Heartland Hub: Agency Account/Billing

- If you would like access to pay invoices/statements at the Agency level, for all your program accounts please contact <u>Agency Customer Service</u> for access.
- Agency account access on Heartland Hub will show ALL program invoices under the agency account and statements can be generated/paid at the agency level.

| Select Agency Account | 1 |
|---------------------------|---|
| | |
| Invoices | 2 |
| Monthly Statements | 3 |
| Credit/Debit Card Payment | |
| ACH Payment | |

Go to Heartland Hub

- Click on the hyperlink above, or here: https://heartlandhub.2harvest.org
- How to Log in

Select Agency Account

After logging in select, the agency from the drop-down menu on the upper right-hand side.

After selecting the agency, click on Program Account.



Invoices

To view/pay invoices click on the invoices section on the left-hand side of the screen.

This section will show the individual invoices for all programs under the selected agency.

• <u>Click here</u> for instructions on how to pay invoices

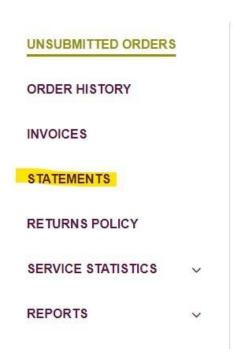


REPORTS

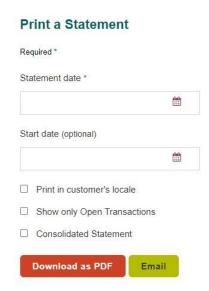
Monthly Statements

To generate/pay statements click on the statements section on the left-hand side of the screen.





View/Pay Statement



To view/print/pay a statement enter the <u>last day of the month</u> you wish to view in the statement date field.

• E.g., To view the statement for March 2022, enter March 31, 2022, in the statement date field.

Click the check box for "consolidated statement" - this will bring up all program invoices for the selected month.

Your statement will include all invoices and credits for the month selected, as well as any unpaid invoices from prior months.

 Select "Show only open transactions" if you only wish to include UNPAID invoices in your statement.

Click Download as PDF to continue to the payment portal or to download the statement for saving/printing.

On the final page of the PDF there is a "click to pay now" button that you can click to pay the statement or select invoices on the statement via credit/debit card or direct bank deposit (ACH).

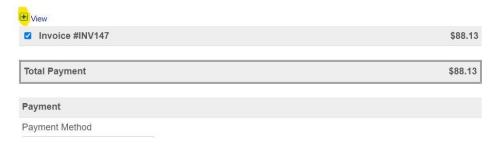


After clicking "click to pay now" you will be brought to the payment portal.

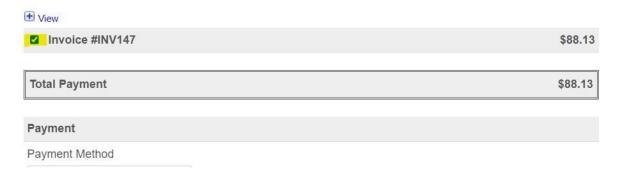
Here you will see a summary of invoices during the selected month, as well as any unpaid invoices from previous months.



To view more detail about any of the invoices click the + button next to view:



To pay invoices from the statement check the box next to each invoice you would like to pay:



As invoices are selected for payment the "total payment" amount will reflect the payment amount.

You can select to pay via credit/debit card or ACH.

Credit/Debit Card Payment

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Your agency may also pay via check to Second Harvest Heartland.