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Gray Media Online Payment Portal Guide



Gray Media Online Payment Portal Guide

Gray Media's Online Payment Portal can be accessed here: <https://payments.graymedia.com/>

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.



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.

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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 *

Enter your name

Title *

Enter your title

Email address *

Enter your email address

Phone Number *

Enter your 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 *

Enter your Agency name

Agency Number *

Enter your Agency number

Comments

Enter your message

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.

Submit

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			

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 [here](#).



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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.

Sign Up!

Welcome to the Payment Portal. Enter the required fields to register.

Customer Account Number *

To verify the account, provide either an Agency Code or a recent Invoice Number *

Agency Code

- OR -

Invoice Number Invoice Date must be within the last 90 days

First Name *

Last Name *

Email Address *

Phone Number

CANCEL **SIGN UP!**

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	Invoice Month	Invoice Period
	03/31/25	March 2025	03/01/25 - 03/31/25
Station	Account Executive	Sales Office	Sales Region
KPTV	Jennifer McMahon	Portland Local	Local
Advertiser	IDB#		
(600067)			
Agency	Order #	Alt Order #	
(179640)			
Flight Dates	Billing Calendar	Billing Type	
01/01/25 - 06/30/25	Calendar	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 a few minutes. If you do not receive your activation email, please contact us [here](#).



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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.

User Management

To add a new user to your account, just click the '+' above.

User Name	First Name	Last Name	Role	Status	Actions
-----------	------------	-----------	------	--------	---------

Select the User Role from the drop-down menu.

New User

Role * Administrator ▾

Email Address *

First Name *

Last Name *

Phone

CANCEL ADD

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.



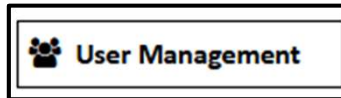
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User Roles					
Portal Features	Admin Owner	Third-Party	Payments & Invoices	Payments Only	Invoices Only
My Accounts					
View May Accounts Page	X	X	X	X	X
My Wallet					
Add Wallet Instrument	X	X	X		
Delete Wallet Instrument	X	X	X		
Make a Payment					
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.

User Management						
To add a new user to your account, just click the '+' above.						
User Name	First Name	Last Name	Role	Status	Actions	
kathryn.nelson+Glenburn@graymedia.com	Kathryn	Nelson	Administrator	Owner	Active	

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

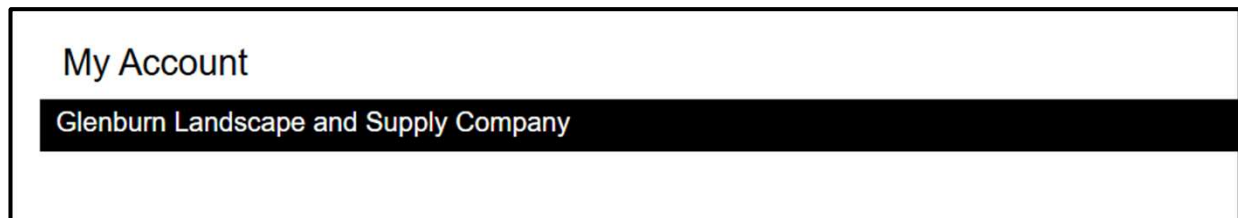
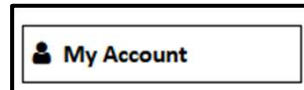
User Management						
To add a new user to your account, just click the '+' above.						
User Name	First Name	Last Name	Role	Status	Actions	
kathryn.nelson+Glenburn@graymedia.com	Kathryn	Nelson	Administrator	Owner	Active	 
Alicia.McLaughlin+Glenburn@graymedia.com	Alicia	McLaughlin	Payments & Invoices	Resend Activation		



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My Account

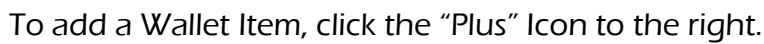
The My Account button on the left-hand menu will display all account numbers that your log in is associated with.



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.



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 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.

My Wallet

To add a payment method, click the "+" symbol below.

User

Nickname	Payment Instrument	
Sample	 Visa *8000	Exp 10/26 



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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 *

0.00

Total Payment Amount *

0.00

Payment Date *

04/09/2025

Payment Method *

dew

Email Addresses (up to 3 addresses)

#1

stephanie.twist+515007@graymedia.com

#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.



Gray Media Online Payment Portal Guide

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.



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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	\$15007
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

Last 30 Days

Start Date

3/12/2025

End Date

4/10/2025

Search

Download Results



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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

-- Select a Status --

Invoice Number

Invoice Date Range

Start Date04/10/2025

End Date04/10/2025

Company Name

Station Call Letters

-- Select a Station --

SEARCH

Click the PDF icon to download the invoice.

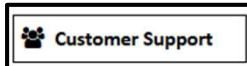
Invoice Number	Invoice Amount	View
3806379-1	\$161.00	
3809392-1	\$126.00	
3809429-1	\$292.60	
3813009-1	\$25.08	










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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.



<div> My Account</div> <div> My Wallet</div> <div> Pay My Bill</div> <div> Payment History</div> <div> My Invoices</div> <div> User Management</div> <div> Customer Support</div>	<h2>Customer Support</h2> <div>Office Hours 8:00 am - 5:00 pm Eastern Time, Monday through Friday (except for major holidays)</div> <div>Contact Us For inquiries related to the functionality of the website, please contact us here: Online Portal Help.</div> <div>Remit To Address Gray Media PO Box 14200 Tallahassee, FL 32309</div>
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