

Why isn't my balance fully available?🔗

There can be a few different reasons why an account balance isn't fully available for withdrawal. Below are several reasons, as well as some extra info about each reason:

One or more payments haven't fully processed

Pending payments are payments that are subject to minor delays from reviews. Payments are reviewed to protect merchants and payers from any malicious activity and ensure they are compliant with the [WePay Terms of Service](#) .

It can take up to two business days to review pending payments. Bank payments can take longer to clear because payers must first verify their bank account information.

Payments may clear faster if the information that we ask for is provided in the Trust Center.


The account holder needs to link their bank account

A bank account must be linked to Keap Payments to receive funds. View the payment types page in your Infusionsoft by Keap application and click the 'connect your bank account' link to complete the process. Click [here](#) for more details.

Payment Types

Select how you will collect payment from customers.

☒ **keep payments**

**Bank Account Not Connected**

You still need to [connect your bank account](#) so your payments can be automatically deposited.





Account Details:

Email: HannahSParks@alwayshelpful.org
Bank Account: *not connected*

[Manage Account »](#)

Need Help?

Call 1-866-800-0004
Monday to Friday, 6am - 6pm MST



There are reserves on the account

WePay has a unique reserves system that balances getting merchant's their money as soon as possible while also protecting against risky elements like fraud.

A portion of payments that WePay holds is used to protect merchants from chargebacks and disputes. Reserves are based on transaction history and information provided at sign-up such as the industry and how the merchant uses Keep Payments.
