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Gray Media Online Payment Portal Guide



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Gray Media Online Payment Portal Guide

Gray Media's Online Payment Portal can be accessed here: [Payments.Gray.TV](https://payments.gray.tv)

New User Registration

Agencies can register with the Agency Registration Button.

Direct Advertisers and Advertisers that are represented by an Agency but still want access to their account can use the Advertiser Registration Button.

Agency - An organization that places advertising, receives invoices and processes payments on behalf of clients.

Agency Advertiser - An organization that utilizes an Agency as defined above.

Direct Advertiser - An organization that works directly with the station(s) to place their own advertising and pays their own invoices.

Third-Party Payor - An organization that makes payments on behalf of Agencies.



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Agency & Third-Party Payor Registration

The first user to enroll using an Agency number will be assigned the Owner / Administrator Role for the account. The Owner / Administrator is responsible for adding new users as needed to the account.

When the Agency Registration Button is selected, a registration form will populate. All fields with an asterisk (*) are required.

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Gray Media Agency Registration

[Privacy Policy - Gray Media](#) [Terms and Conditions - Gray Media](#)

By using this form you will be enrolled as the Owner/Administrator of this account. The Owner/Administrator role is responsible for adding additional users as well as third party payors as needed.

***Required Field**

Name *

Title *

Email address *

Phone Number *

Which one of these best describes your Advertising relationship with Gray Media? *

Agency > I am an Agent Buyer for Advertisers (Enter your Agency Name and Number below)

Third Party Payor > I process payments for Agencies and their clients

Agency Name *

Agency Number *

Comments

Thank you for enrolling for Gray Media's Payment Portal. You will receive an email to activate your account within 24 business hours. If you do not receive your activation email, please contact us at onlinepayments@graymedia.com.

If you are unsure of your Agency Number, you can locate it on your Invoice here:

| | | | |
|-------------------|---------------------|--------------|---------------------|
| Property | KPTV | Order # | 3127122 |
| Invoice # | | Alt Order # | |
| Invoice Date | 03/31/25 | Ext. Opp. ID | |
| Invoice Month | March 2025 | Deal # | |
| Invoice Period | 03/01/25 - 03/31/25 | Flight Dates | 01/01/25 - 06/30/25 |
| Advertiser | | | |
| Product | | | |
| Estimate # | | | |
| Account Executive | | | |
| Sales Office | Portland Local | | |
| Sales Region | Local | | |
| Agency Code | | | |
| Advertiser Code | | | |
| Billing Calendar | Calendar | | |
| Billing Type | Cash | | |
| Special Handling | | | |
| Agency Ref | 179640 | | |
| Advertiser Ref | 600067 | | |
| Product 1 | | | |
| Product 2 | | | |

| INVOICE | | | | Page 1 of 1 | | | |
|---|---------------------|-------------------|------------------|---------------|-----------------|----------------|---------------------|
| Invoice # | | Invoice Date | 03/31/25 | Invoice Month | March 2025 | Invoice Period | 03/01/25 - 03/31/25 |
| Station | KPTV | Account Executive | Jennifer McMahan | Sales Office | Portland Local | Sales Region | Local |
| Advertiser | | | IDB# | | | | |
| | | | (600067) | | | | |
| Agency | | | Order # | Alt Order # | | | |
| | | | (179640) | | | | |
| Flight Dates | 01/01/25 - 06/30/25 | | Billing Calendar | Calendar | Billing Type | Cash | |
| Advertiser Code | | | Product Code | | Estimate Number | | |
| Send Payment To: | | | | | | | |
| PO Box 14200 Tallahassee FL 32317-4200 | | | | | | | |
| Product Description | | | | | | | |

After the form is submitted, you should receive an email to activate your account within 24 business hours. If you do not receive your activation email, please contact us at onlinepayments@graymedia.com.



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Advertiser Registration

The first user to enroll using an Advertiser number will be assigned the Owner / Administrator Role for the account. The Owner / Administrator is responsible for adding new users as needed to the account.

When the Advertiser Registration Button is selected, a registration form will populate. All fields with an asterisk (*) are required.

Advertisers must provide either the Agency Number or an Invoice Number that is less than 90 days old to verify your account.

If you are unsure of your Advertiser or Agency Number, you can locate it on your Invoice here:

| | | | |
|-------------------|---------------------|--------------|---------------------|
| Property | KPTV | Order # | 3127122 |
| Invoice # | | Alt Order # | |
| Invoice Date | 03/31/25 | Ext. Opp. ID | |
| Invoice Month | March 2025 | Deal # | |
| Invoice Period | 03/01/25 - 03/31/25 | Flight Dates | 01/01/25 - 06/30/25 |
| Advertiser | | | |
| Product | | | |
| Estimate # | | | |
| Account Executive | | | |
| Sales Office | Portland Local | | |
| Sales Region | Local | | |
| Agency Code | | | |
| Advertiser Code | | | |
| Billing Calendar | Calendar | | |
| Billing Type | Cash | | |
| Special Handling | | | |
| Agency Ref | 179640 | | |
| Advertiser Ref | 600067 | | |
| Product 1 | | | |
| Product 2 | | | |

| INVOICE | | | | Page 1 of 1 | | | |
|---|----------|---------------------|---------------------|------------------|----------------|-----------------|---------------------|
| Invoice # | | Invoice Date | 03/31/25 | Invoice Month | March 2025 | Invoice Period | 03/01/25 - 03/31/25 |
| Station | KPTV | Account Executive | Jennifer McMahan | Sales Office | Portland Local | Sales Region | Local |
| Advertiser | (600067) | IDB# | | Order # | | Alt Order # | |
| Agency | (179640) | Flight Dates | 01/01/25 - 06/30/25 | Billing Calendar | Calendar | Billing Type | Cash |
| | | Advertiser Code | | Product Code | | Estimate Number | |
| | | Product Description | | | | | |
| Send Payment To: | | | | | | | |
| PO Box 14200 Tallahassee FL 32317-4200 | | | | | | | |

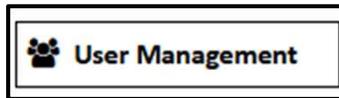
After the form is submitted, you should receive an email to activate your account within a few minutes. If you do not receive your activation email, please contact us at onlinepayments@graymedia.com.



Owner / Administrator – User Management

Once you have successfully logged into your new account as the Owner / Administrator, you can manage other users within your own organization as well as Third-Party Payors.

To manage users, select the User Management button on the left-hand menu.



To add new users, click the “Plus” Icon to the Right to add users and define the new user roles.



Select the User Role from the drop-down menu.

There are several roles that can be assigned depending on the level of access you would like to grant.

Please see user role definitions on next page.



| User Roles | | | | | |
|----------------------------|-------------|-------------|---------------------|---------------|---------------|
| Portal Features | Admin Owner | Third-Party | Payments & Invoices | Payments Only | Invoices Only |
| My Accounts | | | | | |
| View My Accounts Page | X | X | X | X | X |
| My Wallet | | | | | |
| Add Wallet Instrument | X | X | X | | |
| Delete Wallet Instrument | X | X | X | | |
| Make a Payment | | | | | |
| Make a Payment | X | X | X | X | |
| Use Wallet Instrument | X | X | X | X | |
| View Invoices | | | | | |
| View and Download Invoices | X | X | X | | X |
| User Management | | | | | |
| Reset Passwords | X | | | | |
| Add Users | X | | | | |
| Deactivate Users | X | | | | |
| Modify Users | X | | | | |
| Payment History | | | | | |
| View Payment History | X | X | X | X | |
| Customer Support | | | | | |
| View Customer Support Tab | X | X | X | X | X |

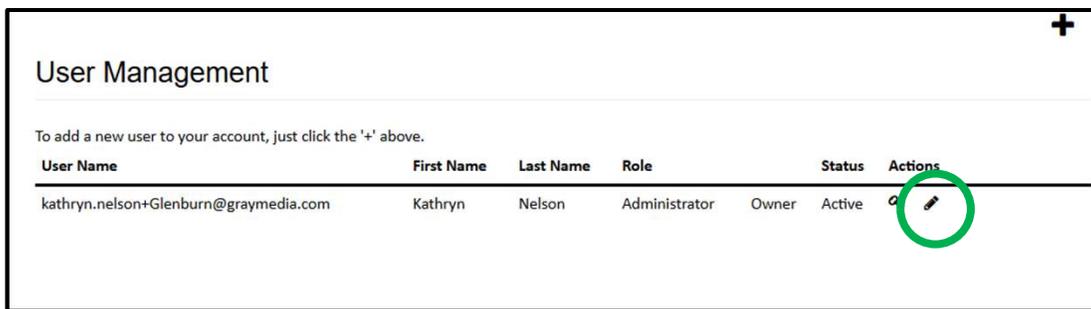


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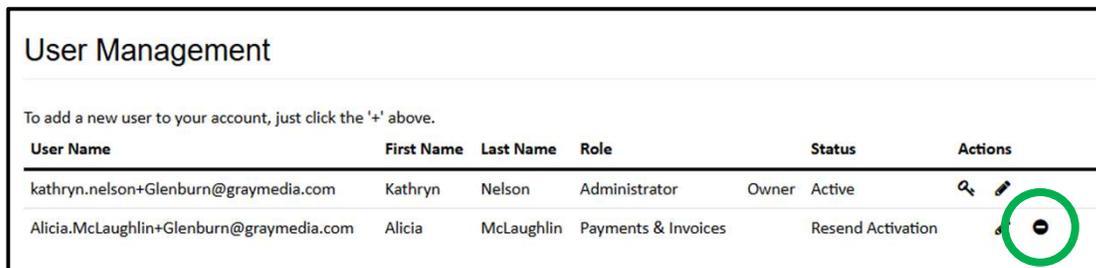
To modify a user role or remove a user select the User Management button on the left-hand menu.



To modify a user, select the user from the list and then select the pencil icon in the Actions column.



To remove a user, select the user from the list and then select the Remove User icon in the Actions column.

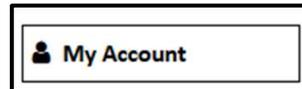




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My Account

The My Account button on the left-hand menu will display all account numbers that your log in is associated with.



If you need to add additional accounts to your log in, you will need to complete a new enrollment form for the new account number using the same email address and password that was used to register for the first account. This will ensure that one email address can be used to log in to view multiple accounts.

My Wallet

The My Wallet button on the left-hand screen allows you to add, modify or delete wallet instruments including credit cards, debit cards and bank accounts.



To add a Wallet Item, click the “Plus” Icon to the right.



Select the Payment Method from the drop-down menu and complete all other required fields.

Add New Payment Method

Account Number

Payment Method *

Bank Account Type *

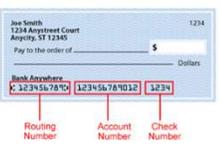
Name on Account *

Routing Number *

Account Number *

Confirm Account Number *

Wallet Item Nickname



To remove a Wallet Item, select the item from the list of existing wallet items, then select the Remove Item icon on the right-hand side.





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Pay My Bill

The Pay My Bill button on the left-hand screen allows you view open invoices, filter by available headers and pay a single or multiple invoices in one transaction.



If your account does not have any open invoices, and you need to make a pre-payment, you will see the below screen to pay on your account.

Payment Details Verify Payment Thank you

Credit Card Payments are subject to a 2.75% Surcharge Fee where applicable.

Payment Details

Payment Instructions *
Remaining Characters: 171

Station Call Letters * -- Select Station --

Order Number *

State Code * -- Select State --

Payment Amount *

Total Payment Amount *

Payment Date *

Payment Method *

Email Addresses (up to 3 addresses)

#1

#2

#3

All fields with an asterisk are required. You can use previously stored payment instruments from the My Wallet (depending on your user role) section or enter an un-stored payment method.



Pay My Bill

If your account has open invoices that are eligible to pay you will see the below screen.

Payment Details Verify Payment Thank you

Credit Card Payments are subject to a 2.75% Surcharge Fee where applicable.

Payment Details

Pay By Invoice Pay on Account

Date Range Start Date End Date Pay All Invoices Selected

Last 30 Days 3/11/2025 4/9/2025

Invoice Number

Search

| Ag/Adv Name ↓ | Station Call Letters ↓ | Market Name ↓ | Bill To State ↓ | Estimate # ↓ | Invoice Number ↓ | Invoice Date ↓ | Original Inv Amt ↓ | Current Balance ↓ | Payment Amount ↓ |
|---------------------------------------|------------------------|---------------|-----------------|--------------|------------------|----------------|--------------------|-------------------|------------------|
| Glenburn Landscape and Supply Company | WABI | BANGOR | ME | | 3833439-3 | 03/30/2025 | \$1,394.00 | \$1,394.00 | 0.00 |

Payment Amount * 0.00

Total Payment Amount * 0.00

Payment Date * 04/09/2025

Payment Method * Sample

You can choose to pay open invoices or pay on your account by toggling between the “Pay by Invoice” and “Pay on Account” tabs.

Open invoices can be filtered by: Date Range (Last 30, Last 60 or Custom Date Range using a start & end date), Invoice Number or any header items listed; Ag/Adv Name, Station Call Letters, Market Name, Bill to State, Estimate #, Invoice Date, Original Invoice Amt or Current Balance.



Pay My Bill

At time of checkout, if you are using a credit card as your payment method, a 2.75% surcharge fee will be applied except where prohibited or limited by law. The following states currently do not qualify for the surcharge: CA, CO, CT, MA, ME, NY, PR or TX. The surcharge state is determined by the state listed in the billing address on the invoice.

You will be asked to authorize the surcharge at time of checkout.

Mountain Dew (D) €

Payment Details | Verify Payment

One More Step

Please verify the payment details and SUBMIT to process your payment

| | |
|-----------------------------|------------------|
| Account Number | 515007 |
| Payment Instructions | test |
| Station Call Letters | WBNG |
| Payment Amount | \$500.00 |
| Surcharge Fee | \$13.75 |
| Total Payment Amount | \$513.75 |
| Payment Date | 4/9/2025 |
| Name on Account | Mountain Dew (D) |
| Payment Method | Amex *8431 |

I authorize this payment and understand it includes a Payment Fee of \$13.75

ATTENTION: To avoid duplicate payments, do not click the submit button more than once.

CANCEL

Debit Card & Check (Bank Account/ACH) payments can be made with no surcharge fee.



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Pay My Bill

When paying invoices, please use the Bill To State filter to select surcharge states and again to select non-surcharge states. Selecting invoices that mix the two categories will result in an error at time of checkout.

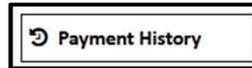
| Ag/Adv Name ↓ | Station Call Letters ↓ | Market Name ↓ | Bill To State ↓ | Estimate # ↓ | Invoice Number ↓ | Invoice Date ↓ | Original Inv Amt ↓ | Current Balance ↓ | Payment Amount ↓ |
|---------------|------------------------|---------------|-----------------|--------------|------------------|----------------|--------------------|-------------------|------------------|
|---------------|------------------------|---------------|-----------------|--------------|------------------|----------------|--------------------|-------------------|------------------|



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Payment History

The Payment History button on the left-hand screen allows you view payments made inside the portal and download payment history.



You can filter results by Date Range (Last 30 Days, Last 60 Days) or Custom Date Range.

Results can be downloaded to .csv file.

Payment History

Search Results are limited to the top 1000 most recent payment transactions.

| | | | |
|---|---|---|---|
| Date Range | Start Date | End Date | |
| Last 30 Days <input type="button" value="v"/> | 3/12/2025  | 4/10/2025  | <input type="button" value="Search"/> |
| | | | <input type="button" value="Download Results"/> |



My Invoices

The My Invoices button on the left-hand screen allows you view and invoices.



You can filter results by Paid, Unpaid, Invoice Number, Custom Date Range, Company Name or Station Call Letters.

Invoices

View Paid or Unpaid Invoices

Invoice Number

Invoice Date Range Start Date End Date

Company Name

Station Call Letters

SEARCH

Click the PDF icon to download the invoice.

| Invoice Number | Invoice Amount | View |
|----------------|----------------|------|
| 3806379-1 | \$161.00 | |
| 3809392-1 | \$126.00 | |
| 3809429-1 | \$292.60 | |
| 3813009-1 | \$25.08 | |

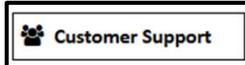


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Customer Support

The Customer Support button on the left-hand screen will give you information on how to contact Gray Media for Online Payment Portal Support.



Customer Support

Office Hours

8:00 am - 5:00 pm Eastern Time, Monday through Friday (except for major holidays)

Email Us

For inquiries related to the functionality of the website, please contact onlinepayments@graymedia.com.

Remit To Address

Gray Media
PO Box 14200
Tallahassee, FL 32309

For questions or issues regarding your invoice(s), please call the phone number listed on the invoice.