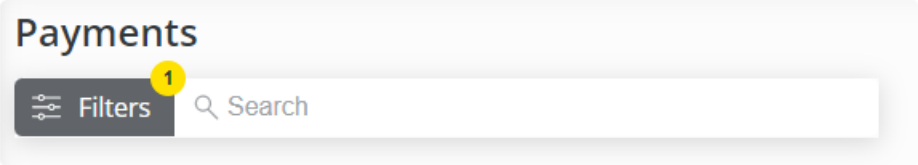
Viewing and Making Grower360 Payments

Last Modified on 12/11/2025 7:42 am CST

Viewing Payments

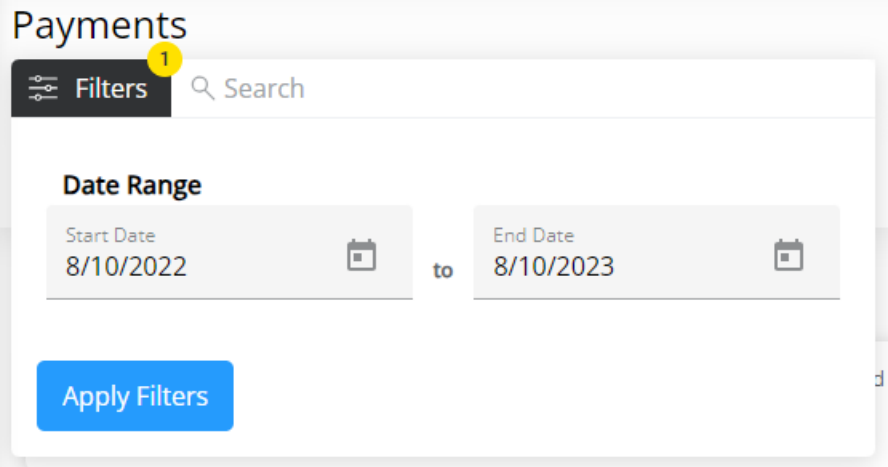
A listing of all payments made toward the customer's account can be viewed from the *Payments* menu. This includes both Regular Invoice payments and Prepay applied towards the account.

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.

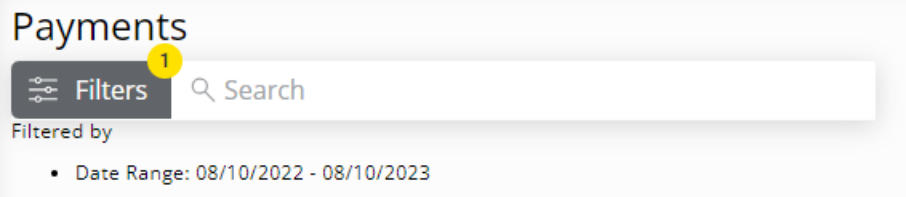


Filter the data further by using the *Date Range* filters to display results for payments with a payment date within the selected date range. The *Date Range* filter can be utilized in conjunction with the *Search* feature.

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.

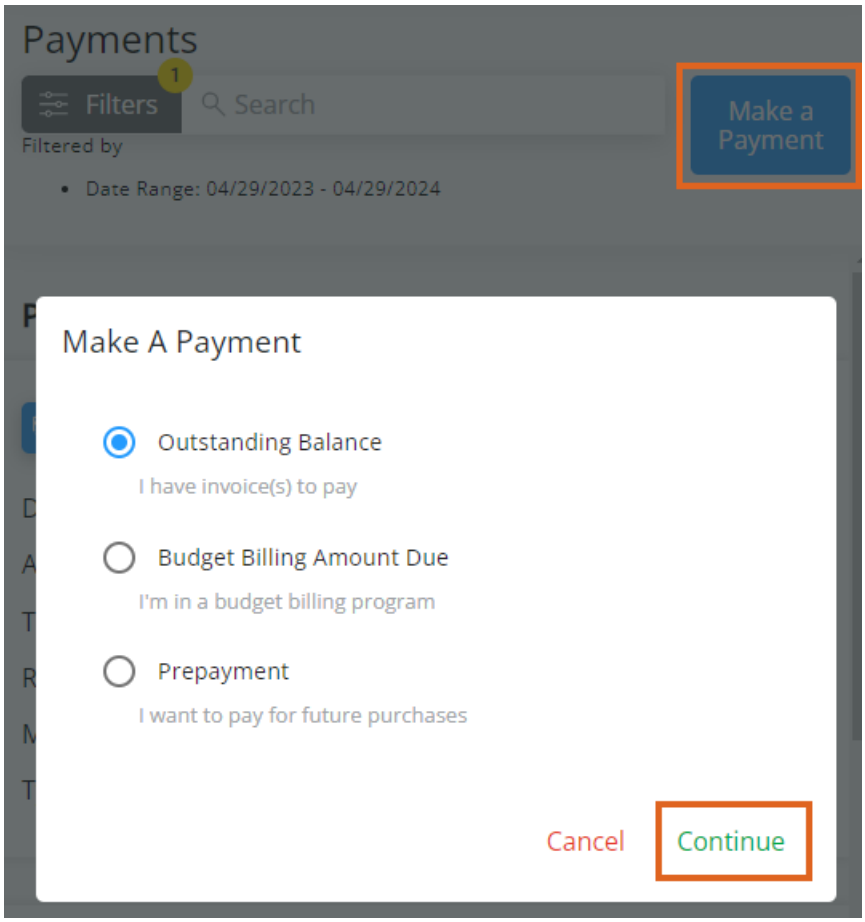


The filters selected display below the **Filters** button.

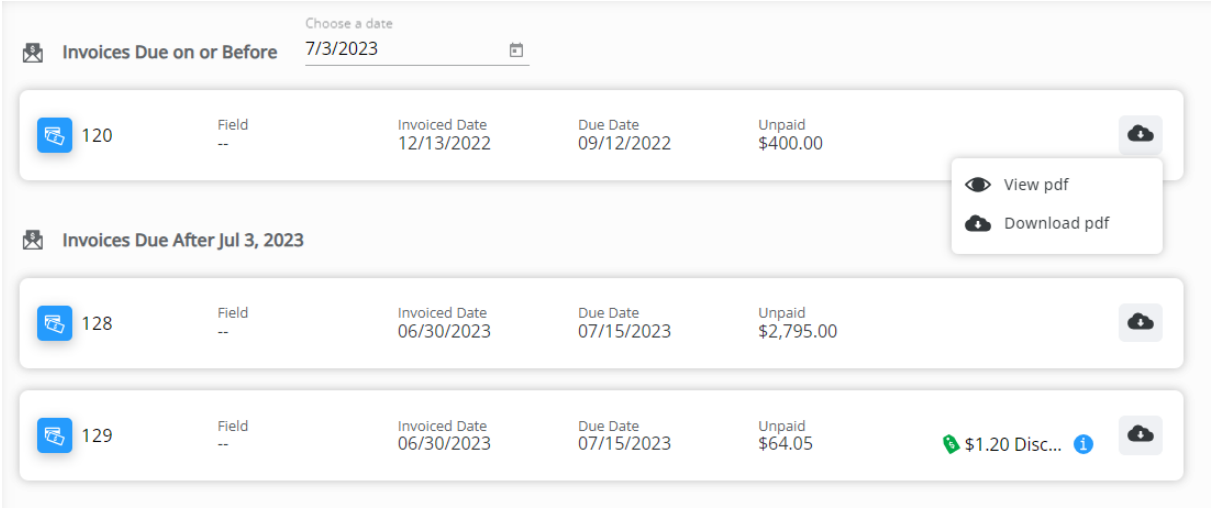


Make an Outstanding Balance Payment

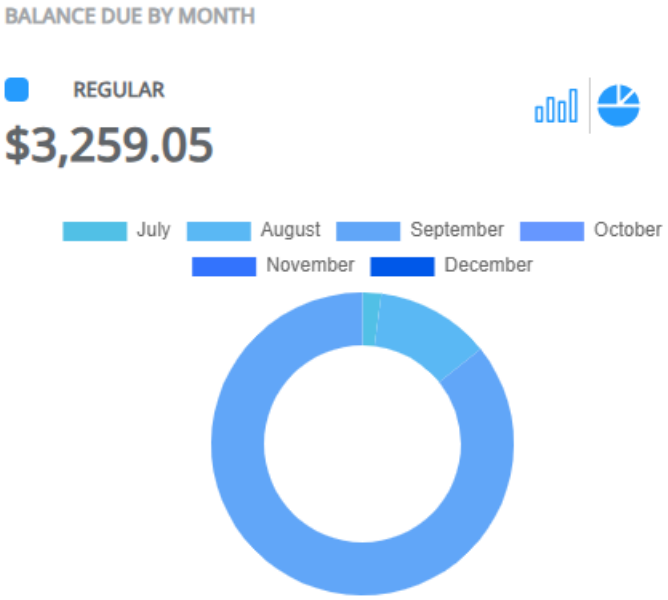
1. Select **Make a Payment** at the top of the screen, choose *Outstanding Balance*, and select **Continue**.



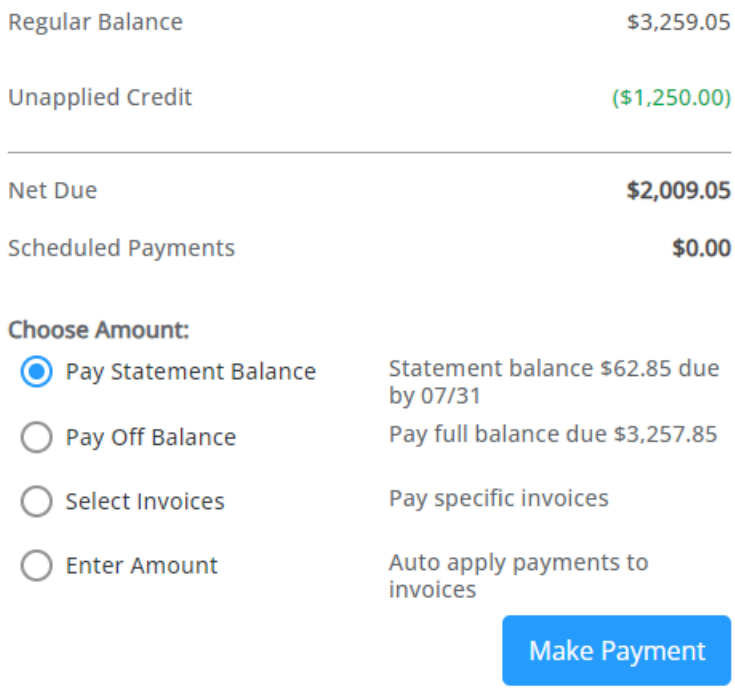
2. *Invoices Due on or Before* a selected date display with the option to view or download a PDF. *Invoices Due After* today's date display in the middle of the page.



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

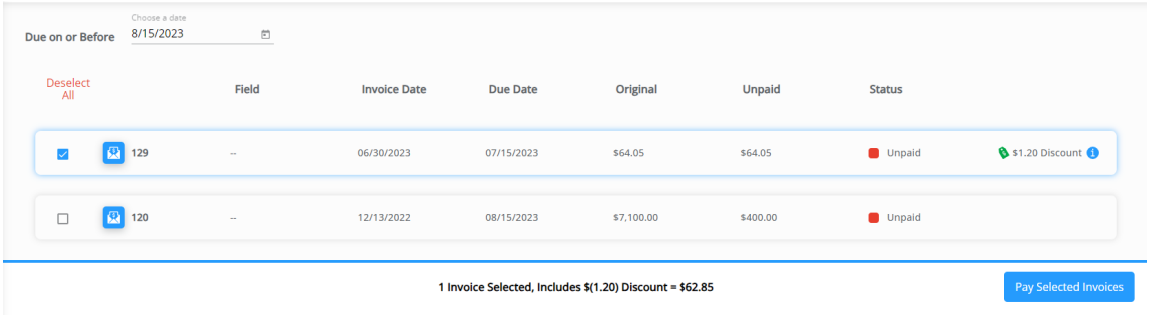


4. Review the *Regular Balance*, *Unapplied Credit*, *Net Due*, and *Scheduled Payments* amounts on the right. Choose *Pay Statement Balance*, *Pay Off Balance*, *Select Invoices*, or *Enter Amount* to determine the amount of the payment then choose **Make Payment**.



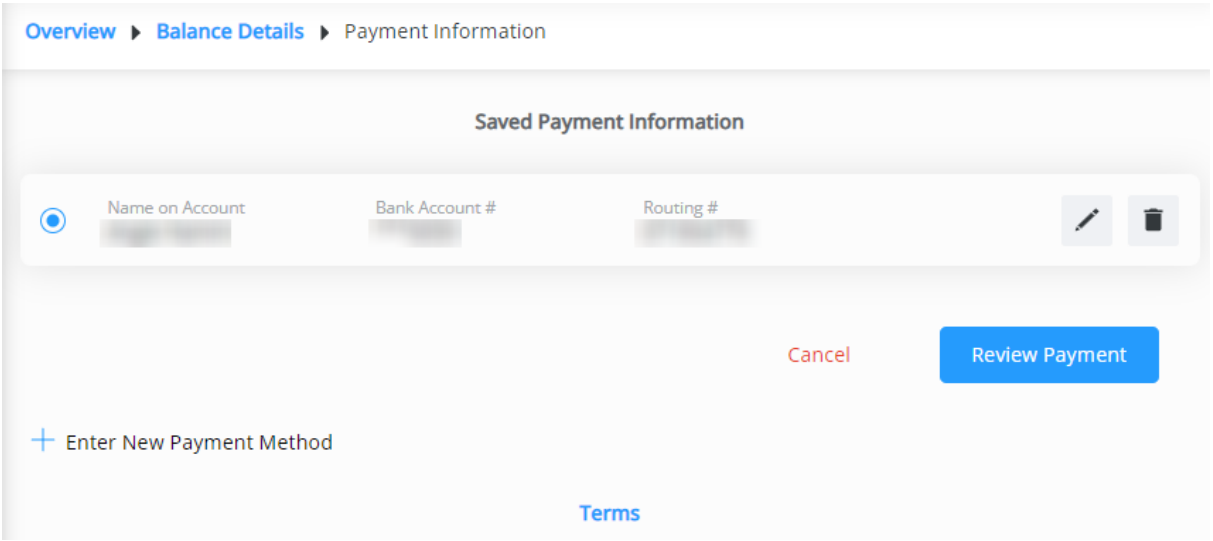
- **Pay Statement Balance** – The amount due and the due date are displayed. Selecting **Make Payment** navigates to the *Review Payment* page to finalize.
- **Pay Off Balance** – The full balance amount is displayed. Selecting **Make Payment** navigates to the *Review Payment* page to finalize.
- **Select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

Note: Discount amounts will display when applicable.

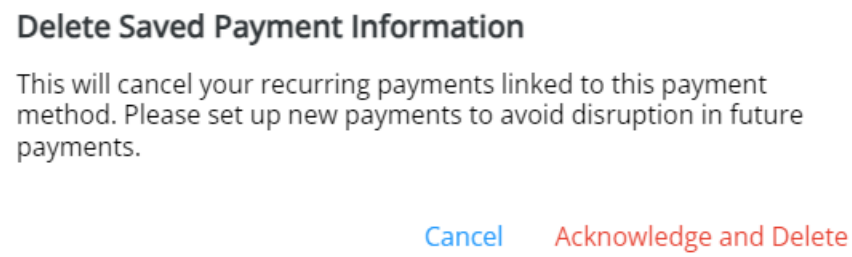


- **Enter Amount** – Selecting **Make Payment** gives the opportunity to enter a dollar amount that will automatically apply to Invoices. A breakdown of the *Regular Balance* and *Unapplied Credit* is available to review the *Net Due* before entering an amount.

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

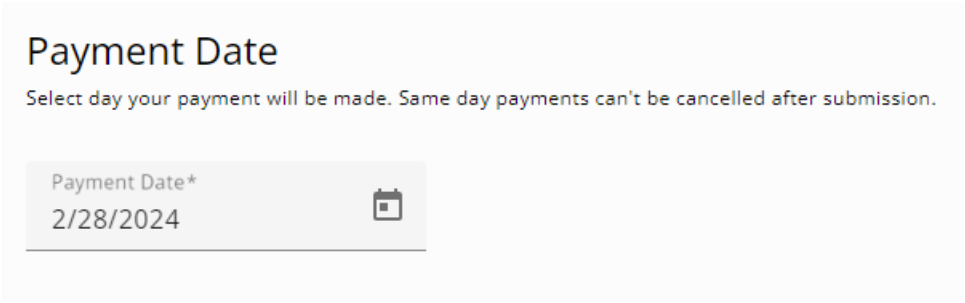


Note: The **Edit** icon can be selected to make any necessary changes to the saved payment method. To remove a saved payment method, the **Delete** icon can be selected. However, if there are recurring payments set to use that method, they will be removed and message will display to **Cancel** or **Acknowledge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

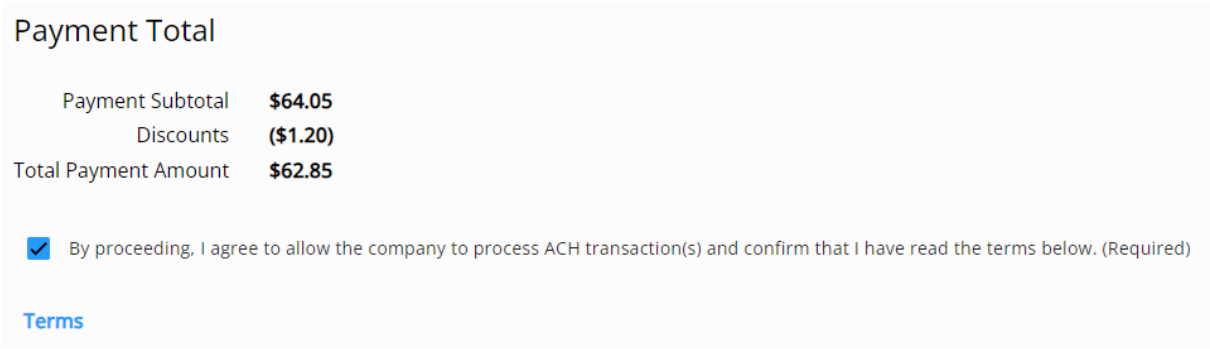


6. Review *Selected Invoices* (if applicable) and *Account Information*.
7. Optionally select the day for the payment to be made.

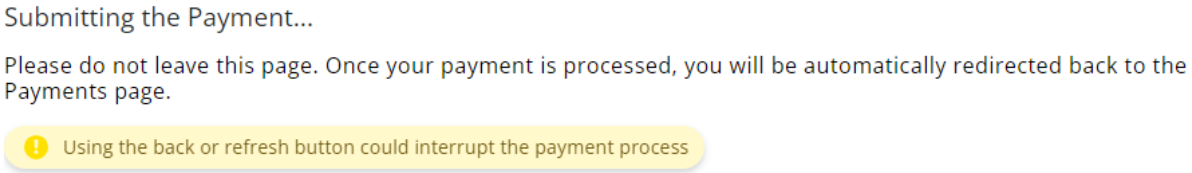
   Note: Same-day payments cannot be cancelled after submitting.



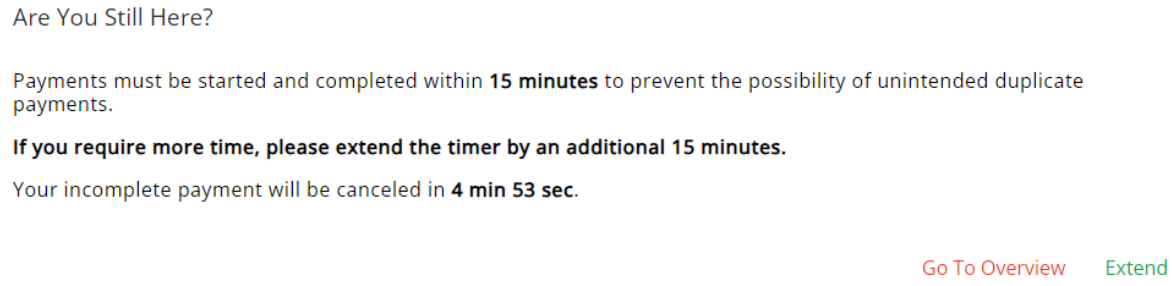
8. Verify the *Email Address* is correct and optionally add any *Comments.*
9. Review the *Payment Total* and, if paying via ACH, review the **Terms** and check the box agreeing to allow the ACH transaction to be processed.



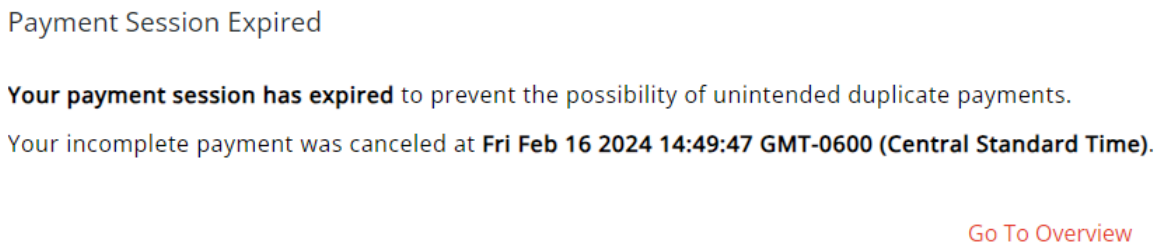
10. Once all information has been reviewed and is accurate, select **Submit Payment**. Avoid selecting the **Back** button or refreshing the browser while the payment is processed.



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.

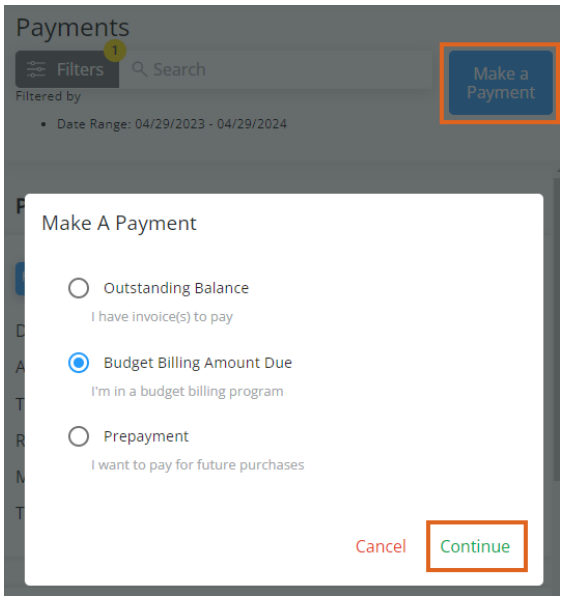


12. After 15 or more minutes of inactivity, a dialog box will display and the option to leave the payment and go back to the *Overview* page to start over.

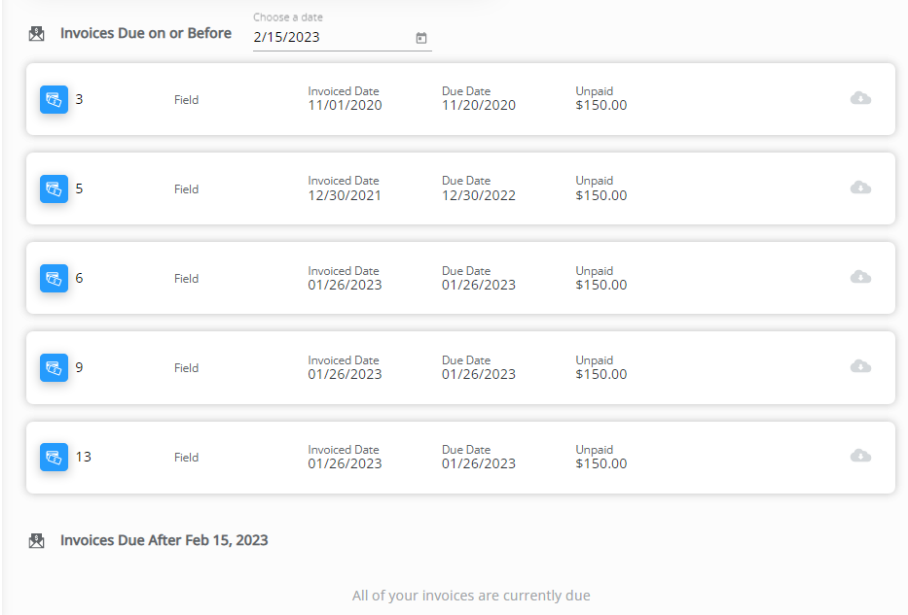


Make a Budget Due Balance Payment

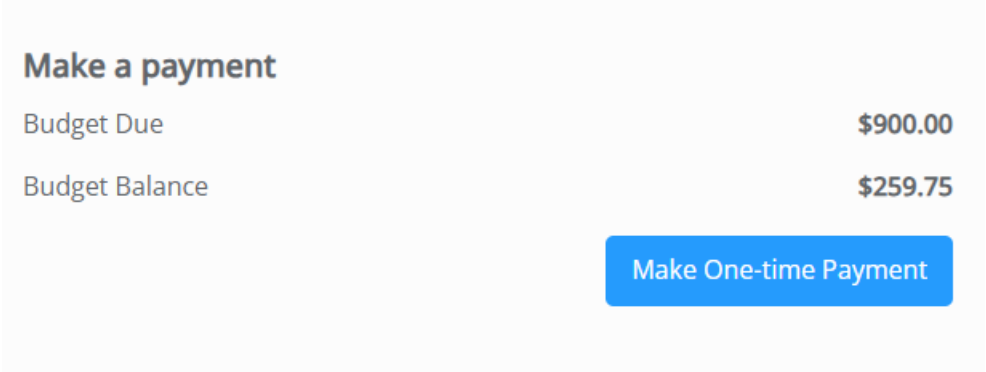
1. Select **Make a Payment** at the top of the screen, choose *Budget Due Balance*, then select **Continue**.



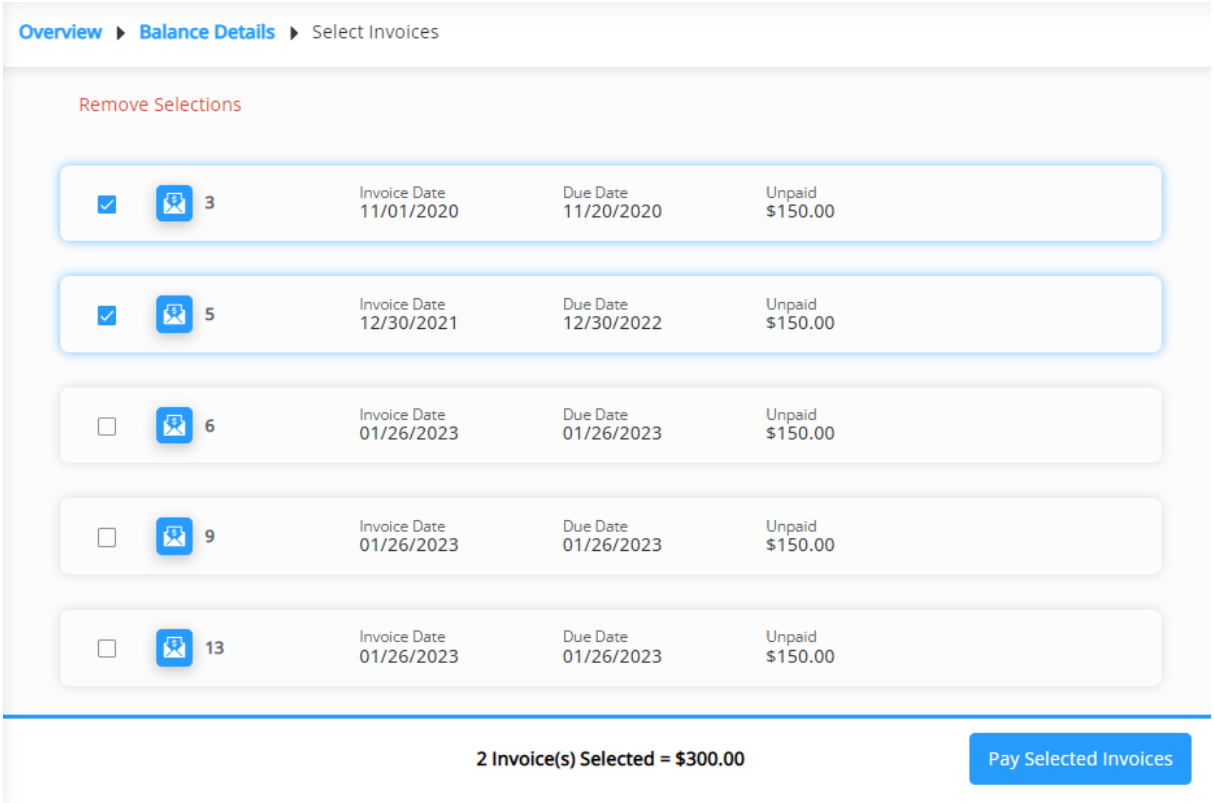
2. *Invoices Due on or Before* a selected date display with the option to view or download a PDF. *Invoices Due After* today's date display in the middle of the page.



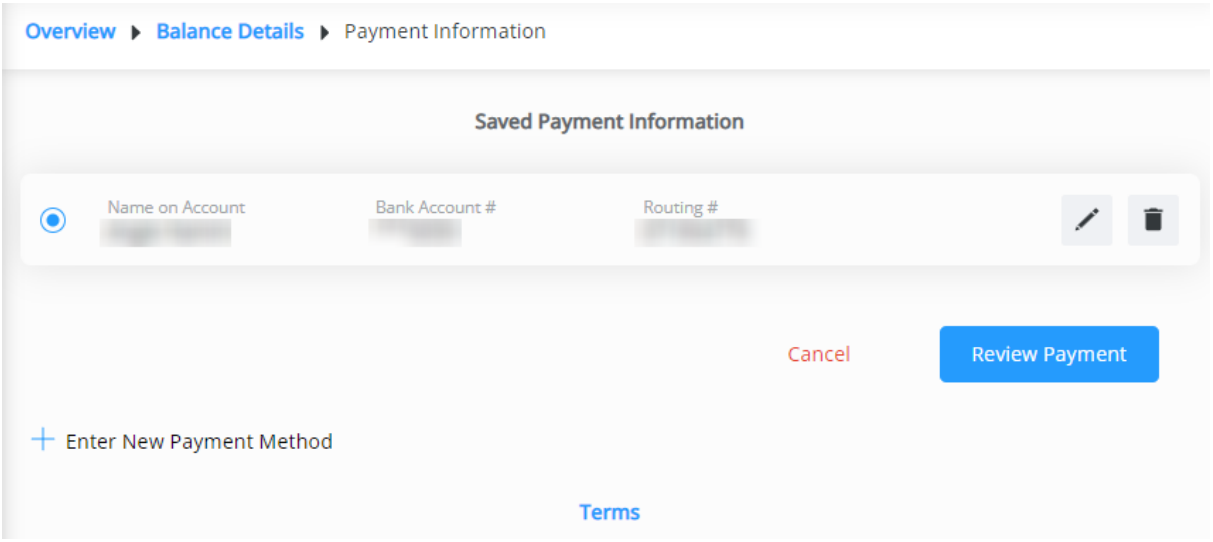
3. The *Budget Due* and *Budget Balance* amounts display at the top of the page for review. To make a one-time payment, select **Make One-time Payment**. To set up recurring payments, go to Step 11.



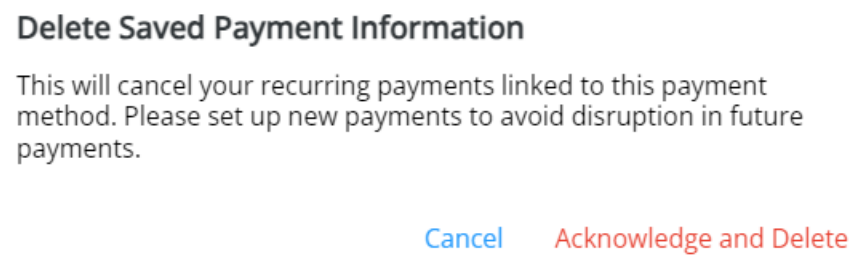
4. Select the checkbox for each Invoice to pay then choose **Pay Selected Invoices**.



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

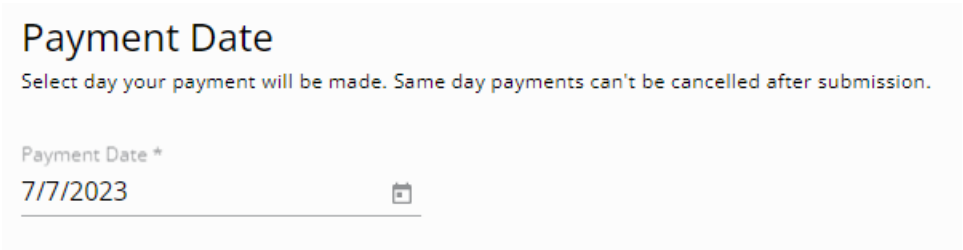


Note: The **Edit** icon can be selected to make any necessary changes to the saved payment method. To remove a saved payment method, the **Delete** icon can be selected. However, if there are recurring payments set to use that method, they will be removed and message will display to **Cancel** or **Acknowledge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

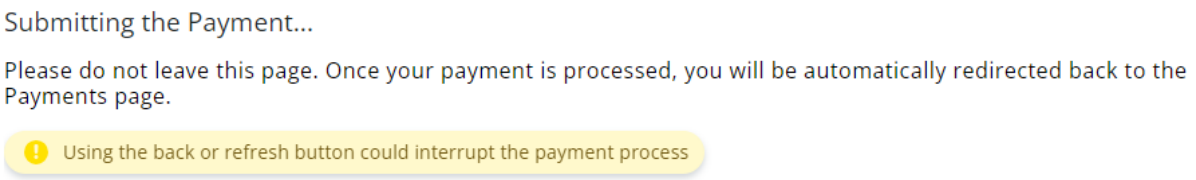


6. Review *Selected Invoices* and *Account Information*.
7. Verify *Contact Information* and optionally add any *Comments*.
8. Optionally select the day for the payment to be made.

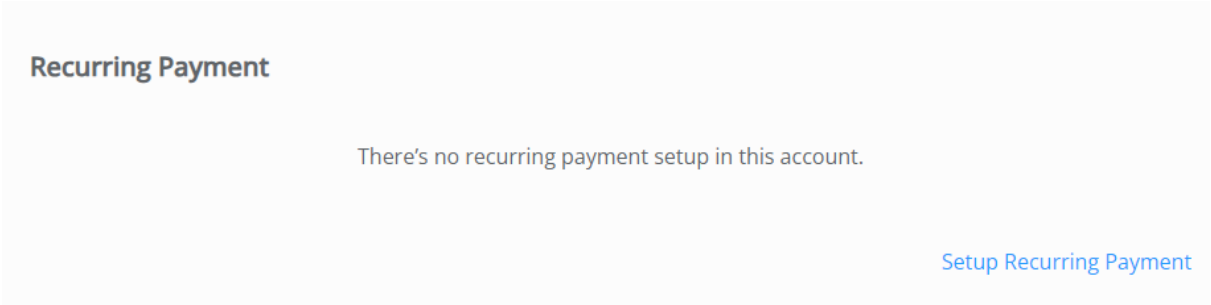
   Note: Same-day payments cannot be cancelled after submitting.



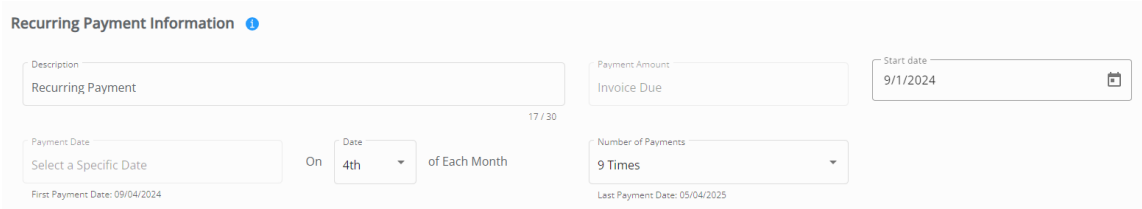
9. If paying via ACH, review the **Terms** and check the box agreeing to allow the ACH transaction to be processed.
10. Once all information has been reviewed and is accurate, select **Submit Payment**. Avoid selecting the **Back** button or refreshing the browser while the payment is processed.



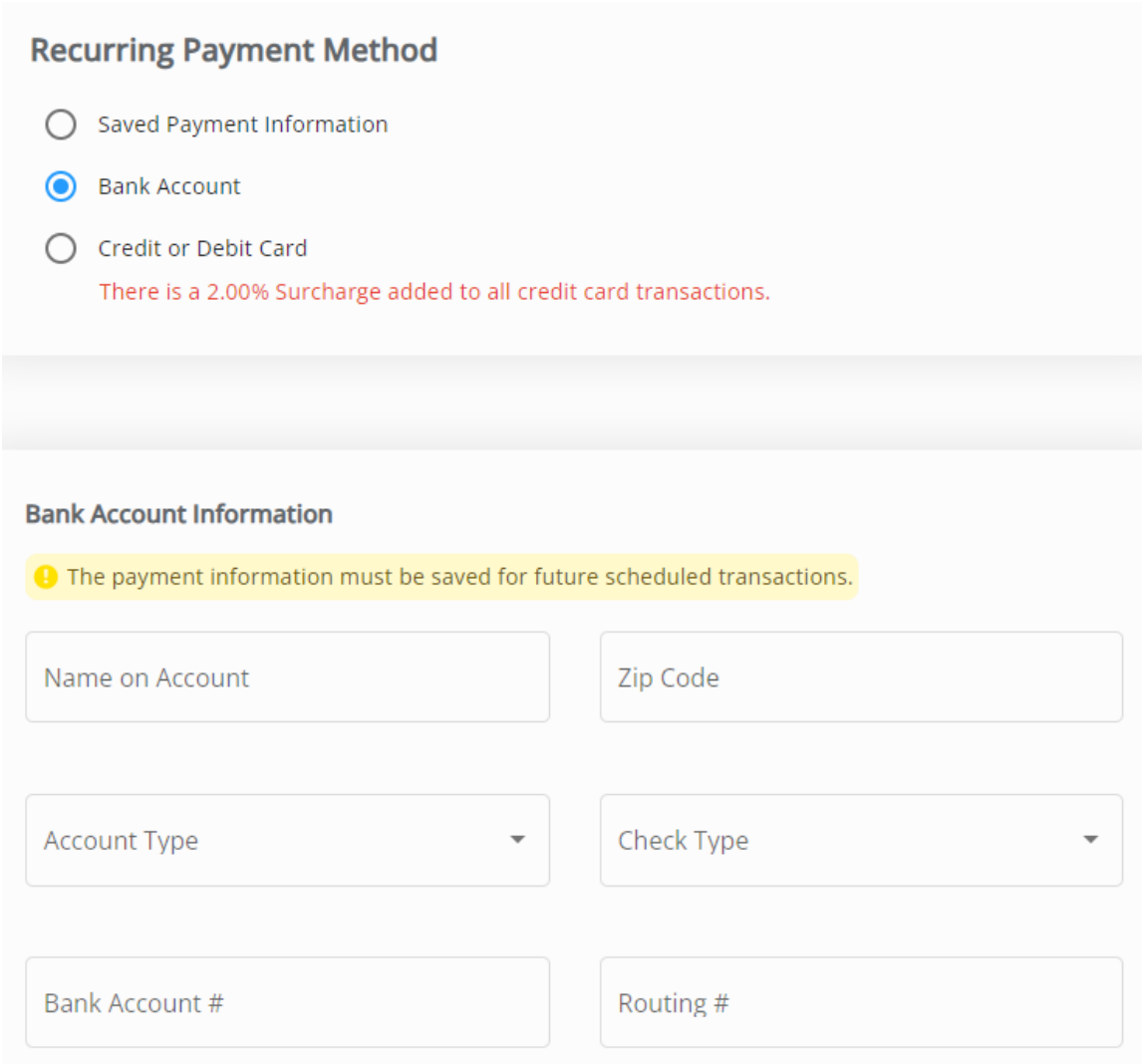
11. To set up Recurring Payments, select **Setup Recurring Payment** on the right. Delays may occur if recurring payments are scheduled outside of business hours. Schedule in advance to ensure timely payment.
    Note: Recurring payments will fail if there are no open Budget Memo Invoices for payment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



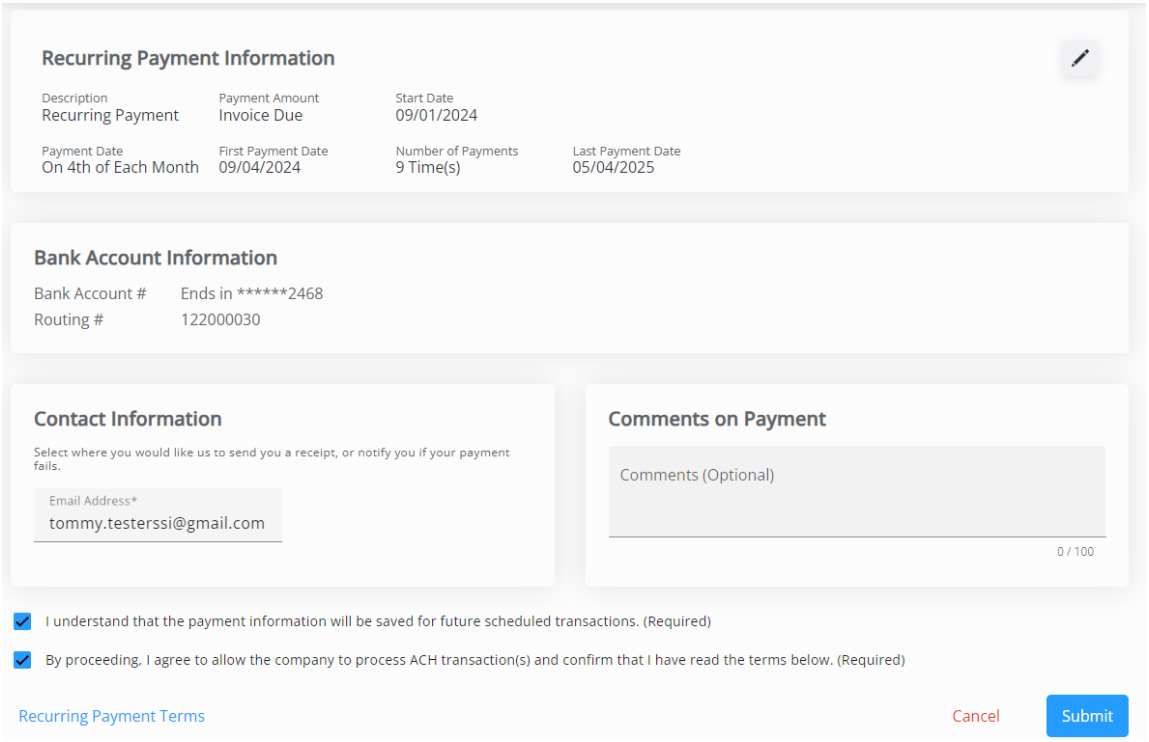
    a. Enter a brief *Description* for this recurring payment. The *Payment Amount* defaults to the *Invoice Due* and cannot be modified.
    b. Choose a *Start Date* by selecting the **Calendar** icon, then choose the *Date of Each Month* the payment should be made. The *Payment Date* defaults once this 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.



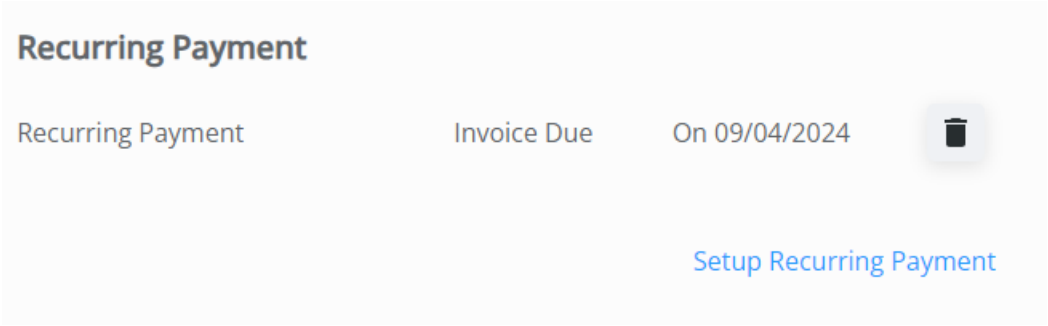
    d. For the *Recurring Payment Method*, choose to use *Saved Payment Information* or optionally choose *Bank Account* or *Credit or Debit Card* to enter new information. If entering new payment information, it will have to be saved for future scheduled transactions.



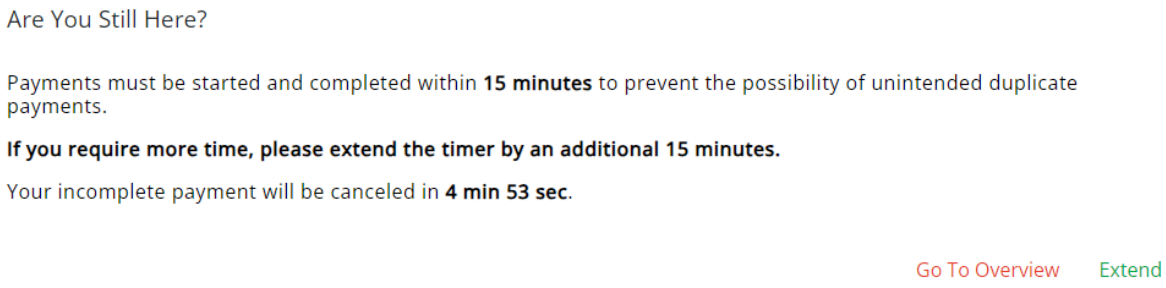
e. Select **Review Recurring Payment** and make sure everything is correct. Choose the **Pencil** to make any adjustments. Verify the *Email Address* is accurate and optionally enter any *Comments*. Be sure to check both boxes and review the **Recurring Payment Terms** then select **Submit**.
Note: The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

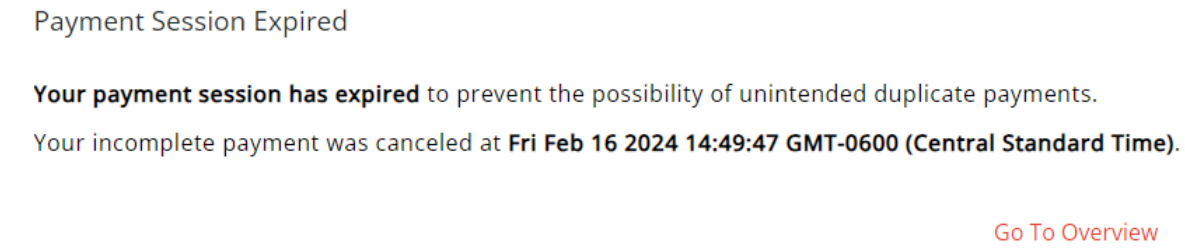


12. After 10 minutes of inactivity on the page, a dialog box displays indicating that after 15 minutes of inactivity, the payment will be canceled and the page will be redirected to the *Overview* page. Choose **Go To Overview** to cancel out of the payment or **Extend** for an additional 15 minutes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



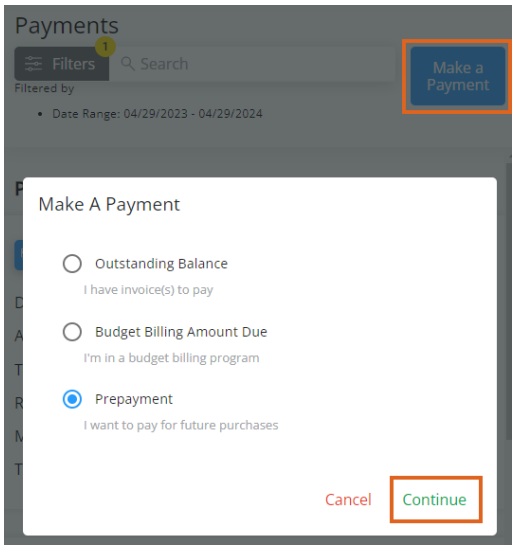
13. After 15 or more minutes of inactivity, a dialog box will display and the option to leave the payment and go

back to the *Overview* page to start over.

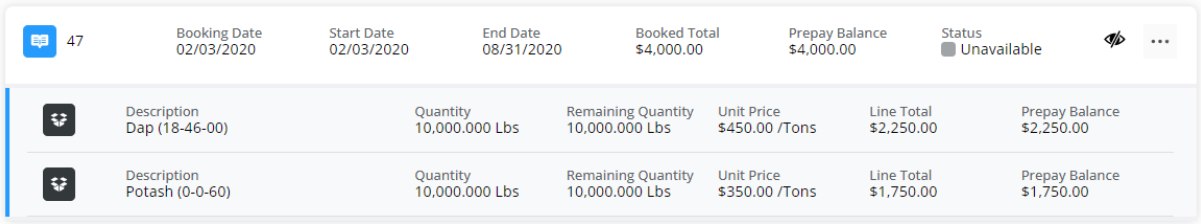


Make a Prepayment

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

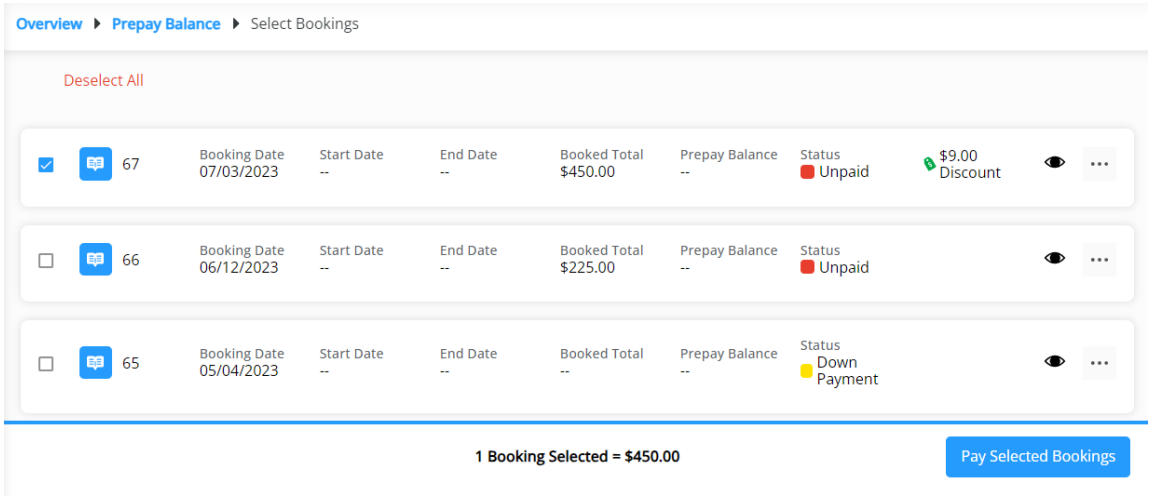


2. The *Prepay Balance* displays in the top left and *Paid Bookings* display in the bottom half of the screen. Select the **Expand** icon on a Booking line item to view additional details or the **Ellipsis** to view or download a PDF of the Booking.

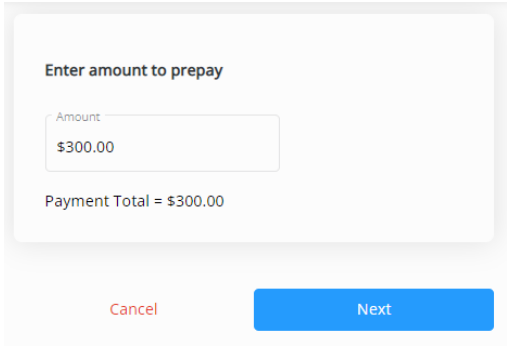


3. In the top right, choose *Select Bookings to Pay* or *Enter Amount to Prepay* and select **Make Payment**.
    - **Select Bookings to Pay** – Specify which Bookings are to be included in the payment. Select Bookings using the checkbox then choose **Pay Selected Bookings**. Discount amounts will display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

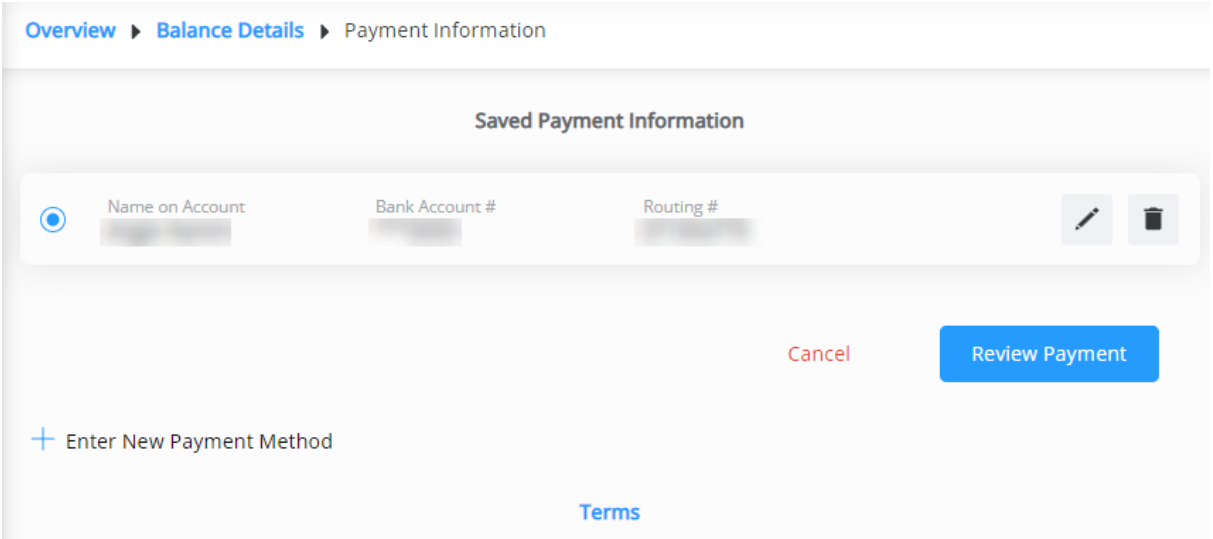
      Note: Bookings created from Grower Orders will not be available for selection in the list that displays.



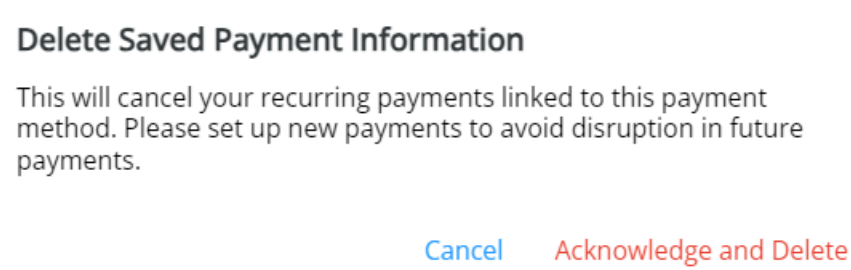
- **Enter Amount to Prepay** – Enter an amount to be automatically applied to Unapplied Cash and select **Next**.



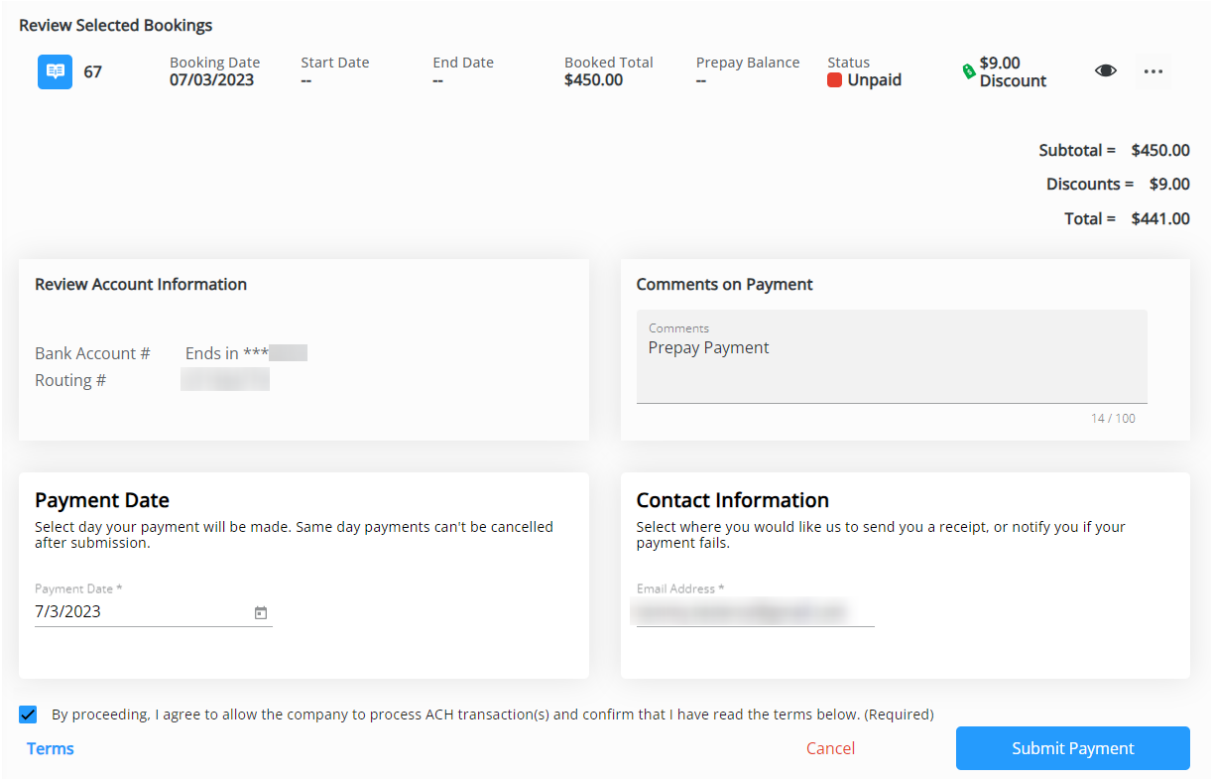
4. On the *Payment Information* page, review/edit or add payment information. Select **Review Payment**.



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**.

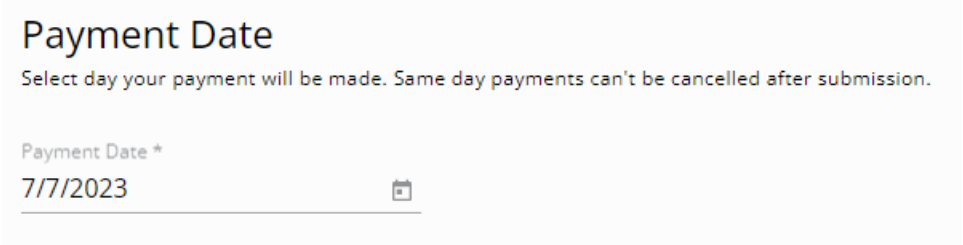


5. Review information here including *Selected Bookings/Prepay Amount*, *Account Information*, and *Contact Information*. Optionally add any *Comments*. If paying via ACH, review the **Terms** and check the box agreeing to allow the ACH transaction to be processed.

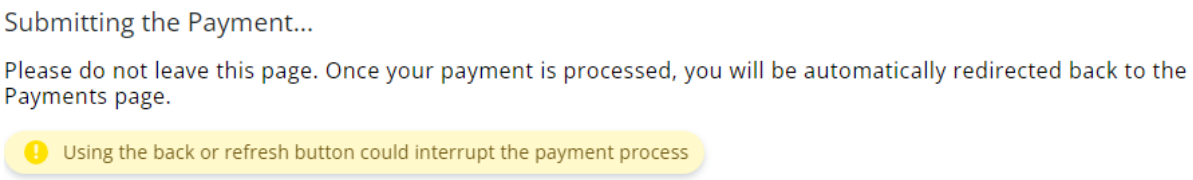


6. Optionally select the day for the payment to be made. Scheduled Payments will show as *Pending* in the Payments list. If needed, it can be cancelled by selecting the **Delete** icon.

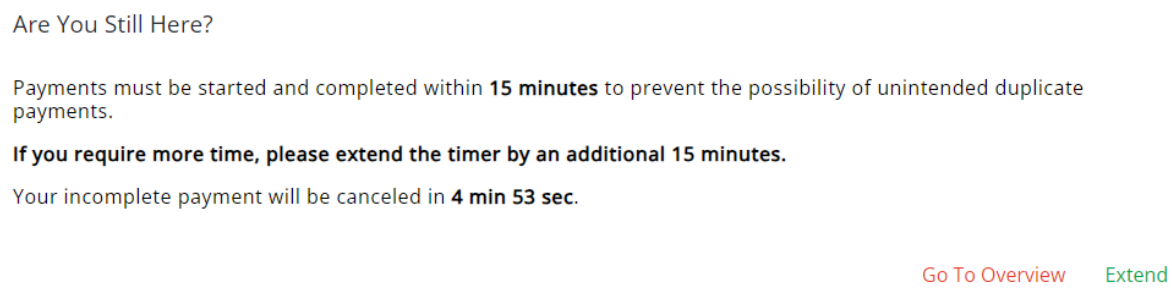
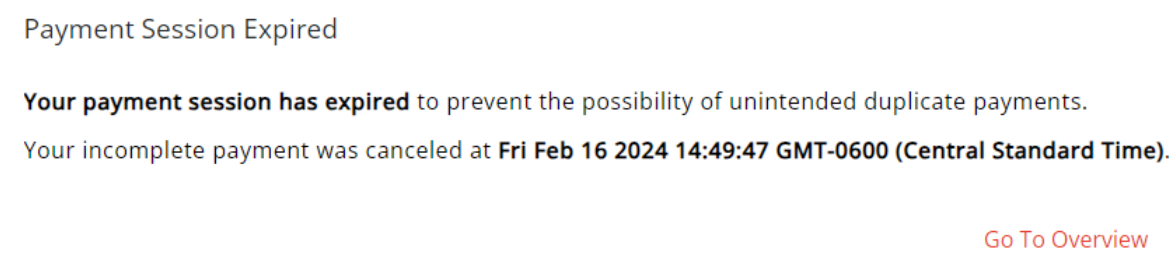
   Note: Same-day payments cannot be cancelled after submitting.



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.



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.



10. 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.