GFS Customer Payment Portal Quick Reference Guide

General Information

What is HighRadius?

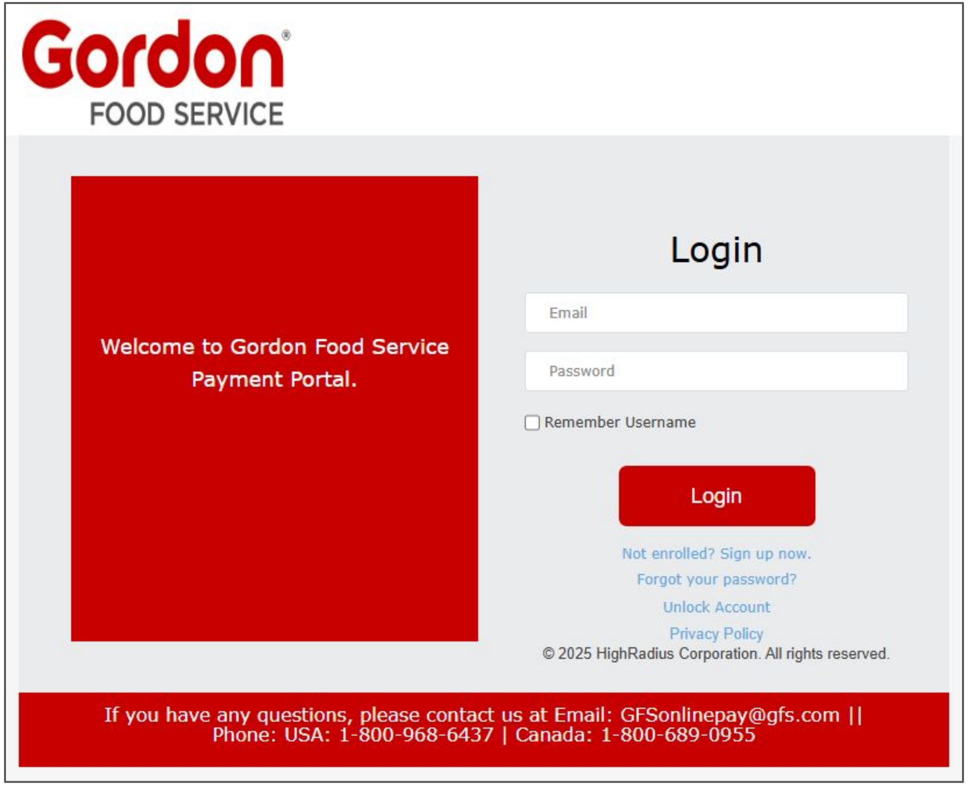
HighRadius is a payment platform that provides customers with an invoice management and payment portal. The payment portal provides customers with a historical invoice database and expanded payment options.

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.

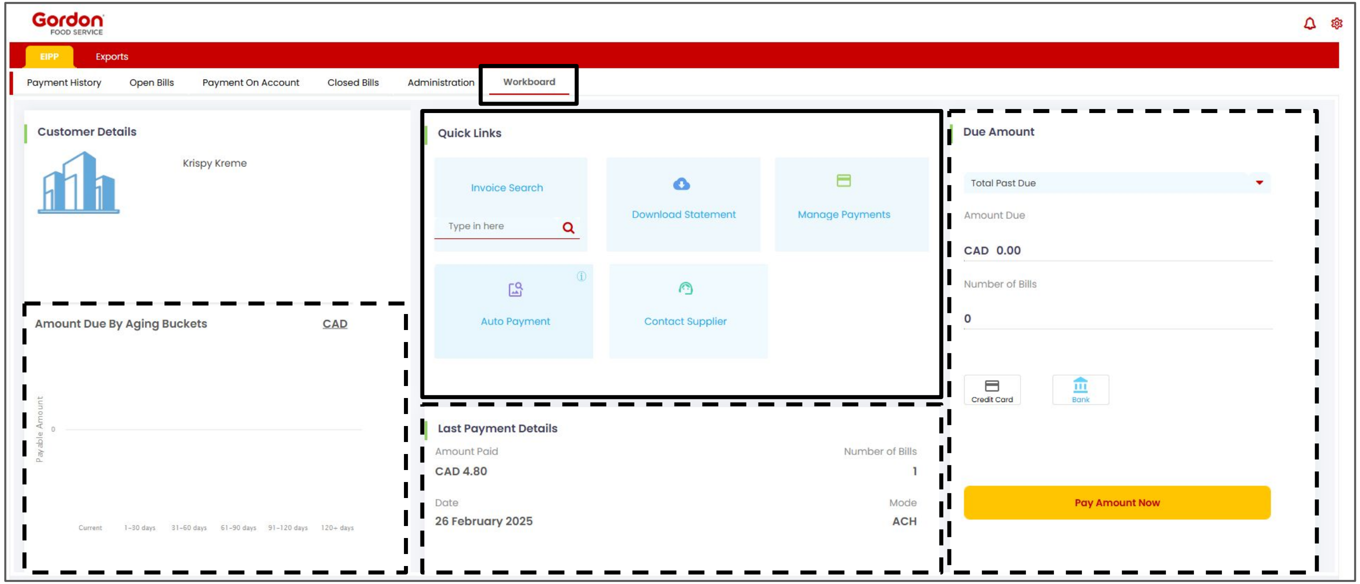
How do I log into the GFS payment portal?

Follow this link on Gordon Ordering to the login screen.



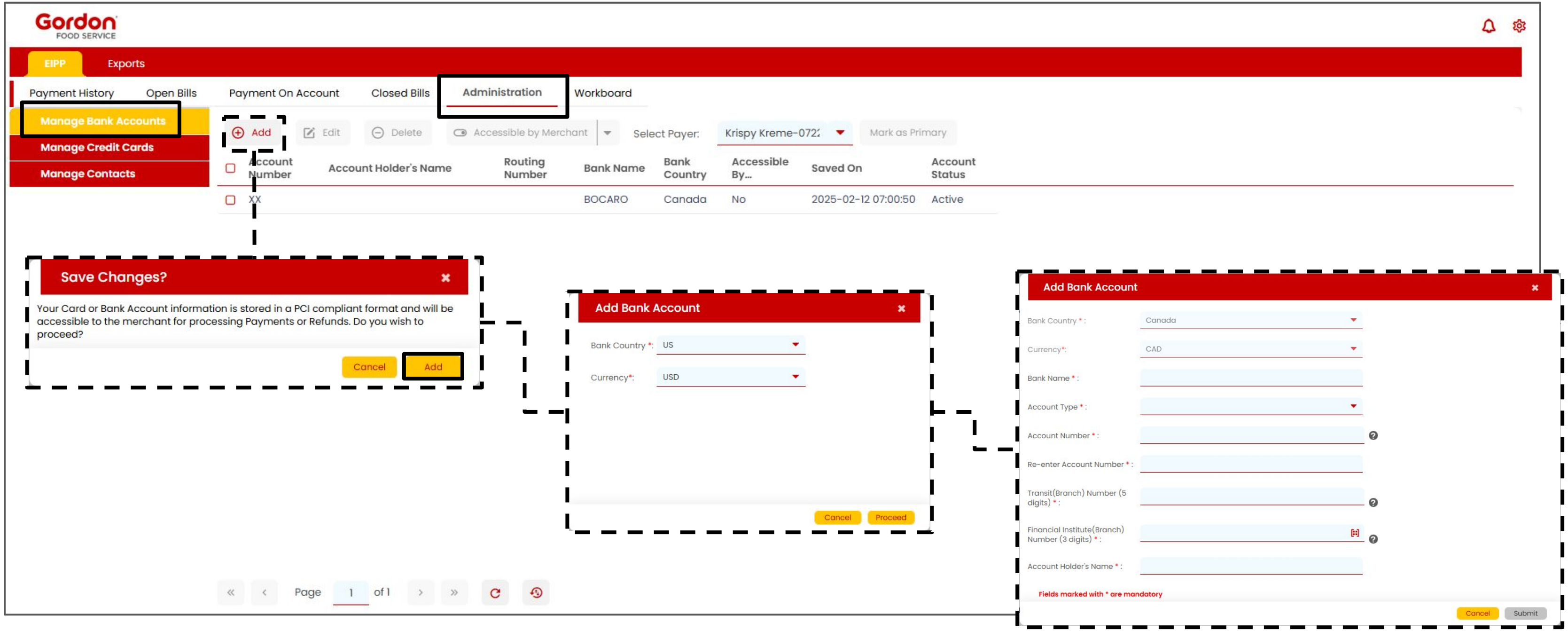
What is on the landing page?

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.



How do I add a bank account?

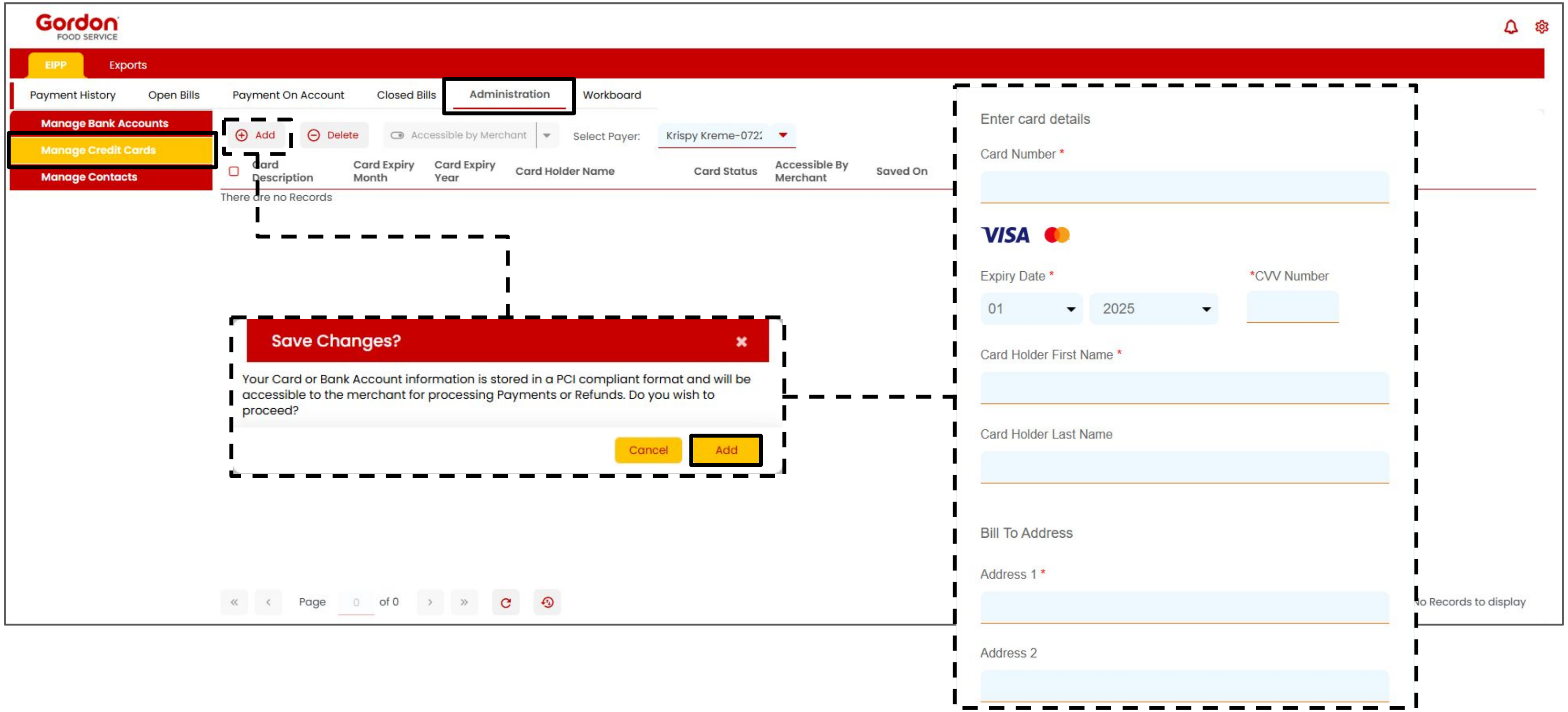
On the Administration sub-tab, select Manage Bank Accounts and click Add.



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

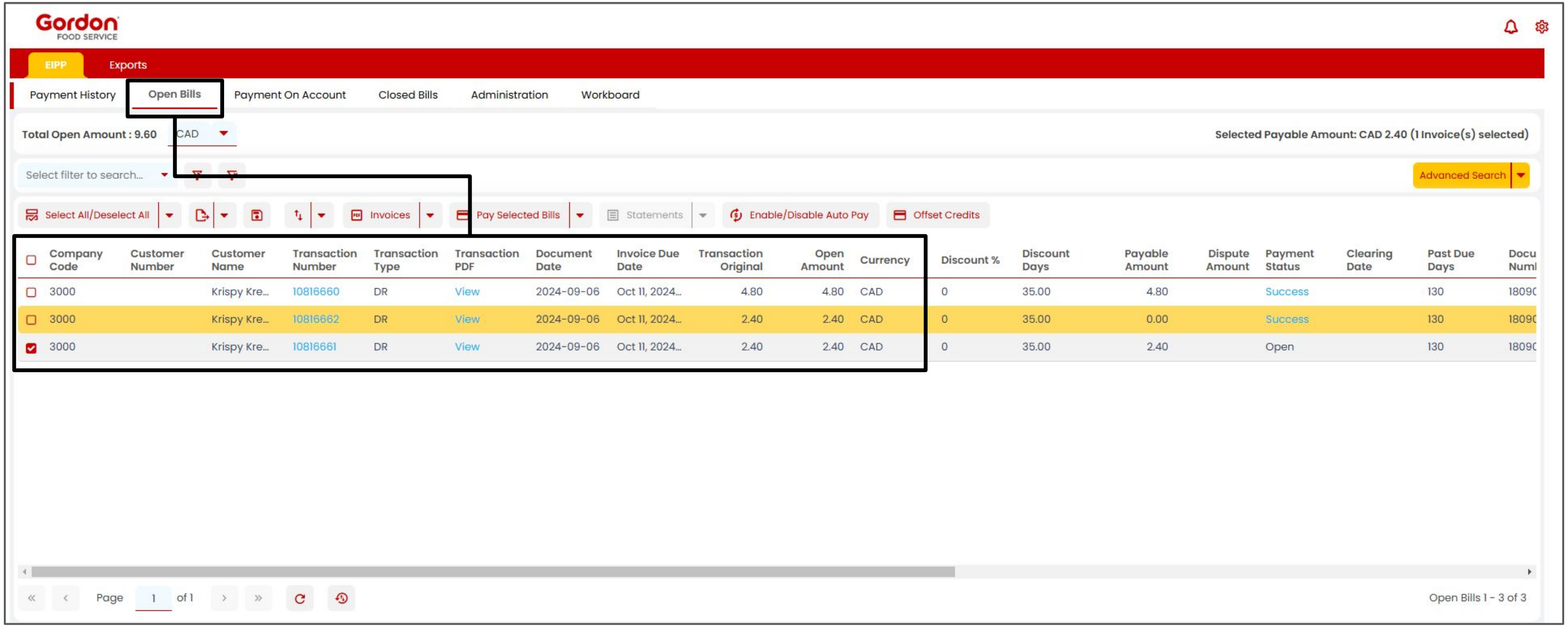
How do I add a credit card?

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



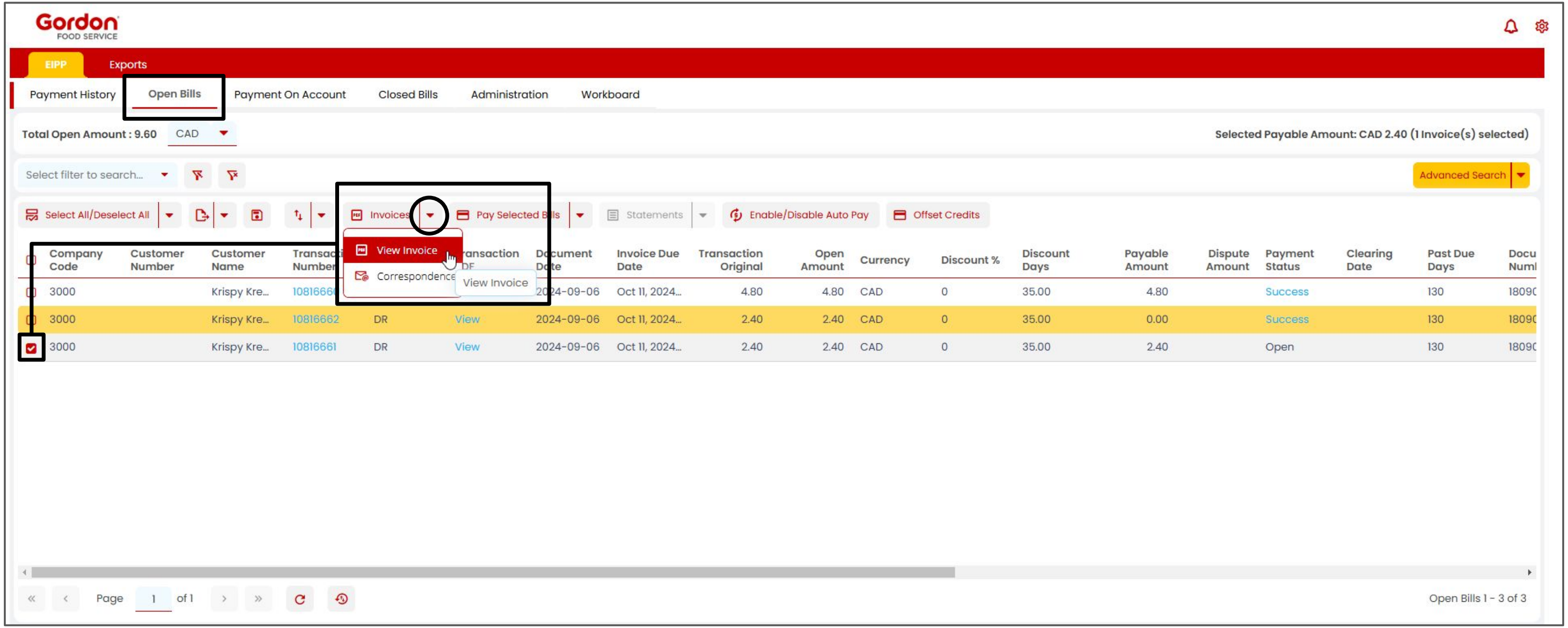
Where can I find my GFS invoices?

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



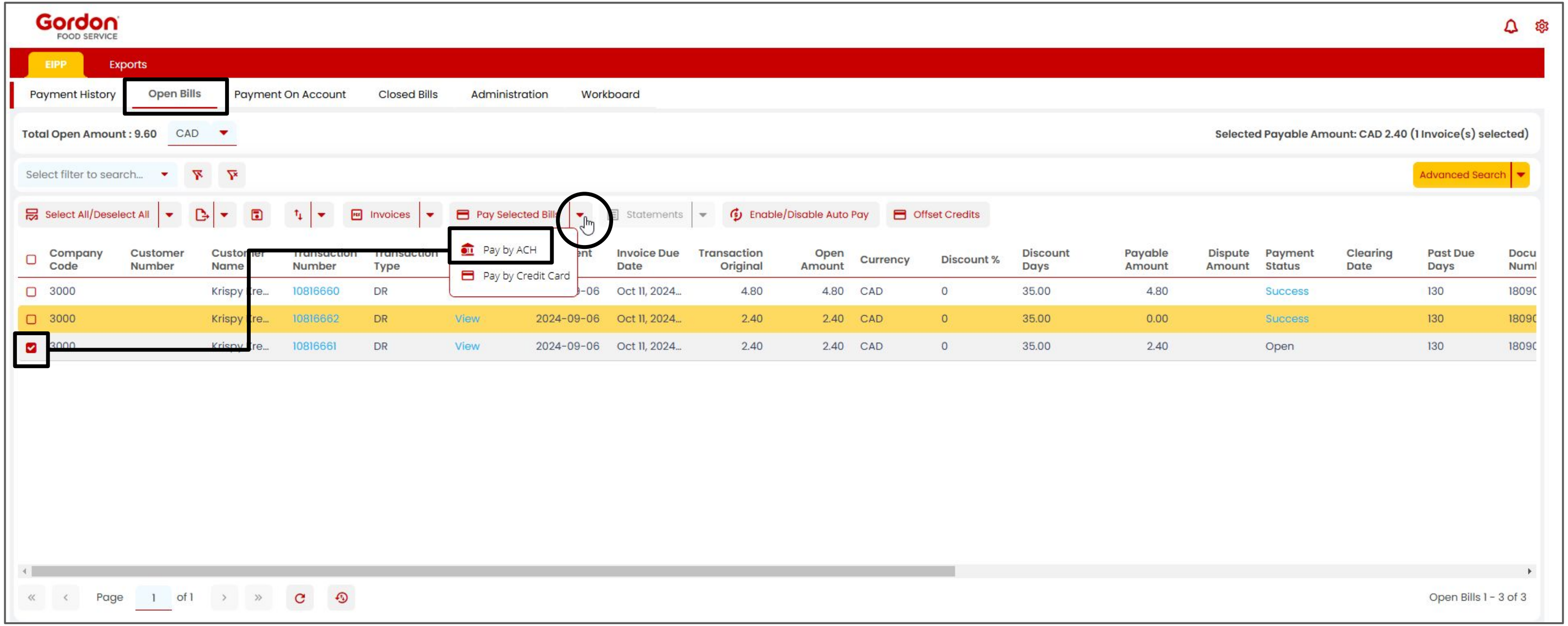
How do I view the invoice itself?

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.



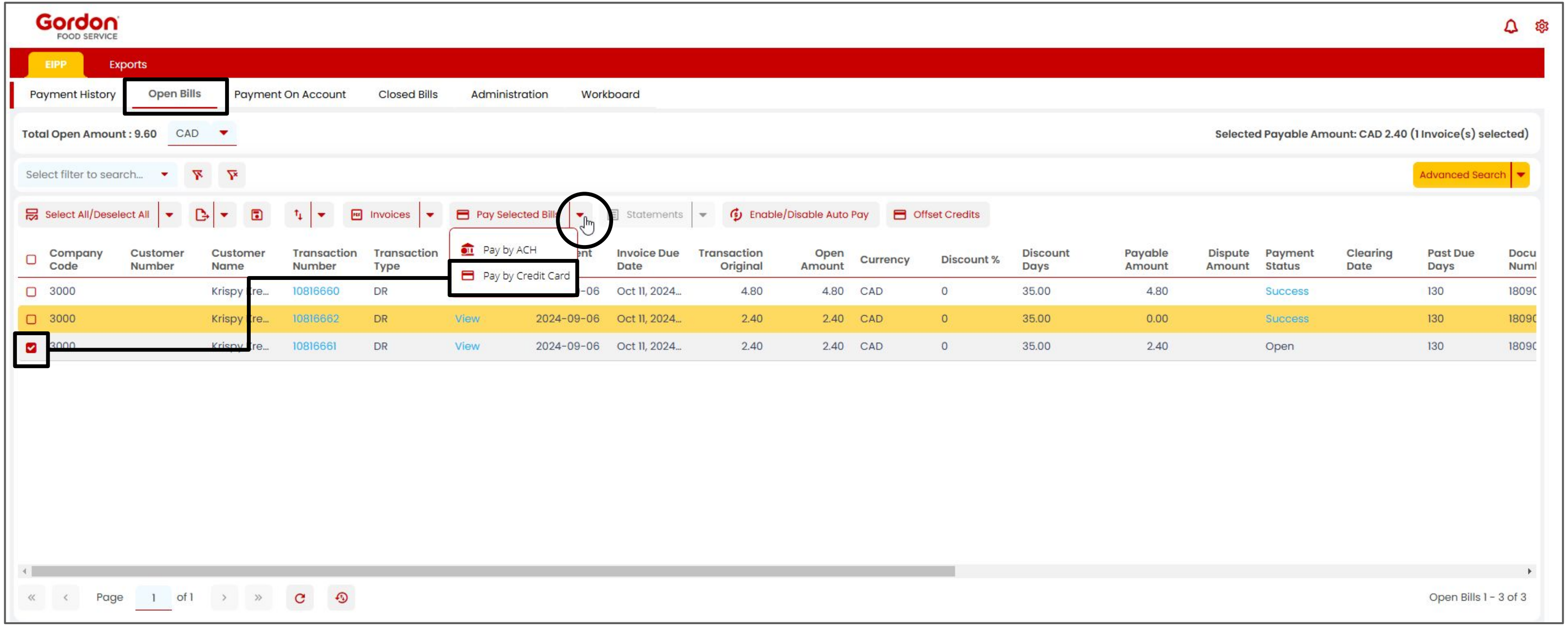
How do I pay with my bank account (ACH)?

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.



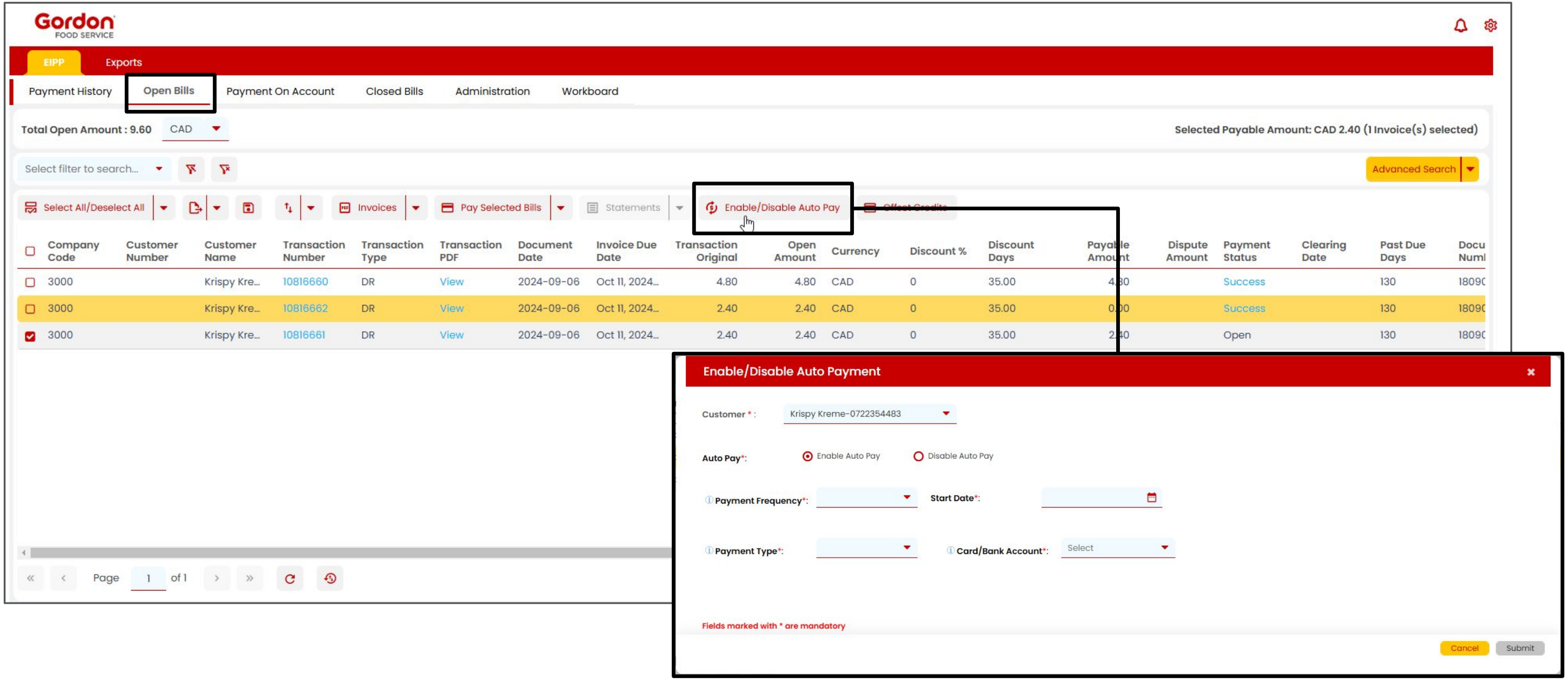
How do I pay with a credit card?

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.



How do I setup auto-pay?

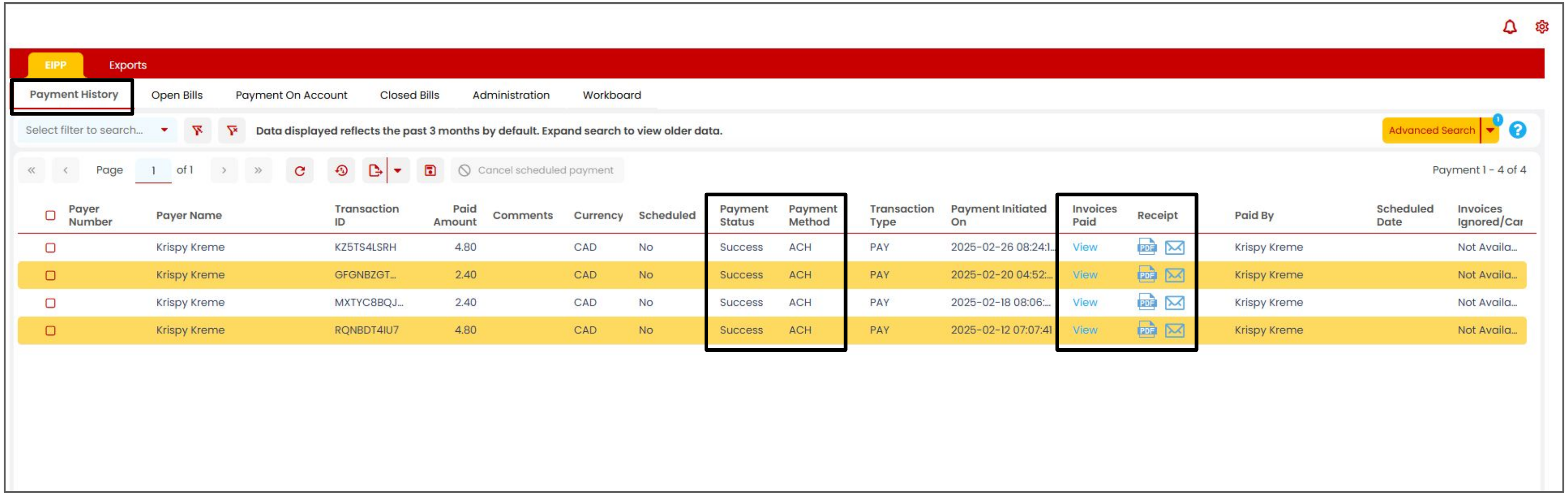
On the Open Bills sub-tab, select Enable/Disable Auto Pay.



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).

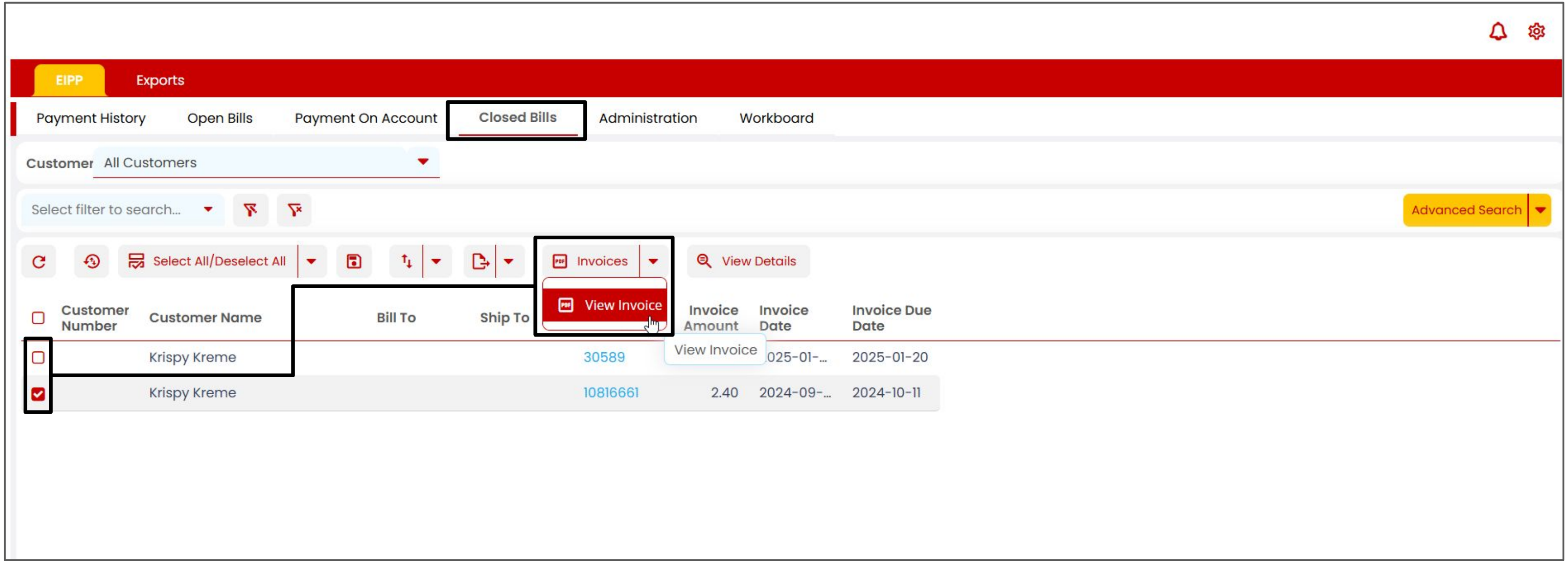
Note - Only payments submitted in this customer payment portal will display.



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		Krispy Kreme		Not Availa...
	Krispy Kreme	GFGNBZGT...	2.40		CAD	No	Success	ACH	PAY	2025-02-20 04:52:...	View		Krispy Kreme		Not Availa...
	Krispy Kreme	MXTYC8BQJ...	2.40		CAD	No	Success	ACH	PAY	2025-02-18 08:06:...	View		Krispy Kreme		Not Availa...
	Krispy Kreme	RQNBDT4IU7	4.80		CAD	No	Success	ACH	PAY	2025-02-12 07:07:41	View		Krispy Kreme		Not Availa...

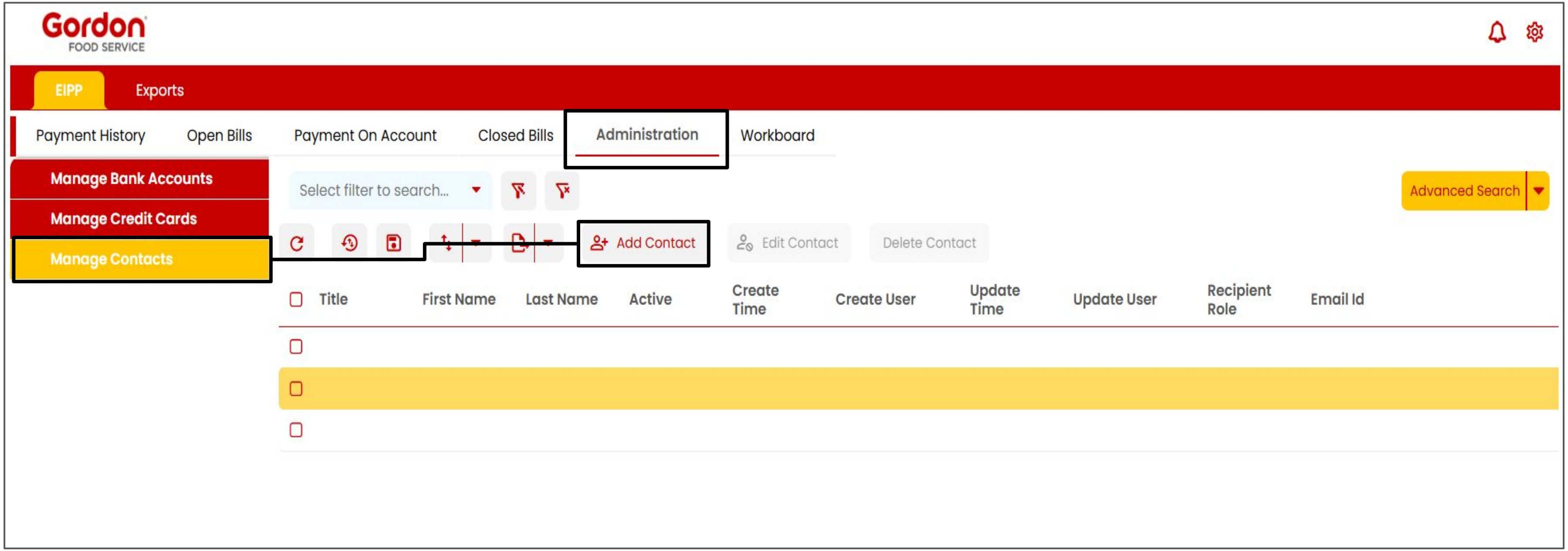
How to view closed bills?

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



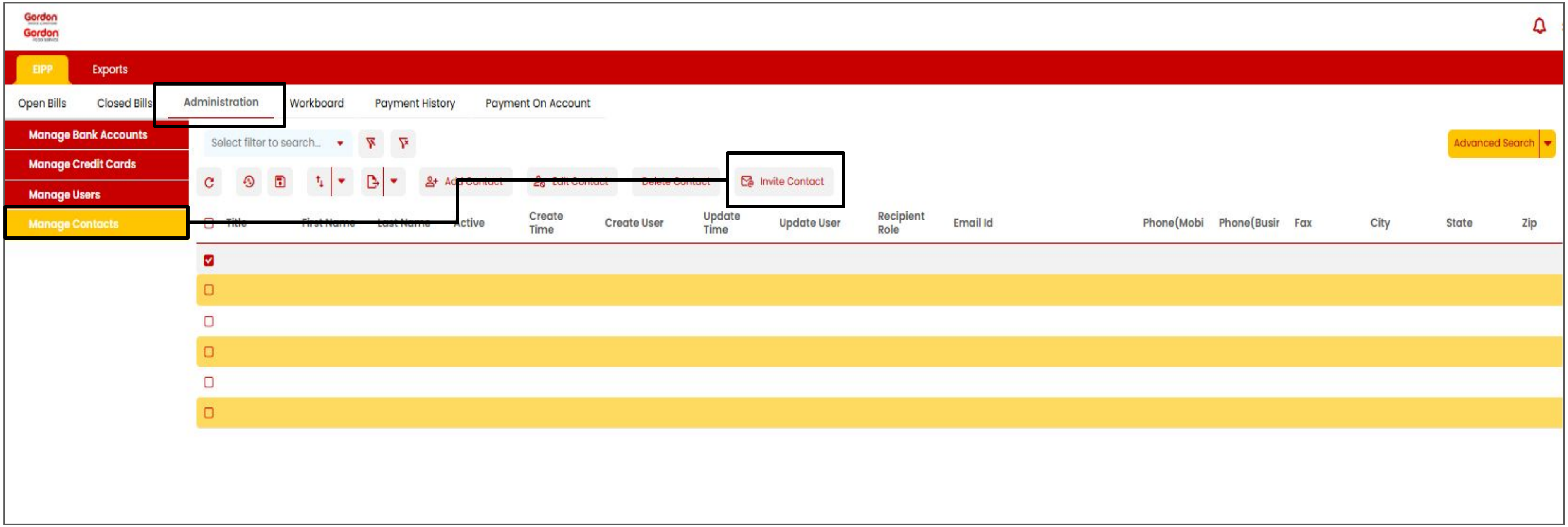
How do I add contacts to the customer portal?

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



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



Frequently Asked Questions

Online Payment Portal Registration

Starting Friday, May 30, 2025

START	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.
STOP	Customers will no longer be able to post payments in the legacy (Dade) customer payment portal.
CONTINUE	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

Gordon®
FOOD SERVICE

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