



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.



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Sign In

USERNAME

☐ Keep me signed in

NEXT

[NEED HELP? CONTACT US](#)

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.

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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.

The screenshot shows the Gordon Food Service interface. The top navigation bar includes 'EIPP' and 'Exports'. The main navigation tabs are 'Payment History', 'Open Bills', 'Payment On Account', 'Closed Bills', 'Administration', and 'Workboard'. The 'Administration' tab is selected, and the 'Manage Bank Accounts' sub-tab is highlighted. A table of existing bank accounts is shown, with an 'Add' button next to it. A dashed box highlights the 'Add' button. Another dashed box shows a 'Save Changes?' dialog box. A third dashed box shows the 'Add Bank Account' form, which includes fields for Bank Country, Currency, Bank Name, Account Type, Account Number, Re-enter Account Number, Transf(Branch) Number (5 digits), Financial Institute(Branch) Number (3 digits), and Account Holder's Name. The form is titled 'Add Bank Account' and has 'Cancel' and 'Proceed' buttons.

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?

Add Bank Account

Bank Country *: US

Currency*: USD

Add Bank Account

Bank Country *: Canada

Currency*: CAD

Bank Name *:

Account Type *:

Account Number *:

Re-enter Account Number *:

Transf(Branch) Number (5 digits) *:

Financial Institute(Branch) Number (3 digits) *:

Account Holder's Name *:

Fields marked with * are mandatory

How do I add a credit card?

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

The screenshot shows the Gordon Food Service EIPP interface. The top navigation bar is red with the Gordon Food Service logo. Below it, a red sidebar contains links: EIPP, Exports, Payment History, Open Bills, Payment On Account, Closed Bills, Administration (highlighted), and Workboard. Under Administration, there are links: Manage Bank Accounts, Manage Credit Cards (highlighted), and Manage Contacts. The main content area shows a table with columns: Card Description, Card Expiry Month, Card Expiry Year, Card Holder Name, Card Status, Accessible By Merchant, and Saved On. A red 'Add' button is visible. A dashed box highlights the 'Add' button and the 'Save Changes?' dialog. The dialog asks: '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?' with 'Cancel' and 'Add' buttons. Another dashed box highlights the 'Enter card details' form on the right, which includes fields for Card Number, Expiry Date, CVV Number, Card Holder First Name, Card Holder Last Name, Bill To Address, Address 1, and Address 2. The 'Add' button in the dialog is highlighted with a yellow box.

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 * 01 2025 *CVV Number

Card Holder First Name *

Card Holder Last Name

Bill To Address

Address 1 *

Address 2

Where can I find my GFS invoices?

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

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EIPP Exports

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

Total Open Amount: 9.60 CAD Selected Payable Amount: CAD 2.40 (1 Invoice(s) selected)

Select filter to search...

Select All/Deselect All Invoices Pay Selected Bills Statements Enable/Disable Auto Pay Offset Credits

☐	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.

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

Total Open Amount : 9.60 CAD Selected Payable Amount: CAD 2.40 (1 Invoice(s) selected)

Select filter to search... Advanced Search

Select All/Deselect All Invoices Pay Selected Bills Statements Enable/Disable Auto Pay Offset Credits

Company Code	Customer Number	Customer Name	Transaction Number	Transaction Description	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...	10816661		2024-09-06	Oct 11, 2024...	4.80	4.80	CAD	0	35.00	4.80		Success		130	18090
3000		Krispy Kre...	10816662	DR	2024-09-06	Oct 11, 2024...	2.40	2.40	CAD	0	35.00	0.00		Success		130	18090
☒	3000	Krispy Kre...	10816661	DR	2024-09-06	Oct 11, 2024...	2.40	2.40	CAD	0	35.00	2.40		Open		130	18090

Page 1 of 1 Open Bills 1 - 3 of 3

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 'Open Bills' sub-tab in the Gordon Food Service system. The interface includes a navigation bar with tabs like 'Payment History', 'Open Bills', 'Payment On Account', 'Closed Bills', 'Administration', and 'Workboard'. The 'Open Bills' tab is active, showing a table of open invoices. A red box highlights the 'Pay Selected Bills' dropdown menu, which is open, showing options: 'Pay by ACH', 'Pay by Credit Card', and 'Offset Credits'. A red box also highlights the 'Pay by ACH' option. Another red box highlights the checkbox next to the third invoice in the table, which is selected. The table columns include: 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, and Docu Numl. The table shows three invoices, with the third one selected. The bottom of the screen shows a pagination bar with 'Page 1 of 1' and a total of 'Open Bills 1 - 3 of 3'.

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 Numl
3000	Krispy	Krispy	10816660	DR	Oct 11, 2024..	4.80	4.80	CAD	0	35.00	4.80		Success		130	1809C
3000	Krispy	Krispy	10816662	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

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.

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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 invoices. A red box highlights the 'Pay Selected Bills' dropdown menu, which is open, showing 'Pay by ACH' and 'Pay by Credit Card' options. A red box also highlights the 'Pay by Credit Card' option. A red box highlights the checkbox next to the first invoice in the list, which is selected. The table below shows the details of the selected invoice.

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 button labeled 'Enable/Disable Auto Pay' is highlighted in the top toolbar. A modal form titled 'Enable/Disable Auto Payment' is open, showing the configuration options for auto-payment.

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*:

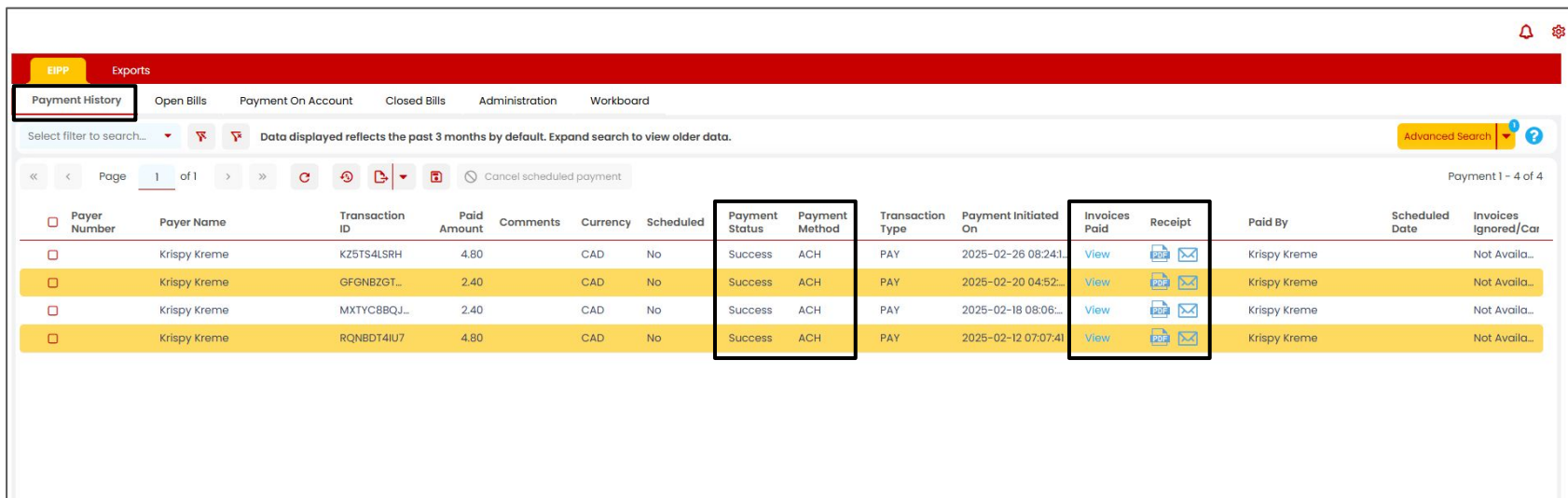
Fields marked with * are mandatory

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 07:07:4	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 rows are visible, both for 'Krispy Kreme'. The first row has an invoice amount of 30589 and a due date of 2025-01-20. The second row has an invoice amount of 10816661 and a due date of 2024-10-11. 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's first row. A red box highlights the 'View Invoice' button in the table's second row. A red box highlights the 'View Invoice' button in the table's first row.

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 placeholder 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 Invite Contact which will prompt them to be assigned as Admin, View & Pay or View Only.

The screenshot displays the Gordon Food Service Admin interface. The top navigation bar includes 'ERP', 'Exports', and a notification bell. Below this, a sub-navigation bar contains 'Open Bills', 'Closed Bills', 'Administration' (highlighted with a red box), 'Workboard', 'Payment History', and 'Payment On Account'. On the left sidebar, there are four red buttons: 'Manage Bank Accounts', 'Manage Credit Cards', 'Manage Users', and 'Manage Contacts' (highlighted with a red box). The main content area features a search bar with the text 'Select filter to search...' and an 'Advanced Search' button. Below the search bar, there are five icons: a plus sign, a refresh icon, a document icon, a filter icon, and a delete icon. To the right of these icons are three buttons: 'Add Contact', 'Edit Contact', and 'Delete Contact'. A red box highlights the 'Invite Contact' button, which is located to the right of the 'Add Contact' button. Below the buttons, there is a table with columns: 'Title', 'First Name', 'Last Name', 'Active', 'Create Time', 'Create User', 'Update Time', 'Update User', 'Recipient Role', 'Email Id', 'Phone(Mobi)', 'Phone(Busi)', 'Fax', 'City', 'State', and 'Zip'. The table contains five rows of data, each with a checkbox in the 'Active' column. The first row has a checked checkbox, while the others are unchecked.

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



Frequently Asked Questions

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.

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/