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?

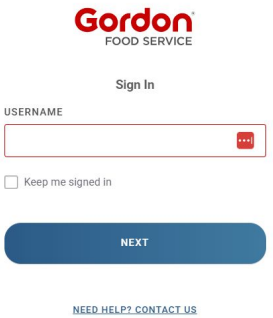
The payment portal provides customers with the ability to easily view and manage their invoices. Additionally, self-service functionality allows customers to find past invoices, setup payment methods and update information in real time.

How do I log into the GFS payment portal?

Follow this link on Gordon Ordering

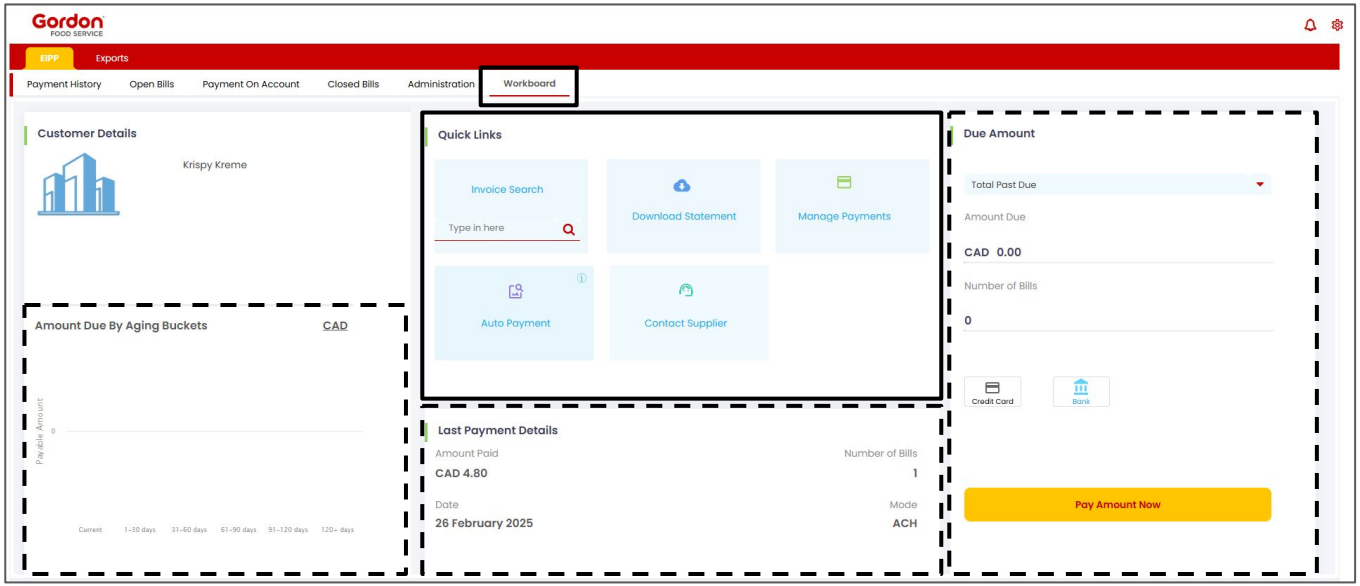
to the login screen.





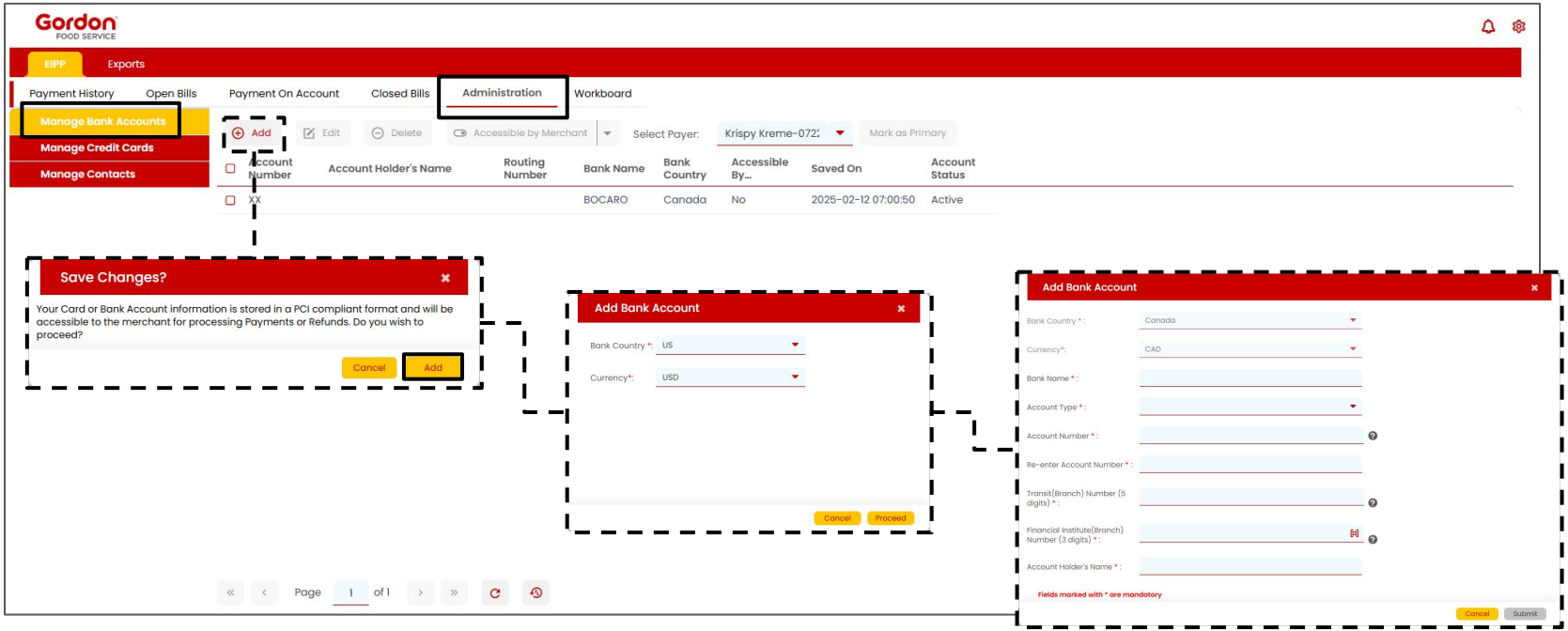
What is on the landing page?

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.



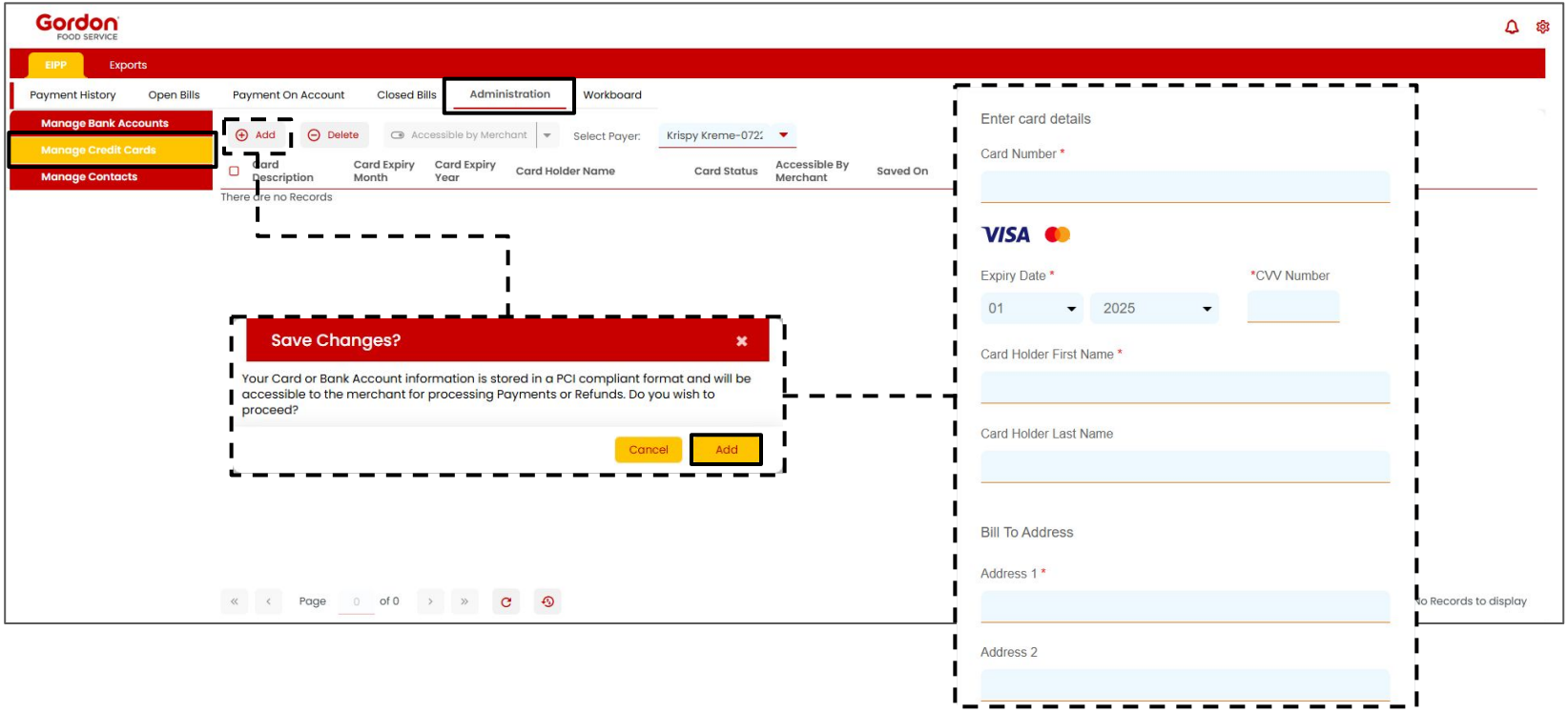
How do I add a bank account?

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



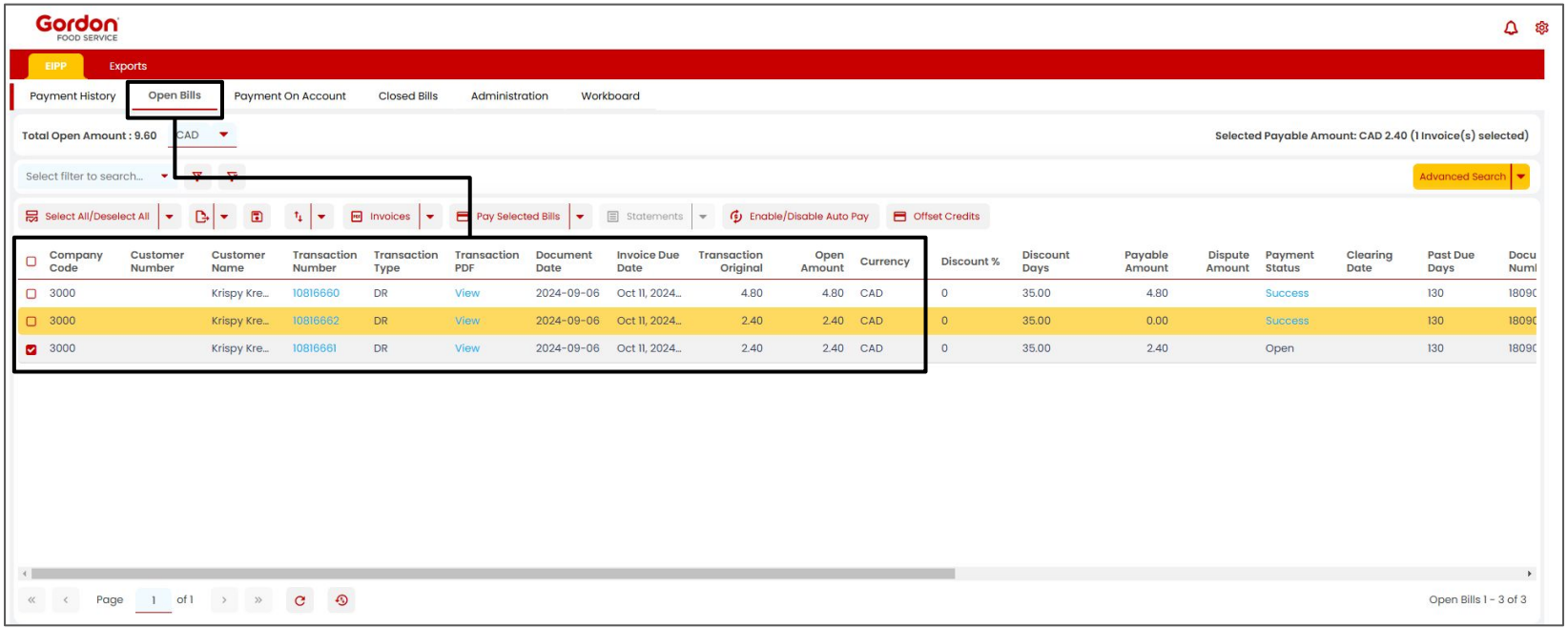
How do I add a credit card?

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



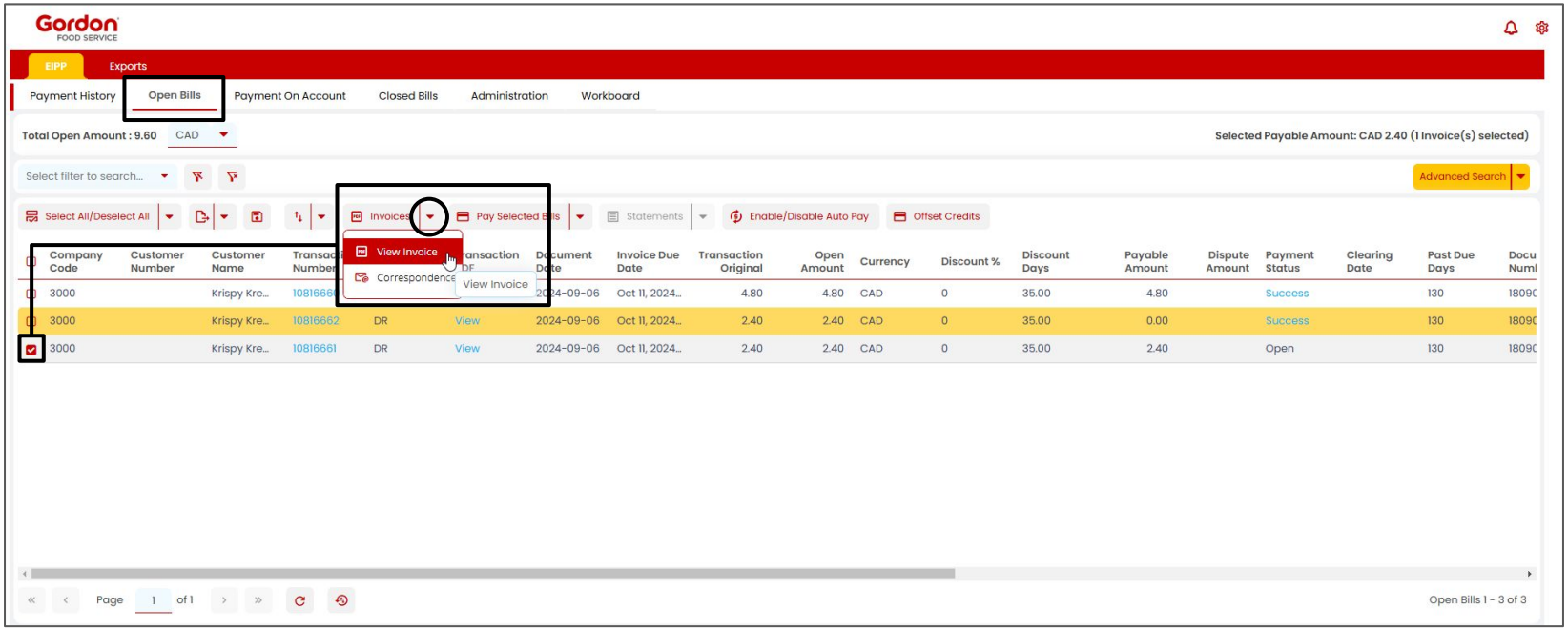
Where can I find my GFS invoices?

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



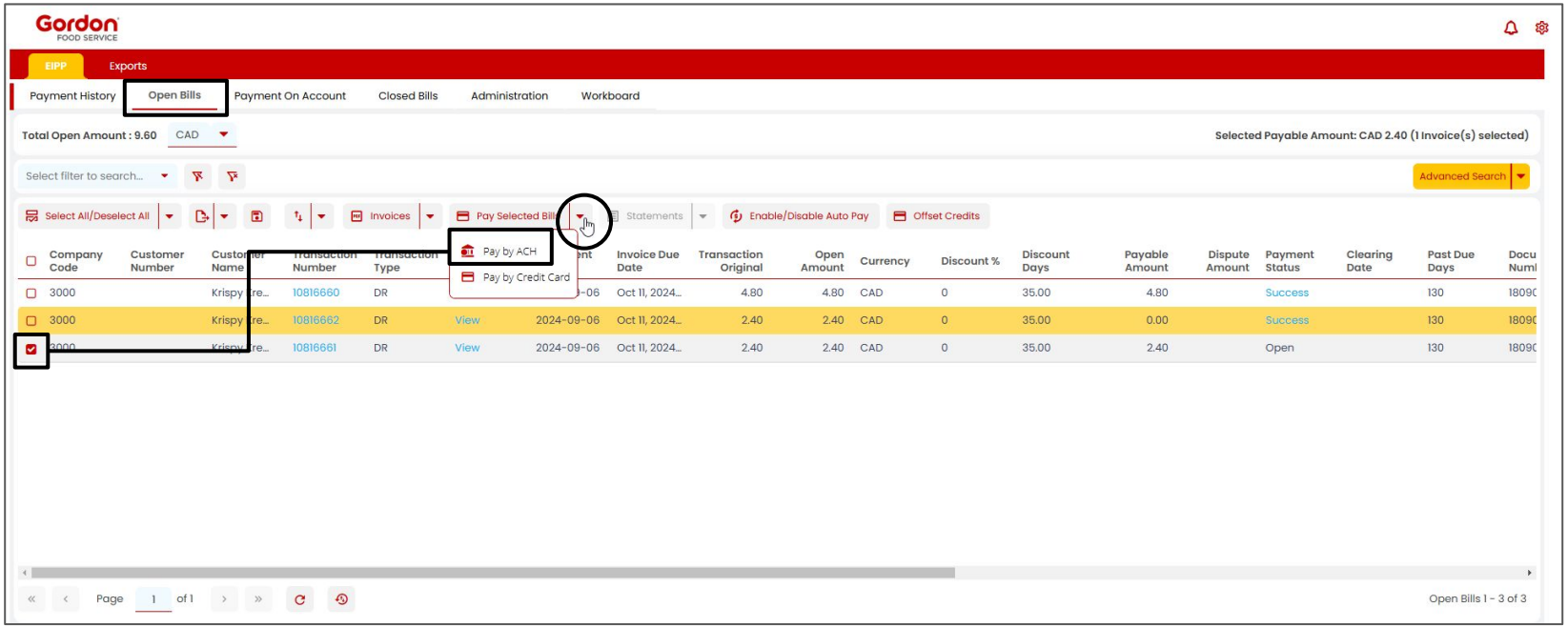
How do I view the invoice itself?

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.



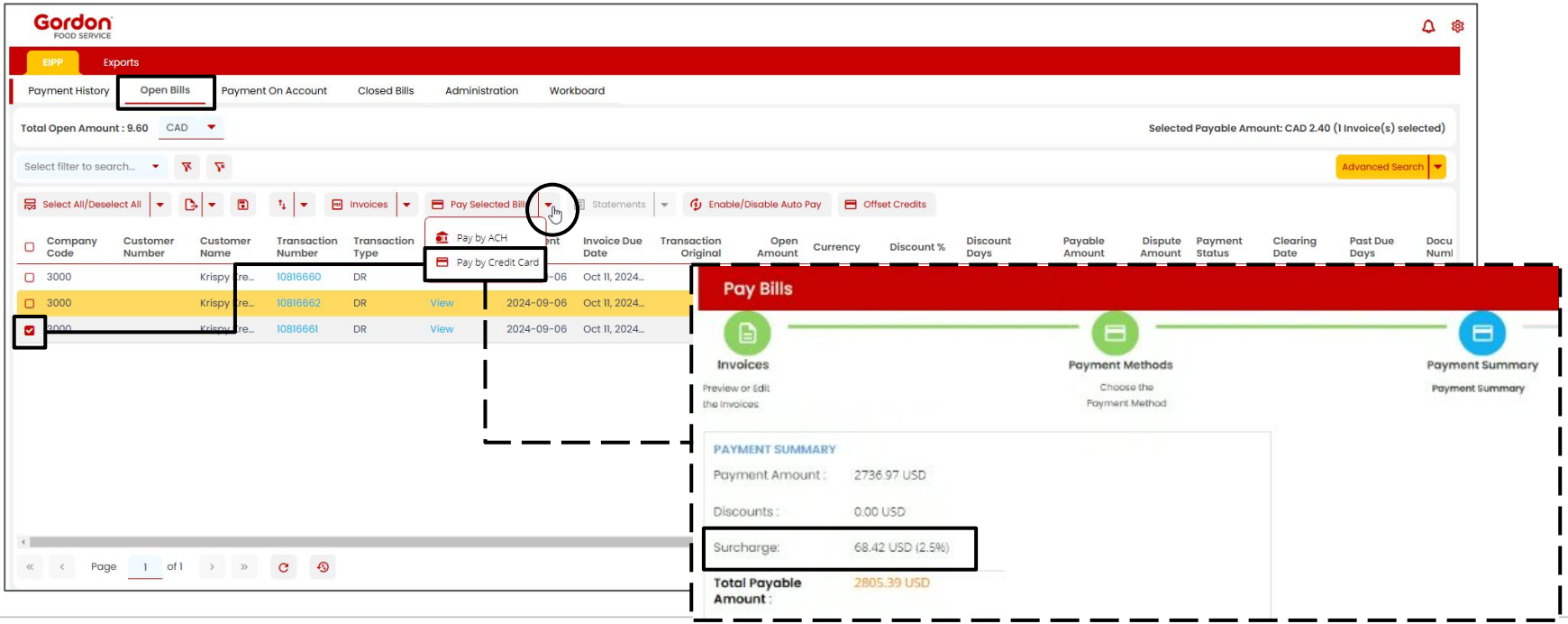
How do I pay with my bank account (ACH)?

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.



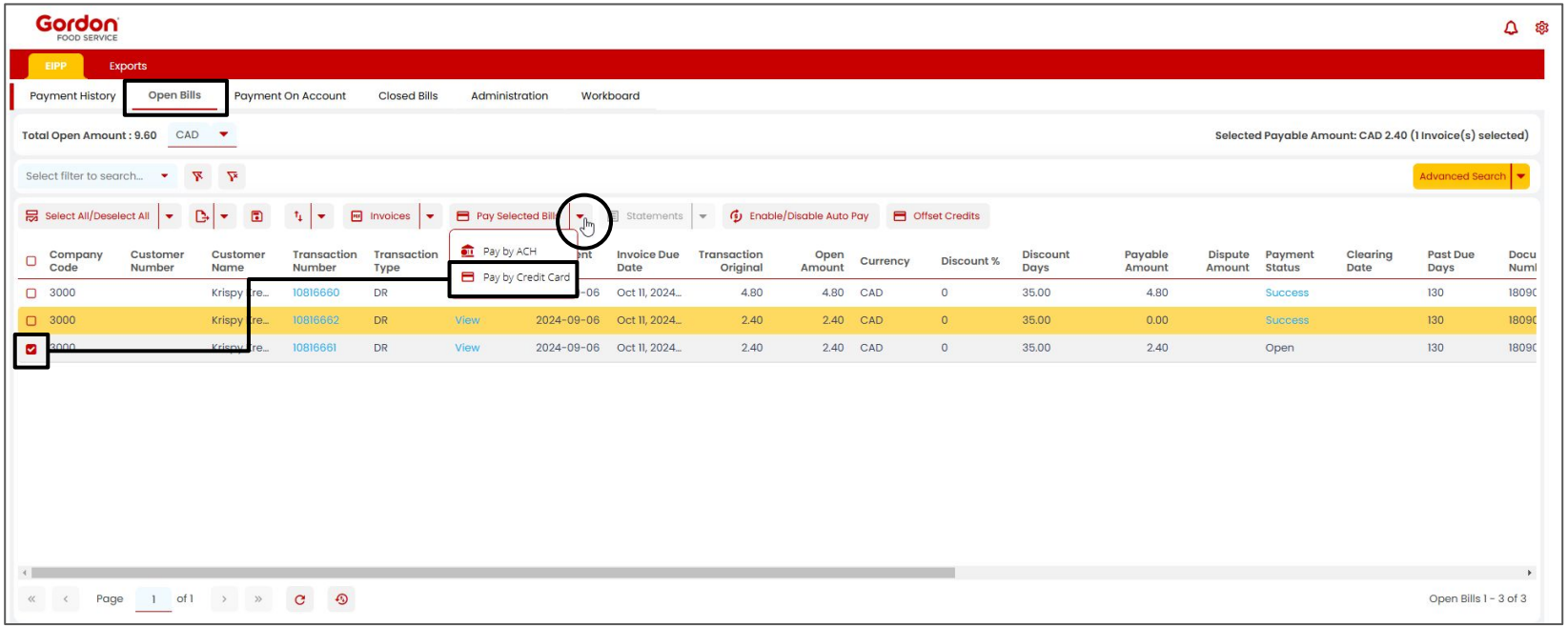
How do I pay with a credit card?

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.



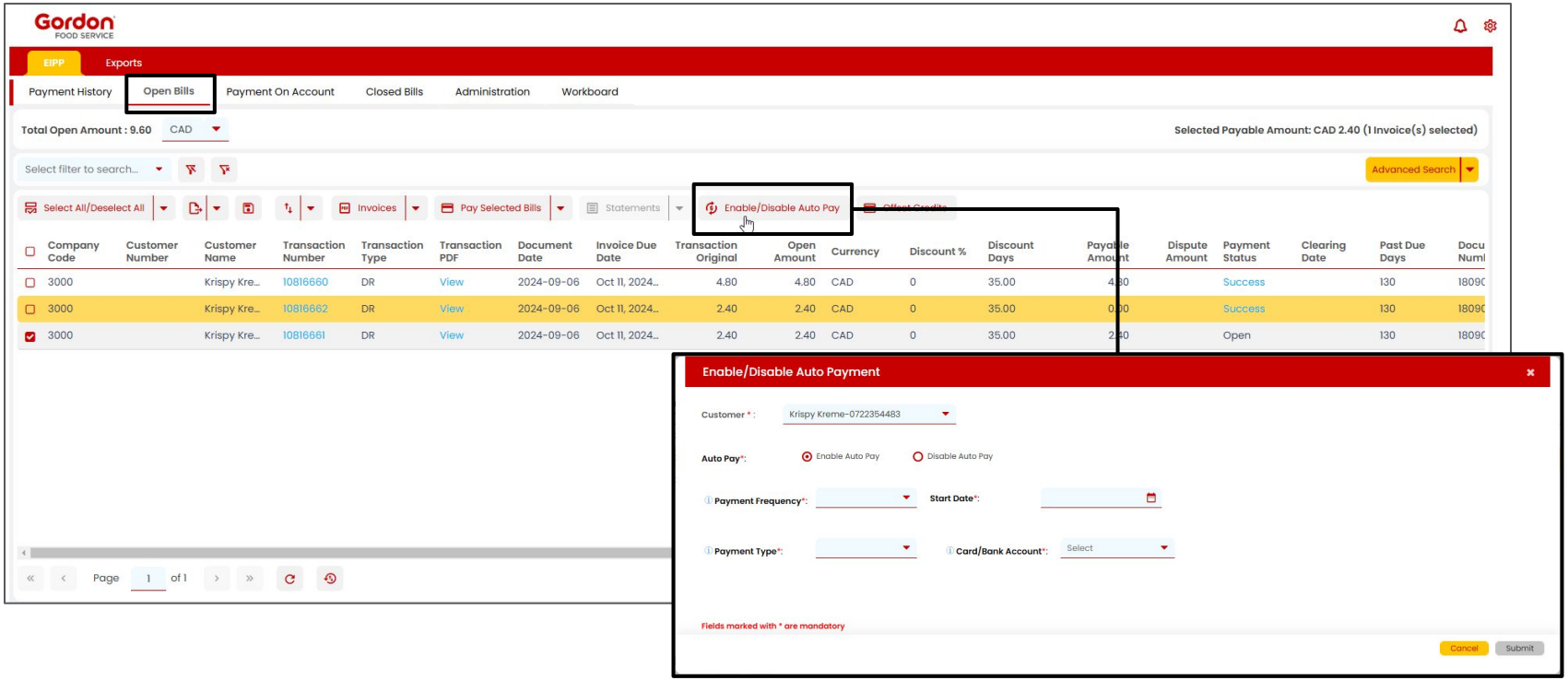
How do I pay with a credit card?

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?

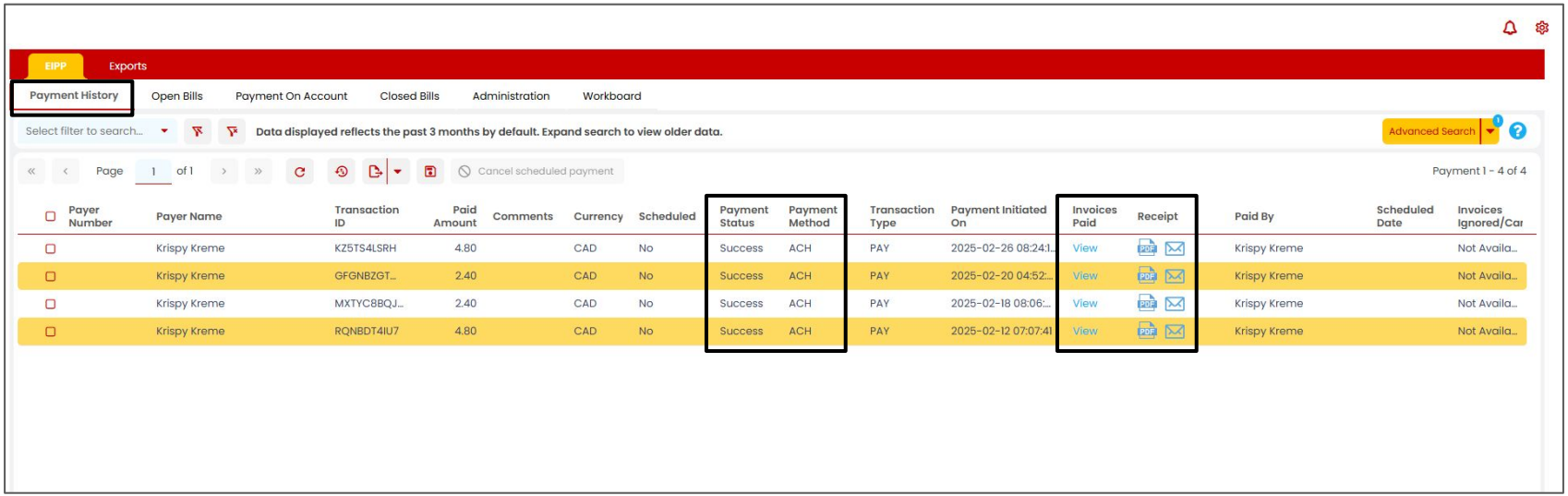
On the Open Bills sub-tab, select Enable/Disable Auto Pay.



How to view payment history?

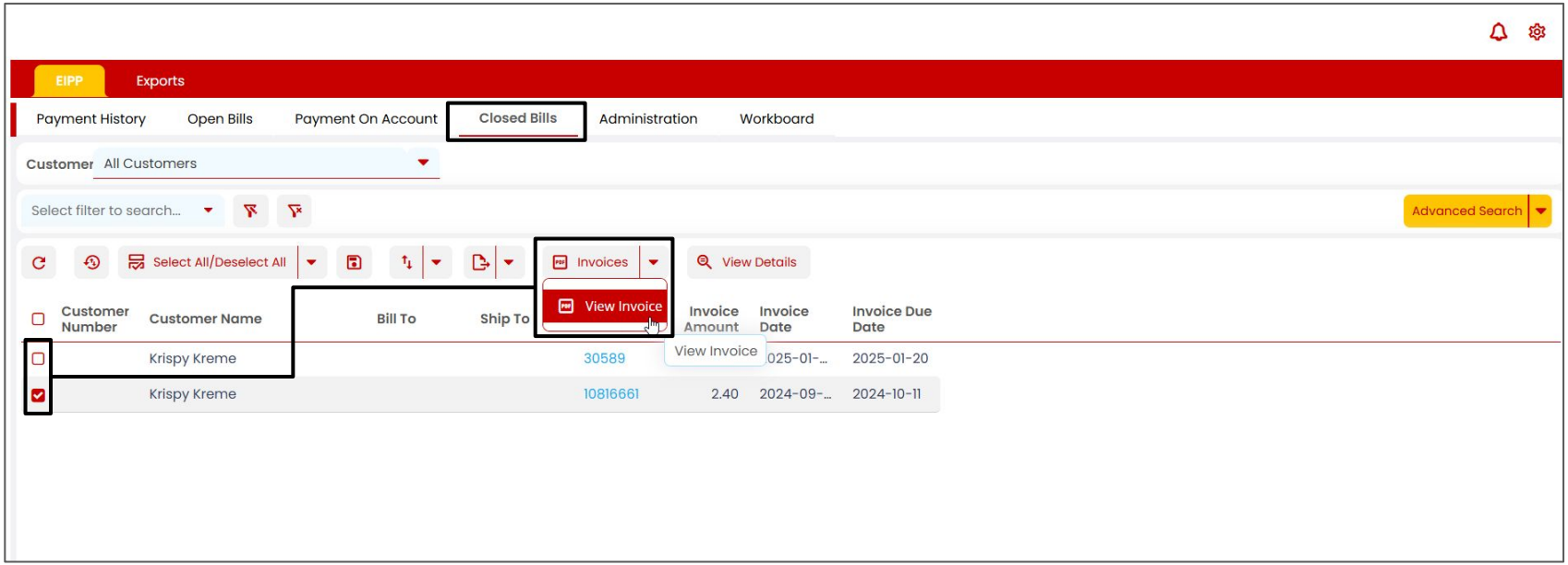
On the Payment History sub-tab, you can view the Payment Status, Method, Invoices Paid, and Receipt (PDF or Email Copy).

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



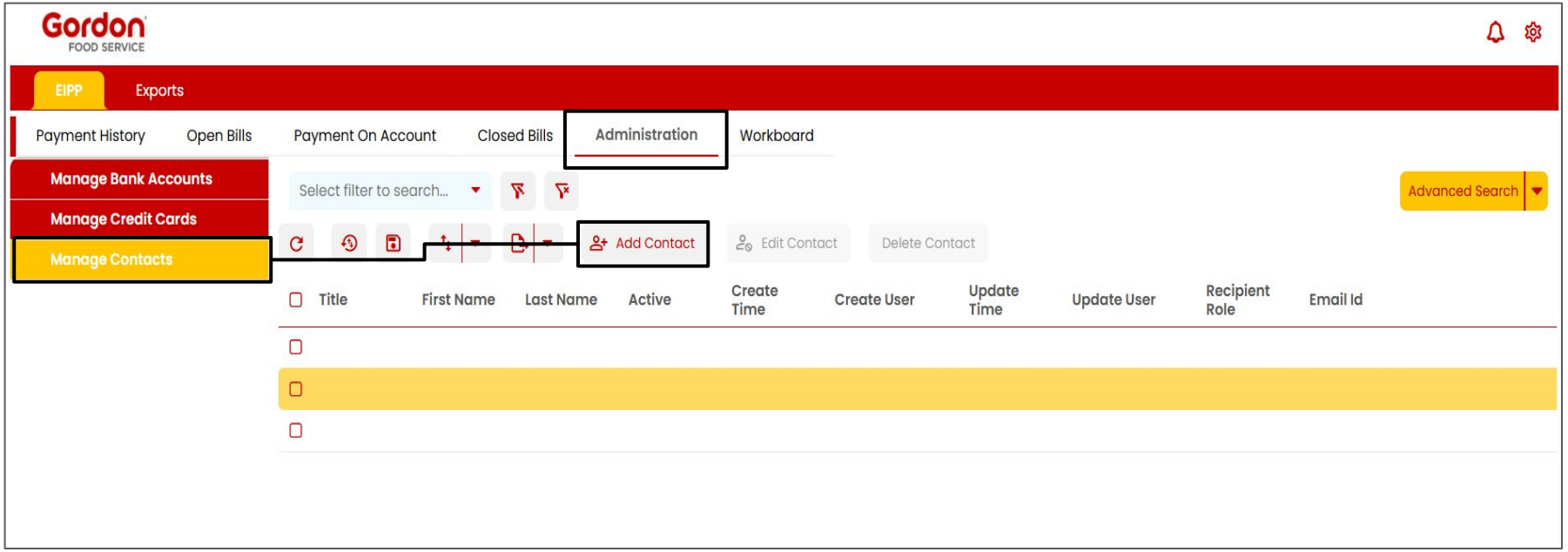
How to view closed bills?

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



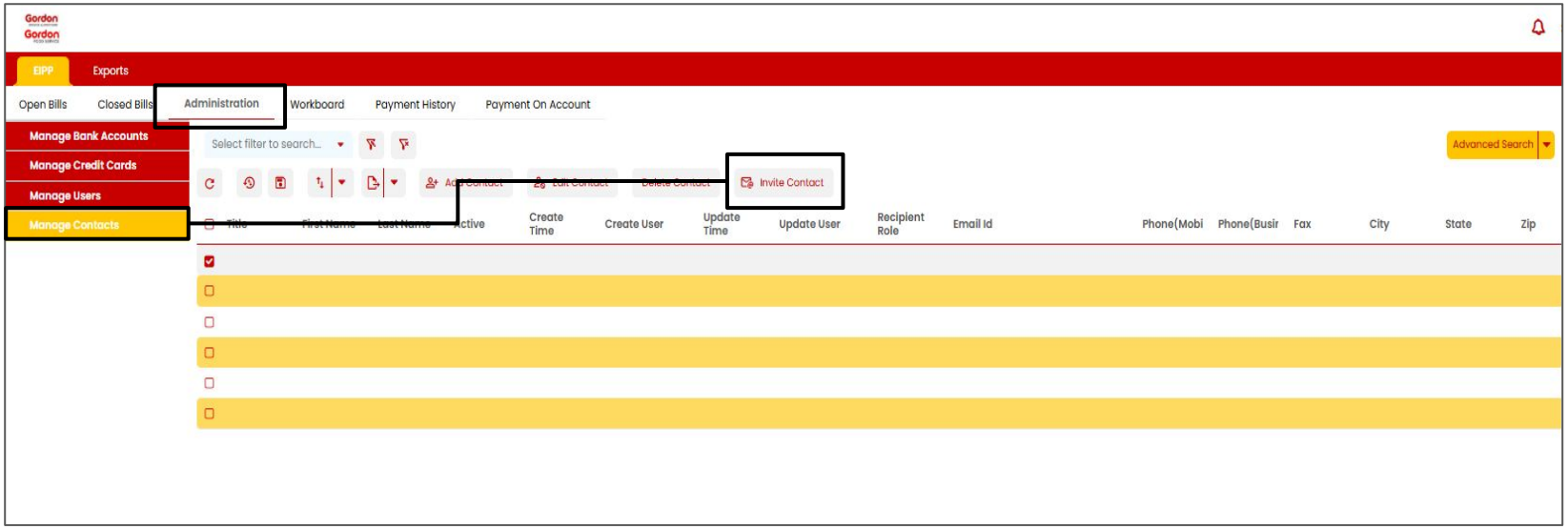
How do I add contacts to the customer portal?

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



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