

How Does My Billing Work at Wind River?

Throughout the month you will receive deposits from your nightly settlement batches within 2 business days. Fees are not netted out of the deposits and will be debited for the monthly total on the 1st of each month. Below is an outline of the deposit and fee schedule for your records:

Deposit Schedule

Day of Batch Settlement	CC Day of Deposit
Monday	Wednesday
Tuesday	Thursday
Wednesday	Friday
Thursday	Monday
Friday	Monday
Saturday	Monday
Sunday	Tuesday

Please note: On bank holidays, there will be a one business day delay.

Fee Schedule Example

Processing Month	Fees Debited
April	May 1 st

Your statement will be posted in the [Wind River Merchant Portal](#) on the 1st of each month. Your statement will outline the total of the fees deducted at the top and outline each fee individually for further visibility.

Please note: There may be instances where funds may be pulled from your account outside of the monthly fees. Potential reasons for this are outlined below:

- **Negative Batch:** This occurs when the refunded amount exceeds the total sales amount in a batch.
- **Chargeback:** This occurs when a customer disputes a transaction from your business. The card brand policy is to pull the funds from the business' account and put into a holding status until the resolution of the chargeback has been decided by the customer's issuing bank.

If you have any additional questions or concerns, please reach out to your Relationship Manager.