

Keap Pay Overview

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Tags: Keap-Pro Keap-Max Max-Classic



Keap Pay is Keap's very own payment solution that helps businesses streamline the payment experience for their customers, obtain clearer financial business insights and follow the entire customer journey directly within their Keap App. Plus, with Keap Pay's concierge support, businesses will be able to handle all of their payment needs directly with Keap. No more logging in and out of different software to piece together your customer journey.

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Set up Keap Pay

1. Navigate to the Payment Processing Page via Ecommerce Setup
2. Click Connect on Keap Pay section: sign Up Flow will open up
3. Information on file will automatically populate these fields, please validate the information is correct and fill in what's missing. (This should take no more than about 5 minutes)
4. Check the Terms and Conditions Box and click Submit

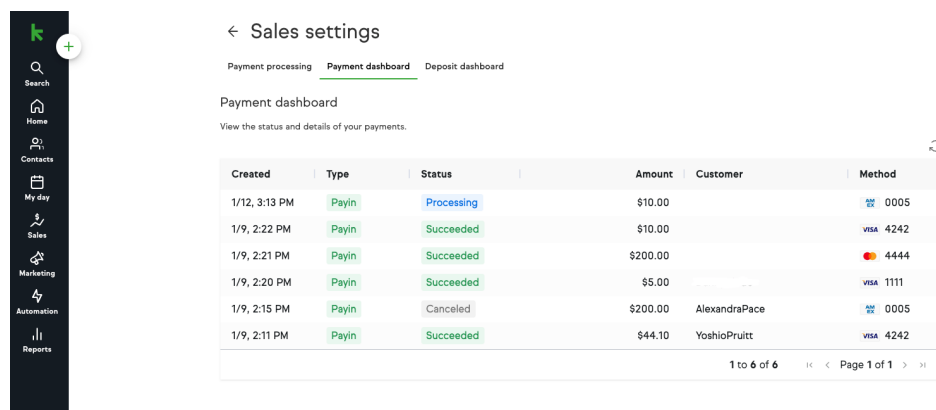
Acceptance can take up to 3 business days. You will see your Keap Pay status switch to pending once your application has been submitted, then to Active once your application is approved.

- You may receive an email from Payments@keap.com after you sign up looking for more information to get you activated. If so please connect with us so we can help.
- If it has been over 3 business days and you have not seen a change in your status nor received any update from the Payments team please contact support.

Payment Dashboard

Keap Pay's embedded Payment Dashboard will allow you to see the status of your incoming payments in real time along with transaction or payment IDs if support is required.

To learn more about payments with Keap Pay, please visit the Help Center article linked here.



Created	Type	Status	Amount	Customer	Method
1/12, 3:13 PM	Payin	Processing	\$10.00		0005
1/9, 2:22 PM	Payin	Succeeded	\$10.00		VISA 4242
1/9, 2:21 PM	Payin	Succeeded	\$200.00		4444
1/9, 2:20 PM	Payin	Succeeded	\$5.00		VISA 1111
1/9, 2:15 PM	Payin	Canceled	\$200.00	AlexandraPace	0005
1/9, 2:11 PM	Payin	Succeeded	\$44.10	YoshioPruitt	VISA 4242

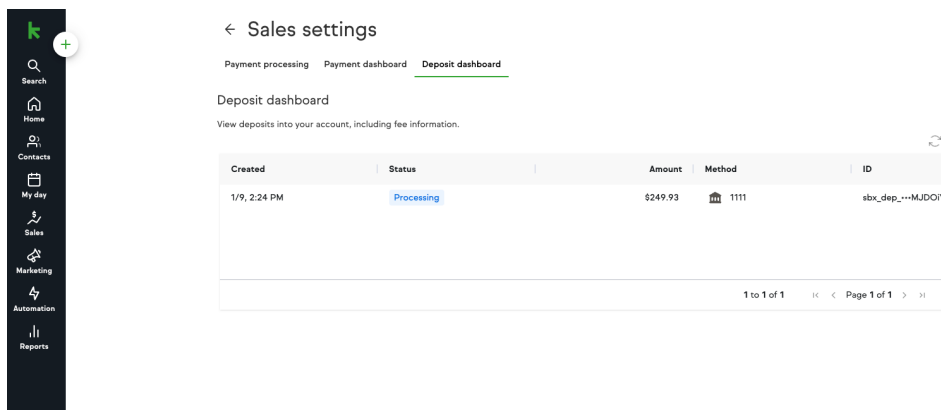
Items on the Dashboard:

- Date the Payment was created
- Types of Transactions
- Status and Meaning
- Payment Amount
- Customer Name
- Payment Method (Credit Card type with Last 4)

Deposit Dashboard

Keap Pay's embedded Deposit Dashboard will allow you to see your Deposits in real time. What payments made up those Deposits, Export a CSV of the Payments that made up a Deposit, and Deposit IDs if support help is required.

To learn more about deposits with Keap Pay, please visit the Help Center article linked here.



Items on the Dashboard:

- Date the Deposit was created
- Status of Deposit
- Deposit Amount
- Method of Deposit (What Bank account was it sent to)
- Deposit ID

Sticker Pricing

Card Processing Fees - Applies to all credit card payments and refunds	
Card Transaction Volume Fee	2.99%
Card Transaction Per item Fee	\$0.30
ACH Processing Fees (Coming Soon) - Applies to All ACH payments and refunds	
ACH Volume Rate	1% up to \$10
ACH Transaction Per Item Fee	\$0.30
Payout (Deposit) Fees	
Standard ACH Payout (Per batch)	\$0.15
Additional Fees	
Account Updater	\$0.50
Card/ ACH Refund	\$0.30
ACH Return	\$15.00
Chargeback (Card or ACH Dispute)	\$15.00

Keap Pay FAQ

Q - When will my payments show up in my bank account?

Deposits are made from the date of the Transaction plus 1 business day for all Card Transactions, and from the date of the Transaction plus 4 business days for all ACH transactions (coming soon). This will be impacted by bank holidays and weekends.

Card Transactions - 11PM ET Cutoff	
Day of Transaction	Day of Deposit
Monday	Tuesday
Tuesday	Wednesday
Wednesday	Thursday
Thursday	Friday
Friday	Monday
Saturday	Monday
Sunday	Monday

ACH Transactions - 9PM ET Cutoff (coming soon)	
Day of Transaction	Day of Deposit
Monday (Includes Transactions entered on Saturday, Sunday, or Monday)	Friday
Tuesday	Monday
Wednesday	Tuesday
Thursday	Wednesday
Friday	Thursday

Q - Are there any businesses that are prohibited from using Keap Pay?

A - Yes we do have some business types that we prohibit from using Keap Pay. Many of these business types are also against our AUP. Here is a comprehensive list of our prohibited businesses for Keap Pay. If you see your business type on this list but you are allowed to send email via Keap please contact support to see if we can make an exception.

Q - I want to use Keap Pay but I'm looking for a lower rate than what's posted?

A - With Keap Pay we may have some flexibility in our pricing depending on a few factors. If you would like to review please contact your CSM or the payments team using payments@keap.com.

Q - I filled out my Onboarding Form but I'm still not active yet and heard nothing.

A - It can take up to 3 business days for onboarding to complete. Your application may require additional documents or information required for verification, please check your email to see if you received communication from the Payments team using payments@keap.com. If 3 business days have passed and you have not received an email, please contact support.

Q - What does the transaction read on my clients bank statements?

A - When you apply for Keap Pay you are required to provide a DBA (Doing Business As). When a client makes a transaction through Keap Pay, their bank account will read RF*DBAName.
