WePay - UK FAQs⌗

This article applies to:

> 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.

This FAQ is an addendum to the primary WePay FAQ which can be found here.

Who is eligible for WePay UK?

Here are the requirements for using WePay in the United Kingdom:

- You must have the country in Keap's CAN-SPAM address be in the United Kingdom to be eligible for WePay UK

- WePay lets you manage payments for UK merchants who:
    - Are domiciled in the UK
    - Have a UK bank account
    - Want to transact and receive settlement in British pounds (GBP)

Which credit cards can I accept through WePay UK?

Visa and Mastercard can be accepted through WePay UK.

Can I accept currencies other than GBP with WePay UK?

At this time, WePay UK accounts can only accept and settle funds in GBP. After signing up for WePay UK, the default currency will be set to Pounds in your Keap application.

More questions?

Check out the primary WePay FAQ which can be found here.

Can I make a test transaction with WePay UK?

Yes, you can test transactions with Payments UK. Please note that to successfully run a test transaction the order must be greater than £1

How do I manage my Dashboard?

Home Page

When you first sign in to your dashboard, you will see three information boxes on the middle of the page:

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- **Last Settlement**: If there is a value listed here, it will also give a date as well.

- **Net balance**: This will show the current account balance.

- **Next settlement**: This may be different than the Net Balance depending on a few things.

If you would like to view more detailed information (such as fees and other information) click the **More Details** button on the page to gain some additional insight.

Reporting

Click on the **Reporting** tab to access Payments and Settlements reporting.

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Payments

Under the **Payments** tab, we provide both the payment details and the receipt on the same page.

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Refunds

Each payment will give you the ability to issue a refund. The refund option will be available for 90 days from the date of the transaction. If your account does not have a balance to support the refund amount request, you will be presented with a screen that will allow you to make the refund by entering in a debit (not credit) card for the payment.

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Settlements

This section provides you access to a list of all your withdrawals. You can look for a specific one by changing your date range and applying the changes.

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Account Info

Click the **Settings** tab to view your account information. Here, you'll see the account name you're viewing as well as the application that it's tied to.

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Settlement Bank

On the **Settlement Bank** tab, you have the ability to modify your linked bank account as well as your withdrawal frequency. If you haven't linked your bank account, you'll be prompted with an **Update** button.

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When updating your settlement bank information, you will be asked to enter your account number twice to help to ensure that accidental mistypes are minimized. UK bank accounts are typically denoted by a routing number called a 'sort code' which is six digits split into three groups (i.e. 20-30-40) and an account number that can be between 6 and 9 digits and can begin with zeros. You can find this information on the card itself as well.

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Delete

Clicking on the **Delete tab** will provide you access to the **Delete Account** option.

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> **Warning!** It's important to note that while you can click the **Delete Account** button, you will be allowed to proceed even if there are funds pending withdrawal. If you should choose to delete, you will be prompted with an additional level of verification. You will need to re-enter your account password and confirm "Yes! Delete it" to complete the action.

Security

Under **Security**, you will find the email and password associated with the account. You can update your password in this section.

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