Viewing and Making Grower360 Payments

Last Modified on 10/02/2025 10:10 am CDT

Viewing Payments

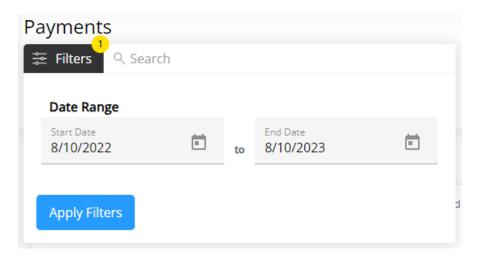
A listing of all payments made toward the customer's account can be viewed from the *Payments* menu. This includes both Regular Invoice payments and Prepay applied towards the account.

Use the *Search* field to search by *Payment #*, *Reference #*, or payment *Type* (Regular, Prepay, or Budget). Using the *Search* field filters the data down by matching results.



Filter the data further by using the *Date Range* filters to display results for payments with a payment date within the selected date range. The *Date Range* filter can be utilized in conjunction with the *Search* feature.

Select the **Calendar** icon on the filter and choose a date from the calendar that displays. Or, select in the *Date Range* fields and key in the desired start and end dates. Choose **Apply Filters** when finished.

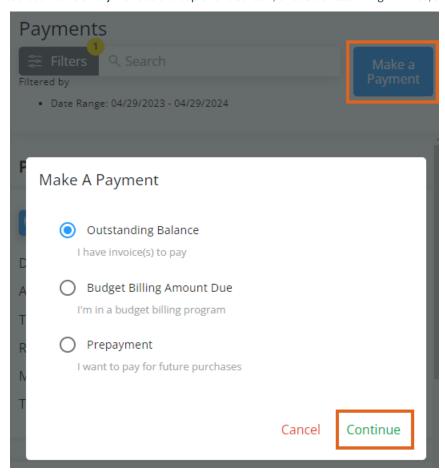


The filters selected display below the **Filters** button.

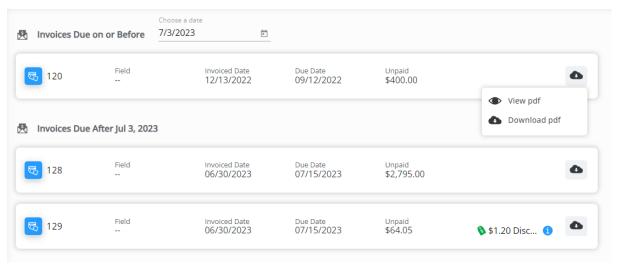


Make an Outstanding Balance Payment

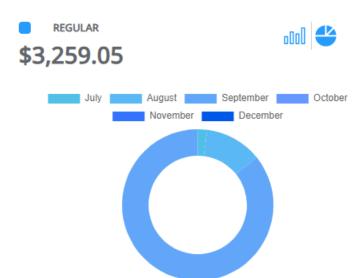
1. Select Make a Payment at the top of the screen, choose Outstanding Balance, and select Continue.



2. *Invoices Due on or Before* a selected date display with the option to view or download a PDF. *Invoices Due After* today's date display in the middle of the page.



3. Balances Due By Month can reviewed as a bar graph or pie chart for the last six months.

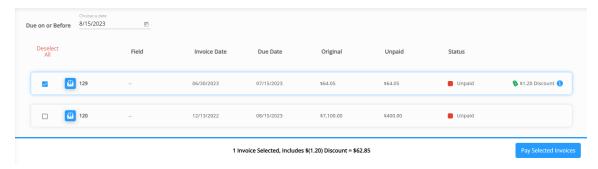


4. Review the Regular Balance, Unapplied Credit, Net Due, and Scheduled Payments amounts on the right. Choose Pay Statement Balance, Pay Off Balance, Select Invoices, or Enter Amount to determine the amount of the payment then choose Make Payment.

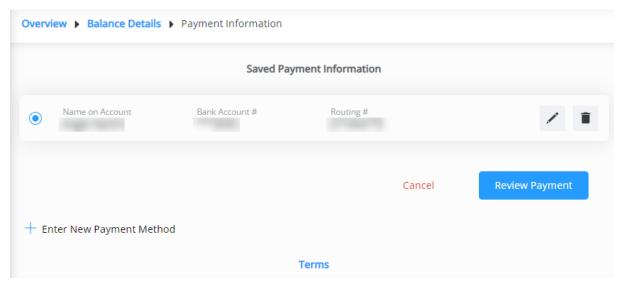
Regular Balance	\$3,259.05
Unapplied Credit	(\$1,250.00)
Net Due	\$2,009.05
Scheduled Payments	\$0.00
Choose Amount:	
Pay Statement Balance	Statement balance \$62.85 due by 07/31
Pay Off Balance	Pay full balance due \$3,257.85
Select Invoices	Pay specific invoices
C Enter Amount	Auto apply payments to invoices
	Make Payment

- Pay Statement Balance The amount due and the due date are displayed. Selecting Make Payment
 navigates to the Review Payment page to finalize.
- Pay Off Balance The full balance amount is displayed. Selecting Make Payment navigates to the Review Payment page to finalize.
- Select Invoices Specific Invoices can be chosen to pay the full amount of the Invoice. SelectingMake
 Payment navigates to the Select Invoices page to indicate which invoices will be paid.

Note: Discount amounts will display when applicable.



- Enter Amount Selecting Make Payment gives the opportunity to enter a dollar amount that will
 automatically apply to Invoices. A breakdown of the Regular Balance and Unapplied Credit is available to
 review the Net Due before entering an amount.
- 5. On the Payment Information page, review/edit or add payment information. Select Review Payment.



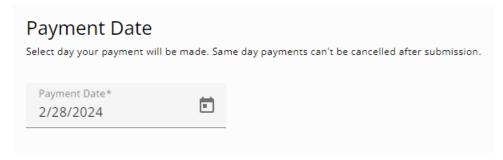
Note: The **Edit** icon can be selected to make any necessary changes to the saved payment method. To remove a saved payment method, the **Delete** icon can be selected. However, if there are recurring payments set to use that method, they will be removed and message will display to **Cancel** or **Acknowledge and Delete**.

Delete Saved Payment Information

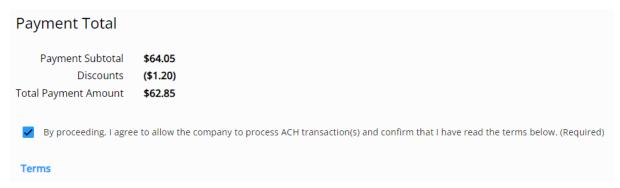
This will cancel your recurring payments linked to this payment method. Please set up new payments to avoid disruption in future payments.

Cancel Acknowledge and Delete

- 6. Review Selected Invoices (if applicable) and Account Information.
- Optionally select the day for the payment to be made.
 Note: Same-day payments cannot be cancelled after submitting.



- 8. Verify the Email Address is correct and optionally add any Comments.
- 9. Review the *Payment Total* and, if paying via ACH, review the **Terms** and check the box agreeing to allow the ACH transaction to be processed.



10. Once all information has been reviewed and is accurate, select **Submit Payment**. Avoid selecting the **Back** button or refreshing the browser while the payment is processed.

Submitting the Payment...

Please do not leave this page. Once your payment is processed, you will be automatically redirected back to the Payments page.

Using the back or refresh button could interrupt the payment process

11. After 10 minutes of inactivity on the page, a dialog box displays indicating that after 15 minutes of inactivity, the payment will be canceled and the page will be redirected to the *Overview* page. Choose **Go To Overview** to cancel out of the payment or **Extend** to continue with the payment.

Are You Still Here?

Payments must be started and completed within **15 minutes** to prevent the possibility of unintended duplicate payments.

If you require more time, please extend the timer by an additional 15 minutes.

Your incomplete payment will be canceled in ${\bf 4}\ {\bf min}\ {\bf 53}\ {\bf sec}.$

Go To Overview Extend

12. After 15 or more minutes of inactivity, a dialog box will display and the option to leave the payment and go back to the *Overview* page to start over.

Payment Session Expired

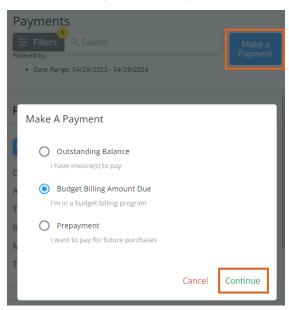
Your payment session has expired to prevent the possibility of unintended duplicate payments.

Your incomplete payment was canceled at Fri Feb 16 2024 14:49:47 GMT-0600 (Central Standard Time).

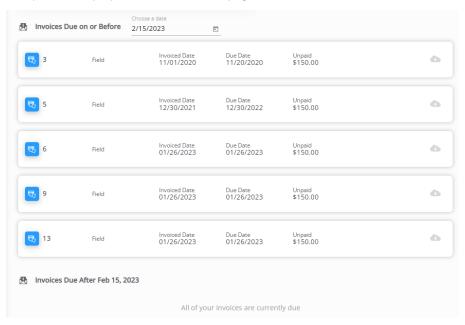
Go To Overview

Make a Budget Due Balance Payment

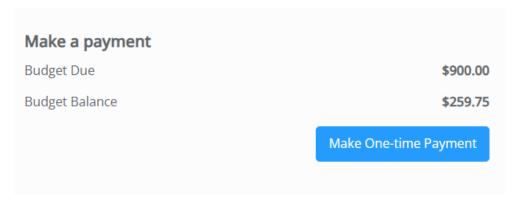
1. Select Make a Payment at the top of the screen, choose Budget Due Balance, then select Continue.



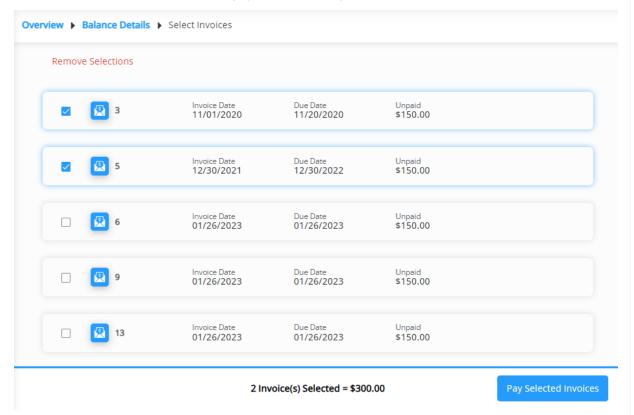
2. *Invoices Due on or Before* a selected date display with the option to view or download a PDF. *Invoices Due After* today's date display in the middle of the page.



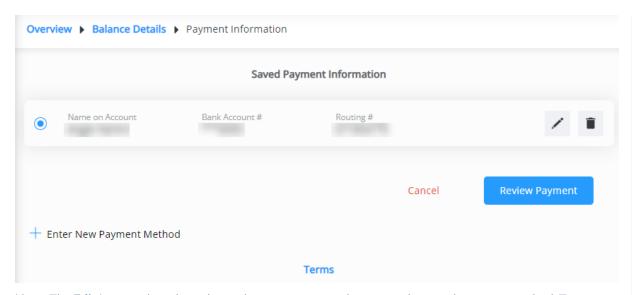
3. The *Budget Due* and *Budget Balance* amounts display at the top of the page for review. To make a one-time payment, select **Make One-time Payment**. To set up recurring payments, go to Step 11.



4. Select the checkbox for each Invoice to pay then choose Pay Selected Invoices.



5. On the Payment Information page, review/edit or add payment information. Select Review Payment.



Note: The **Edit** icon can be selected to make any necessary changes to the saved payment method. To remove a saved payment method, the **Delete** icon can be selected. However, if there are recurring payments set to use that method, they will be removed and message will display to **Cancel** or **Acknowledge and Delete**.

Delete Saved Payment Information

This will cancel your recurring payments linked to this payment method. Please set up new payments to avoid disruption in future payments.

Cancel Acknowledge and Delete

- 6. Review Selected Invoices and Account Information.
- 7. Verify Contact Information and optionally add any Comments.
- 8. Optionally select the day for the payment to be made.

Note: Same-day payments cannot be cancelled after submitting.



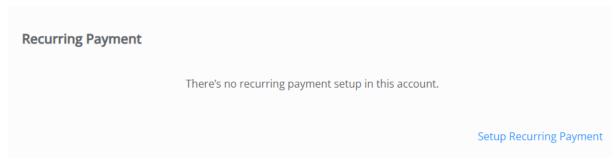
- 9. If paying via ACH, review the **Terms** and check the box agreeing to allow the ACH transaction to be processed.
- 10. Once all information has been reviewed and is accurate, select **Submit Payment**. Avoid selecting the **Back** button or refreshing the browser while the payment is processed.

Submitting the Payment...

Please do not leave this page. Once your payment is processed, you will be automatically redirected back to the Payments page.

Using the back or refresh button could interrupt the payment process

11. To set up Recurring Payments, select Setup Recurring Payment on the right. Delays may occur if recurring payments are scheduled outside of business hours. Schedule in advance to ensure timely payment.
Note: Recurring payments will fail if there are no open Budget Memo Invoices for payment on the day of payment.



- a. Enter a brief *Description* for this recurring payment. The *Payment Amount* defaults to the *Invoice Due* and cannot be modified.
- b. Choose a *Start Date* by selecting the **Calendar** icon, then choose the *Date of Each Month* the payment should be made. The *Payment Date* defaults once this is selected.
- c. Choose the *Number of Payments* to be made (1 Time 12 Times). The *Last Payment Date* will display beneath this drop-down.

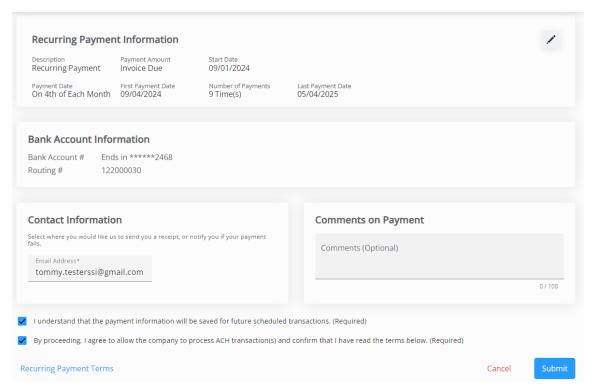


d. For the Recurring Payment Method, choose to use Saved Payment Information or optionally choose Bank Account or Credit or Debit Card to enter new information. If entering new payment information, it will have to be saved for future scheduled transactions.

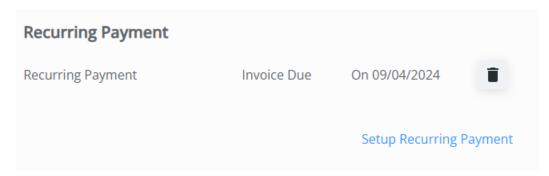
Recurring Payment Method	
O Saved Payment Information	
Bank Account	
Credit or Debit Card There is a 2.00% Surcharge added to all credit card transactions.	
Bank Account Information 1 The payment information must be saved for future scheduled transactions.	
Name on Account	Zip Code
Account Type ▼	Check Type ▼
Bank Account #	Routing #

e. Select **Review Recurring Payment** and make sure everything is correct. Choose the **Pencil** to make any adjustments. Verify the *Email Address* is accurate and optionally enter any *Comments*. Be sure to check both boxes and review the **Recurring Payment Terms** then select **Submit**.

Note: The second checkbox is only for ACH payments.



f. Once submitted, the payment will display on the Recurring Payment card on the Budget Due Details page.
This payment can be canceled by selecting the **Delete** icon and choosing **Remove** on the confirmation window.



12. After 10 minutes of inactivity on the page, a dialog box displays indicating that after 15 minutes of inactivity, the payment will be canceled and the page will be redirected to the *Overview* page. Choose **Go To Overview** to cancel out of the payment or **Extend** for an additional 15 minutes to complete the payment.

Are You Still Here?

Payments must be started and completed within **15 minutes** to prevent the possibility of unintended duplicate payments.

If you require more time, please extend the timer by an additional 15 minutes.

Your incomplete payment will be canceled in 4 min 53 sec.

Go To Overview Extend

13. After 15 or more minutes of inactivity, a dialog box will display and the option to leave the payment and go

back to the Overview page to start over.

Payment Session Expired

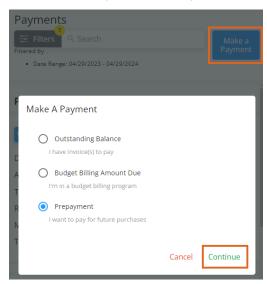
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Your incomplete payment was canceled at Fri Feb 16 2024 14:49:47 GMT-0600 (Central Standard Time).

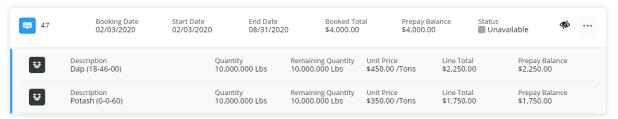
Go To Overview

Make a Prepayment

1. Select Make a Payment at the top of the screen, choose Prepayment, then select Continue.

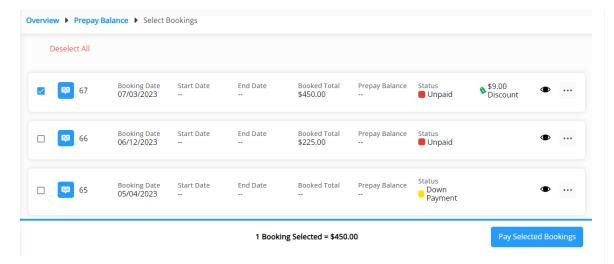


2. The *Prepay Balance* displays in the top left and *Paid Bookings* display in the bottom half of the screen. Select the **Expand** icon on a Booking line item to view additional details or the **Ellipsis** to view or download a PDF of the Booking.

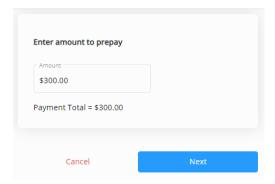


- 3. In the top right, choose Select Bookings to Pay or Enter Amount to Prepay and select Make Payment.
 - Select Bookings to Pay Specify which Bookings are to be included in the payment. Select Bookings
 using the checkbox then choose Pay Selected Bookings.

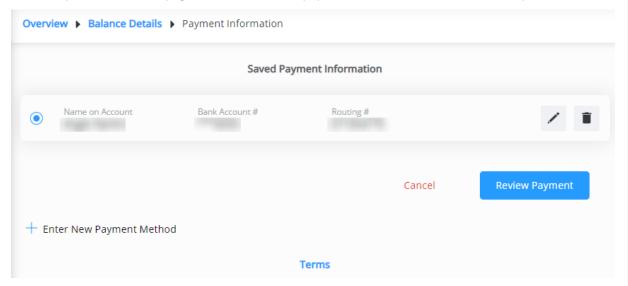
Note: Discount amounts will display when applicable.



 Enter Amount to Prepay – Enter an amount to be automatically applied to Unapplied Cash and select Next.



4. On the Payment Information page, review/edit or add payment information. Select Review Payment.



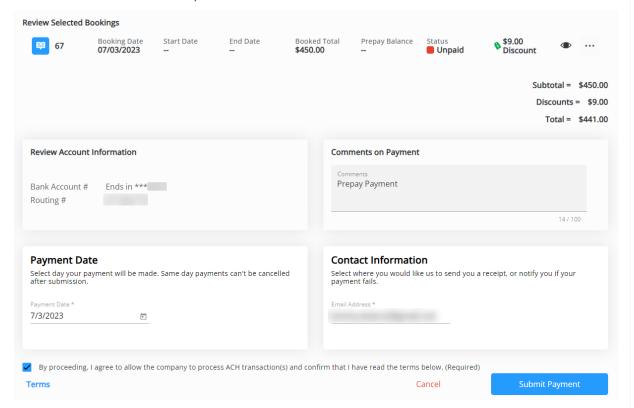
Note: The **Edit** icon can be selected to make any necessary changes to the saved payment method. To remove a saved payment method, the **Delete** icon can be selected. However, if there are recurring payments set to use that method, they will be removed and message will display to **Cancel** or **Acknowledge and Delete**.

Delete Saved Payment Information

This will cancel your recurring payments linked to this payment method. Please set up new payments to avoid disruption in future payments.

Cancel Acknowledge and Delete

5. Review information here including *Selected Bookings/Prepay Amount*, *Account Information*, and *Contact Information*. Optionally add any *Comments*. If paying via ACH, review the **Terms** and check the box agreeing to allow the ACH transaction to be processed.



6. Optionally select the day for the payment to be made. Scheduled Payments will show as *Pending* in the Payments list. If needed, it can be cancelled by selecting the **Delete** icon.

Note: Same-day payments cannot be cancelled after submitting.

Payment Date Select day your payment will be made. Same day payments can't be cancelled after submission.	
Payment Date * 7/7/2023	

7. Once all information has been reviewed and is accurate, select **Submit Payment**. Avoid selecting the **Back** button or refreshing the browser while the payment is processed.

Submitting the Payment...

Please do not leave this page. Once your payment is processed, you will be automatically redirected back to the Payments page.

- Using the back or refresh button could interrupt the payment process
- 8. An email will be sent confirming a payment has been scheduled, one when the payment posts, and one if the payment fails for some reason.
- 9. After 10 minutes of inactivity on the page, a dialog box displays indicating that after 15 minutes of inactivity, the payment will be canceled and the page will be redirected to the *Overview* page. Choose **Go To Overview** to cancel out of the payment or **Extend** for an additional 15 minutes to complete the payment.

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