



GFS Customer Payment Portal Quick Reference Guide

General Information

What is HighRadius?

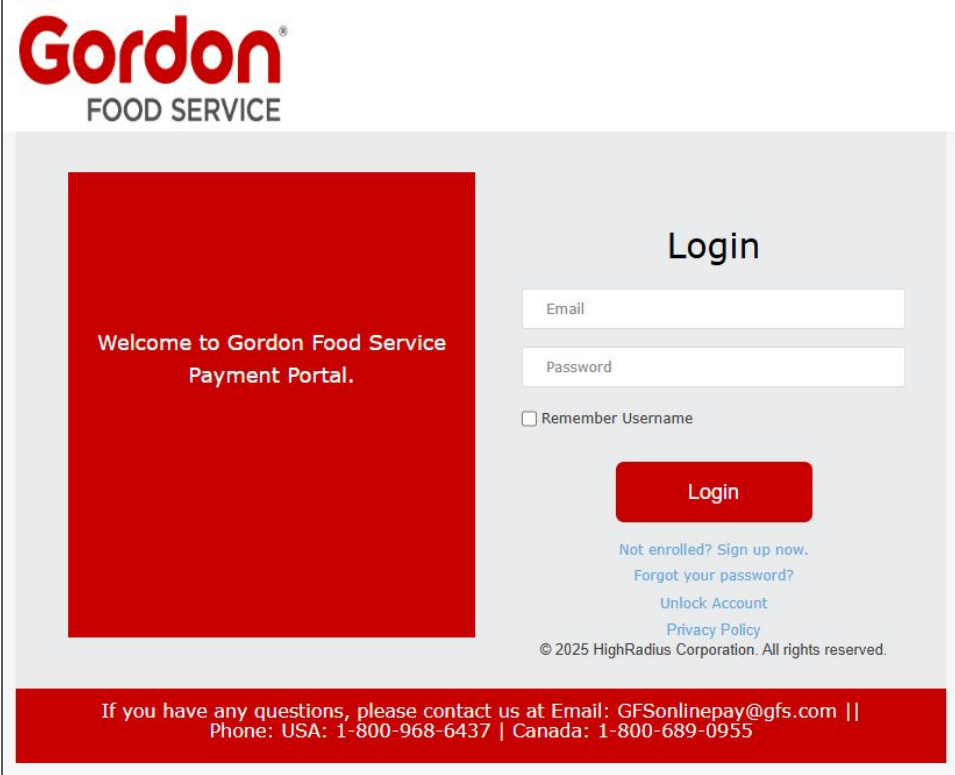
HighRadius is a payment platform that provides customers with an invoice management and payment portal. The payment portal provides customers with a historical invoice database and expanded payment options.

What is the benefit of using the customer payment portal?

The payment portal provides customers with the ability to easily view and manage their invoices. Additionally, self-service functionality allows customers to find past invoices, setup payment methods and update information in real time.

How do I log into the GFS payment portal?

Follow this [link](#) on Gordon Ordering to the login screen.



The screenshot shows the login interface for the Gordon Food Service Payment Portal. At the top left is the Gordon Food Service logo. A large red box on the left contains the text "Welcome to Gordon Food Service Payment Portal." To the right, under the heading "Login", are input fields for "Email" and "Password". Below these is a checkbox for "Remember Username". A red "Login" button is positioned below the checkbox. Underneath the button are three links: "Not enrolled? Sign up now.", "Forgot your password?", and "Unlock Account". Below these links is a link for "Privacy Policy". At the bottom of the login area is a copyright notice: "© 2025 HighRadius Corporation. All rights reserved." A red footer bar at the very bottom contains contact information: "If you have any questions, please contact us at Email: GFSonlinepay@gfs.com || Phone: USA: 1-800-968-6437 | Canada: 1-800-689-0955".

Gordon
FOOD SERVICE

Welcome to Gordon Food Service
Payment Portal.

Login

Email

Password

☐ Remember Username

Login

[Not enrolled? Sign up now.](#)
[Forgot your password?](#)
[Unlock Account](#)
[Privacy Policy](#)

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If you have any questions, please contact us at Email: GFSonlinepay@gfs.com ||
Phone: USA: 1-800-968-6437 | Canada: 1-800-689-0955

What is on the landing page?

Login defaults to the EIPP tab and the Workboard sub-tab. Use the Quick Links to navigate to key areas of the customer payment portal. Other tiles on the landing page also offer convenient access to information or actions.

Gordon
FOOD SERVICE

EIPP Exports

Payment History Open Bills Payment On Account Closed Bills Administration **Workboard**

Customer Details
Krispy Kreme

Quick Links

- Invoice Search
- Download Statement
- Manage Payments
- Auto Payment
- Contact Supplier

Due Amount

Total Past Due

Amount Due
CAD 0.00

Number of Bills
0

Last Payment Details

Amount Paid
CAD 4.80

Date
26 February 2025

Number of Bills
1

Mode
ACH

Pay Amount Now

How do I add a bank account?

On the Administration sub-tab, select Manage Bank Accounts and click Add.

Gordon FOOD SERVICE

Navigation: EIPP, Exports, Payment History, Open Bills, Payment On Account, Closed Bills, **Administration**, Workboard

Left Sidebar: **Manage Bank Accounts**, Manage Credit Cards, Manage Contacts

Buttons: Add, Edit, Delete, Accessible by Merchant, Select Payer: Krispy Kreme-072, Mark as Primary

Account Number	Account Holder's Name	Routing Number	Bank Name	Bank Country	Accessible By...	Saved On	Account Status
XX			BOCARO	Canada	No	2025-02-12 07:00:50	Active

Save Changes?

Your Card or Bank Account information is stored in a PCI compliant format and will be accessible to the merchant for processing Payments or Refunds. Do you wish to proceed?

Cancel Add

Add Bank Account

Bank Country *: US
Currency *: USD

Cancel Proceed

Add Bank Account

Bank Country *: Canada
Currency *: CAD
Bank Name *:
Account Type *:
Account Number *:
Re-enter Account Number *:
Transit(Branch) Number (5 digits) *:
Financial Institute(Branch) Number (3 digits) *:
Account Holder's Name *:

Fields marked with * are mandatory

Cancel Submit

Page 1 of 1

CA ONLY - There is a three-day holding period for bank routing validation before you can initiate an ACH payment

How do I add a credit card?

On the Administration sub-tab, select Manage Credit Cards and click Add.

Gordon FOOD SERVICE

EIPP Exports

Payment History Open Bills Payment On Account Closed Bills **Administration** Workboard

Manage Bank Accounts Manage Credit Cards Manage Contacts

Add Delete Accessible by Merchant Select Payer: Krispy Kreme-072

Card Description	Card Expiry Month	Card Expiry Year	Card Holder Name	Card Status	Accessible By Merchant	Saved On
There are no Records						

Save Changes?

Your Card or Bank Account information is stored in a PCI compliant format and will be accessible to the merchant for processing Payments or Refunds. Do you wish to proceed?

Cancel Add

Enter card details

Card Number *

VISA

Expiry Date * *CVV Number

01 2025

Card Holder First Name *

Card Holder Last Name

Bill To Address

Address 1 *

Address 2

0 Records to display

Where can I find my GFS invoices?

You can view a list of open invoices via the EIPP tab and Open Bills sub-tab.

The screenshot displays the Gordon Food Service EIPP (Electronic Invoice Payment Process) interface. The top navigation bar is red with the Gordon Food Service logo on the left and a bell icon on the right. Below the navigation bar, the 'EIPP' tab is selected, and the 'Open Bills' sub-tab is highlighted with a red box. A red line connects the 'Open Bills' sub-tab to the table of invoices below. The interface shows a 'Total Open Amount' of 9.60 CAD and a 'Selected Payable Amount' of 2.40 CAD (1 invoice selected). A search filter is set to 'Invoices'. The table lists three invoices for Krispy Kreme, with the third invoice (Transaction Number 10816661) selected. The table columns include Company Code, Customer Number, Customer Name, Transaction Number, Transaction Type, Transaction PDF, Document Date, Invoice Due Date, Transaction Original, Open Amount, Currency, Discount %, Discount Days, Payable Amount, Dispute Amount, Payment Status, Clearing Date, Past Due Days, and Document Number.

Company Code	Customer Number	Customer Name	Transaction Number	Transaction Type	Transaction PDF	Document Date	Invoice Due Date	Transaction Original	Open Amount	Currency	Discount %	Discount Days	Payable Amount	Dispute Amount	Payment Status	Clearing Date	Past Due Days	Docu Numl
3000		Krispy Kre...	10816660	DR	View	2024-09-06	Oct 11, 2024...	4.80	4.80	CAD	0	35.00	4.80		Success		130	1809C
3000		Krispy Kre...	10816662	DR	View	2024-09-06	Oct 11, 2024...	2.40	2.40	CAD	0	35.00	0.00		Success		130	1809C
3000		Krispy Kre...	10816661	DR	View	2024-09-06	Oct 11, 2024...	2.40	2.40	CAD	0	35.00	2.40		Open		130	1809C

Page 1 of 1

Open Bills 1 - 3 of 3

How do I view the invoice itself?

On the Open Bills sub-tab, select the checkbox next to the invoice/s and then click on the Invoices dropdown and select View Invoice.

The screenshot shows the Gordon Food Service EIPP interface. The 'Open Bills' sub-tab is selected. A table lists open bills with columns for Company Code, Customer Name, Transaction Number, Invoice Due Date, and Payable Amount. The third row is selected, and the 'Invoices' dropdown menu is open, showing the 'View Invoice' option.

Company Code	Customer Name	Transaction Number	Invoice Due Date	Payable Amount
3000	Krispy Kre...	10816661	2024-09-06	4.80
3000	Krispy Kre...	10816662	2024-09-06	2.40
3000	Krispy Kre...	10816661	2024-09-06	2.40

How do I pay with my bank account (ACH)?

On the Open Bills sub-tab, select the checkbox next to the invoice/s and then click on the Pay Selected Bills dropdown and select Pay by ACH.

The screenshot displays the Gordon Food Service 'Open Bills' interface. At the top, the 'Open Bills' sub-tab is selected. Below the navigation bar, the 'Total Open Amount' is 9.60 CAD, and the 'Selected Payable Amount' is 2.40 CAD (1 invoice(s) selected). A table of open bills is shown with columns for Company Code, Customer Name, Transaction Number, Transaction Type, Invoice Due Date, Transaction Original, Open Amount, Currency, Discount %, Discount Days, Payable Amount, Dispute Amount, Payment Status, Clearing Date, Past Due Days, and Docu Numl. The third row is highlighted in yellow, and its checkbox is checked. A dropdown menu is open for the 'Pay Selected Bills' button, showing options: 'Pay by ACH' (selected), 'Pay by Credit Card', and 'Offset Credits'. A red box highlights the 'Pay by ACH' option. A red box also highlights the checked checkbox for the third row. The bottom of the page shows a pagination bar with 'Page 1 of 1' and a status bar indicating 'Open Bills 1 - 3 of 3'.

Company Code	Customer Name	Transaction Number	Transaction Type	Invoice Due Date	Transaction Original	Open Amount	Currency	Discount %	Discount Days	Payable Amount	Dispute Amount	Payment Status	Clearing Date	Past Due Days	Docu Numl
3000	Krispy Kreme	10816660	DR	2024-09-06	Oct 11, 2024..	4.80	CAD	0	35.00	4.80		Success		130	1809C
3000	Krispy Kreme	10816662	DR	2024-09-06	Oct 11, 2024..	2.40	CAD	0	35.00	0.00		Success		130	1809C
3000	Krispy Kreme	10816661	DR	2024-09-06	Oct 11, 2024..	2.40	CAD	0	35.00	2.40		Open		130	1809C

How do I pay with a credit card?

On the Open Bills sub-tab, select the checkbox next to the invoice/s and then click on the Pay Selected Bills dropdown and select Pay by Credit Card.

The screenshot displays the Gordon Food Service EIPP (Electronic Invoice Payment Platform) interface. The 'Open Bills' sub-tab is active, showing a list of open bills. A red box highlights the 'Pay Selected Bills' dropdown menu, which is open, showing options for 'Pay by ACH' and 'Pay by Credit Card'. A red box also highlights the 'Pay by Credit Card' option. A red box highlights the checkbox next to the first bill in the list, which is selected. A red box highlights the 'Pay by Credit Card' option in the dropdown menu. A red box highlights the 'Pay by Credit Card' option in the dropdown menu. A red box highlights the 'Pay by Credit Card' option in the dropdown menu.

Company Code	Customer Number	Customer Name	Transaction Number	Transaction Type	Invoice Due Date	Transaction Original	Open Amount	Currency	Discount %	Discount Days	Payable Amount	Dispute Amount	Payment Status	Clearing Date	Past Due Days	Docu Num
3000	Krispy	Krispy	10816660	DR	Oct 11, 2024..	4.80	4.80	CAD	0	35.00	4.80		Success		130	1809C
3000	Krispy	Krispy	10816682	DR	Oct 11, 2024..	2.40	2.40	CAD	0	35.00	0.00		Success		130	1809C
3000	Krispy	Krispy	10816661	DR	Oct 11, 2024..	2.40	2.40	CAD	0	35.00	2.40		Open		130	1809C

How do I setup auto-pay?

On the Open Bills sub-tab, select Enable/Disable Auto Pay.

The screenshot displays the Gordon Food Service EIPP interface. The 'Open Bills' sub-tab is selected, showing a table of open bills. A modal titled 'Enable/Disable Auto Payment' is open, allowing users to configure auto-pay for a selected customer.

Open Bills Table:

Company Code	Customer Number	Customer Name	Transaction Number	Transaction Type	Transaction PDF	Document Date	Invoice Due Date	Transaction Original	Open Amount	Currency	Discount %	Discount Days	Payable Amount	Dispute Amount	Payment Status	Clearing Date	Past Due Days	Docu Numl
3000		Krispy Kre...	10816660	DR	View	2024-09-06	Oct 11, 2024...	4.80	4.80	CAD	0	35.00	4.80		Success		130	1809C
3000		Krispy Kre...	10816662	DR	View	2024-09-06	Oct 11, 2024...	2.40	2.40	CAD	0	35.00	0.00		Success		130	1809C
3000		Krispy Kre...	10816661	DR	View	2024-09-06	Oct 11, 2024...	2.40	2.40	CAD	0	35.00	2.40		Open		130	1809C

Enable/Disable Auto Payment Modal:

Customer *: Krispy Kreme-0722354483

Auto Pay*: ☒ Enable Auto Pay ☐ Disable Auto Pay

Payment Frequency*: Start Date*:

Payment Type*: Card/Bank Account*:

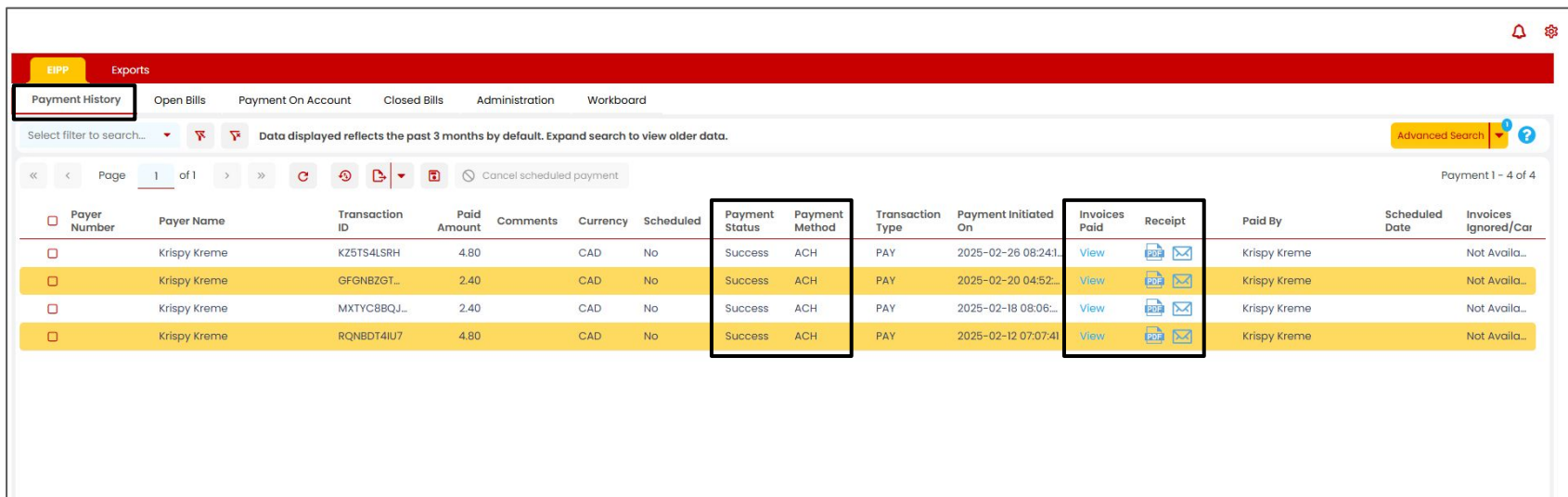
Fields marked with * are mandatory

Buttons: Cancel, Submit

How to view payment history?

On the Payment History sub-tab, you can view the Payment Status, Method, Invoices Paid, and Receipt (PDF or Email Copy).

Note - Only payments submitted in this customer payment portal will display.



EIPP Exports															
Payment History Open Bills Payment On Account Closed Bills Administration Workboard															
Select filter to search... Data displayed reflects the past 3 months by default. Expand search to view older data. Advanced Search ?															
<< < Page 1 of 1 > >> Cancel scheduled payment Payment 1 ~ 4 of 4															
☐ Payer Number	Payer Name	Transaction ID	Paid Amount	Comments	Currency	Scheduled	Payment Status	Payment Method	Transaction Type	Payment Initiated On	Invoices Paid	Receipt	Paid By	Scheduled Date	Invoices Ignored/Car
☐	Krispy Kreme	KZ5TS4LSRH	4.80		CAD	No	Success	ACH	PAY	2025-02-26 08:24:1...	View	PDF Email	Krispy Kreme		Not Availa...
☐	Krispy Kreme	GFGNBZGT...	2.40		CAD	No	Success	ACH	PAY	2025-02-20 04:52:...	View	PDF Email	Krispy Kreme		Not Availa...
☐	Krispy Kreme	MXTYC8BQJ...	2.40		CAD	No	Success	ACH	PAY	2025-02-18 08:06:...	View	PDF Email	Krispy Kreme		Not Availa...
☐	Krispy Kreme	RQNBDT4IU7	4.80		CAD	No	Success	ACH	PAY	2025-02-12 07:07:41	View	PDF Email	Krispy Kreme		Not Availa...

How to view closed bills?

On the Closed Bills sub-tab, you can select invoices and click on the Invoices dropdown view the invoice closed.

The screenshot displays the EIPP (Enterprise Invoice Processing Platform) interface. At the top, there's a red header bar with 'EIPP' and 'Exports' tabs. Below this, a navigation bar includes 'Payment History', 'Open Bills', 'Payment On Account', 'Closed Bills' (which is highlighted with a red box), 'Administration', and 'Workboard'. A 'Customer' dropdown menu is set to 'All Customers'. Below the navigation bar, there's a search bar with the text 'Select filter to search...' and an 'Advanced Search' button. The main content area features a table of bills. The table has columns for 'Customer Number', 'Customer Name', 'Bill To', 'Ship To', 'Invoice Amount', 'Invoice Date', and 'Invoice Due Date'. Two bills are listed: one for 'Krispy Kreme' with invoice number '30589' and another for 'Krispy Kreme' with invoice number '10816661'. The second bill is selected, indicated by a red checkmark in the 'Customer Number' column. A red box highlights the 'Invoices' dropdown menu, which is open, showing a 'View Invoice' button. A red box also highlights the 'View Invoice' button in the table row for the selected bill.

Customer Number	Customer Name	Bill To	Ship To	Invoice Amount	Invoice Date	Invoice Due Date
☐	Krispy Kreme			30589	View Invoice	025-01-...
☒	Krispy Kreme			10816661	2.40	2024-09-... 2024-10-11

How do I add contacts to the customer portal?

On the Administration sub-tab, you can select Manage Contacts and click on Add Contact.

The screenshot displays the Gordon Food Service customer portal interface. At the top left is the logo "Gordon FOOD SERVICE". In the top right corner are a bell icon and a gear icon. Below the logo is a red navigation bar with two tabs: "EIPP" (highlighted in yellow) and "Exports". Underneath this bar is a sub-navigation bar with several tabs: "Payment History", "Open Bills", "Payment On Account", "Closed Bills", "Administration" (highlighted with a black box), and "Workboard". On the left side, there is a vertical menu with three items: "Manage Bank Accounts", "Manage Credit Cards", and "Manage Contacts" (highlighted with a yellow box). To the right of this menu is a search bar with the text "Select filter to search..." and two filter icons. Further right is a yellow button labeled "Advanced Search" with a dropdown arrow. Below the search bar is a row of action buttons: a refresh icon, a redo icon, a save icon, a list icon, a delete icon, and an "Add Contact" button (highlighted with a black box). To the right of these are "Edit Contact" and "Delete Contact" buttons. Below the buttons is a table with the following columns: Title, First Name, Last Name, Active, Create Time, Create User, Update Time, Update User, Recipient Role, and Email Id. The table contains three rows, with the middle row highlighted in yellow.

Title	First Name	Last Name	Active	Create Time	Create User	Update Time	Update User	Recipient Role	Email Id

How do I add users to the customer portal?

After a contact is created, the Admin user on the customer account can go to the Administration sub-tab, you can select Manage Contacts and click on

The screenshot displays the Gordon Food Service customer portal interface. The top navigation bar is red with the Gordon logo on the left and a notification bell on the right. Below the navigation bar, there are tabs for 'EIPP', 'Exports', 'Open Bills', 'Closed Bills', 'Administration' (highlighted with a black box), 'Workboard', 'Payment History', and 'Payment On Account'. The 'Administration' tab is expanded, showing a sidebar with options: 'Manage Bank Accounts', 'Manage Credit Cards', 'Manage Users', and 'Manage Contacts' (highlighted with a black box). The main content area shows a table of contacts with columns: 'File', 'First Name', 'Last Name', 'Active', 'Create Time', 'Create User', 'Update Time', 'Update User', 'Recipient Role', 'Email Id', 'Phone(Mobi)', 'Phone(Busir)', 'Fax', 'City', 'State', and 'Zip'. Above the table, there are buttons for 'Add Contact', 'Edit Contact', 'Delete Contact', and 'Invite Contact' (highlighted with a black box). A black line connects the 'Manage Contacts' sidebar item to the 'Add Contact' button, and another black line connects the 'Add Contact' button to the 'Invite Contact' button.

File	First Name	Last Name	Active	Create Time	Create User	Update Time	Update User	Recipient Role	Email Id	Phone(Mobi)	Phone(Busir)	Fax	City	State	Zip
☒															
☐															
☐															
☐															
☐															



Frequently Asked Questions

Online Payment Portal Registration

Starting Friday, May 30, 2025

<u>START</u>	Customer Enrollment • Campaign emails requesting customers to register. Add payment methods • Once signed-up, customers can add payment methods and setup auto-pay for their accounts.
<u>STOP</u>	Customers will no longer be able to post payments in the legacy (Dade) customer payment portal.
<u>CONTINUE</u>	Customers can continue to view historical invoices and payments in the legacy (Dade) customer payment portal. ○ https://www.dadepay.com/gfs_us/ ○ https://www.dadepay.com/gfs_ca/

Enrollment Email Example

Subject:	Gordon Food Service Customer Payment Portal Invitation - Sign up Now!
From:	ARDocumentSend@gfs.com



Dear CUSTOMER NAME - CUSTOMER NUMBER,

Gordon Food Service is transitioning to a new customer payment portal May 30, 2025. This transition will require you to enroll in the new portal to prevent any disruptions to orders and payments moving forward.

Next Steps:

- Enrollment
- Login with Email & Password
- Add Payment Methods
- View Invoices
- Submit Payments and/or Enable Auto Pay

[Enroll Today](#) and [log in to the Customer Payment Portal](#).

If you have questions and/or concerns with this email, please contact your Sales Representative or Sales Manager for confirmation and support.

For Technical Support:

GFS Accounts Receivable

Email: GFSonlinepay@gfs.com

Customer Technology Support

Phone: US: 1-800-968-6437 | Canada: 1-800-689-0955

A 125 year commitment to excellence, quality, and you.

Thank you

Note: This is system-generated mail. Please do not reply.

Who do I reach out to with questions and support?

Customer Tech Support: (Gordon Ordering - Customer Tools)

US: 1-800-968-6437 | Canada: 1-800-689-0955

For technical support or issues, please contact GFSonlinepay@gfs.com

For general support, please contact your Sales Representative.

Thank you