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Gray Media Online Payment Portal FAQ



Gray Media Online Payment Portal Frequently Asked Questions

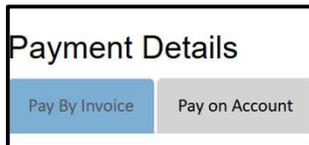
Please create a user account at Payments.Gray.TV to follow instructions below.

How do I make a prepayment?

- Log in to your client account and select the Pay My Bill Button on the left-hand menu.



- Select the Pay on Account Tab and provide requested information. If no invoices are available to pay, your screen will default to Pay on Account, and you may not see both tabs.



How do I view my Invoices?

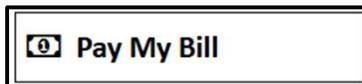
- Log in to your client account and select the My Invoices Button on the left-hand menu.



- Filter options in this area include Paid, Unpaid, specific date ranges or any combination of criteria offered. You can view and print pdf versions of invoices from this area.

How do I pay my Invoices?

- Log in to your client account and select the Pay My Bill Button on the left-hand menu.



- Filter options in this area include Invoice Date, Station Call Letters, Advertiser Name, Market Name, Billing State or Estimate Number.

Is there a surcharge fee to pay my Invoices online?

- A 2.75% Surcharge Fee is applied to all Credit Card payments made through the Gray Media Online Payment Portal except where prohibited and subject to any limitations.
- There are no Surcharge Fees for ACH or Debit Card payments made through the Gray Media Online Payment Portal.



Gray Media Online Payment Portal Frequently Asked Questions

How do I add a bank account or card account to My Wallet?

- Log in to your client account and select the My Wallet Button on the left-hand menu.



- Click the "Plus" Icon to the right.



- Follow the prompts to select a Payment Method, etc. then store inside your wallet for future use.

How do I remove a bank account or card from My Wallet?

- Log in to your client account and select the My Wallet Button on the left-hand menu.



- Review previously stored Wallet items.



- Click the "X" to the right of the listed Wallet item to remove it from My Wallet.

How can I find a payment I have made?

- Log in to your client account and select the Payment History Button on the left-hand menu.



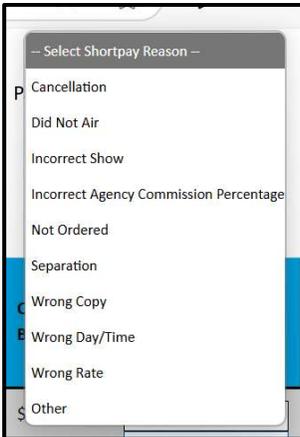
- Filter options in this area include Date Range. You can download search results to a .csv file as needed.



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Can I pay an invoice for less than the entire balance owed?

- Yes. Short payments are allowed on Invoices. However, a short payment reason is required. You can select from the following reasons for short payments.



- If you select “Other” as the reason, you will be required to provide a brief explanation.

How do I know my payment was successful?

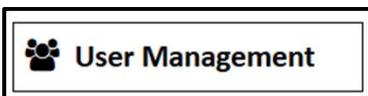
- Log in to your client account and select the Payment History Button on the left-hand menu.



- You will find Payment History here for all payments made inside the portal.

How do I add a new user to my account?

- Log in to your client account and select the User Management Button on the left-hand menu.



- Click the “Plus” Icon to the Right to add users and define the new user roles.





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Still have questions?

- View our full User Guide for more information or reach out to us at OnlinePayments@GrayMedia.Com for more information.