawal as soon as possible. Once your payments have been fully processed they will be released for withdrawal.

Does WePay have a required risk reserve minimum balance? Reserves are sometimes held to protect your business against chargebacks or disputes. We do not have a set reserve amount for our customers, instead any possible reserves will be set automatically based on the transaction history in your account as well as the information you provide in your profile, your industry, and how you're using WePay.

I have an upcoming product launch which will result in a spike in sales, do I need to notify Keap first? We expect your business to grow! Which is why WePay takes into consideration product launches and other activity that could cause a spike in sales. We treat these occurrences as normal business and as long as your account is active you shouldn't be concerned about having funds frozen due to an increase in sales. Feel free to notify us of any upcoming spikes in sales but it is not required.

Other Questions

Can I set up more than one WePay account? Only one WePay account can be set up per Keap account.

How do I get additional support? [WePay](#) can provide you with direct assistance.
