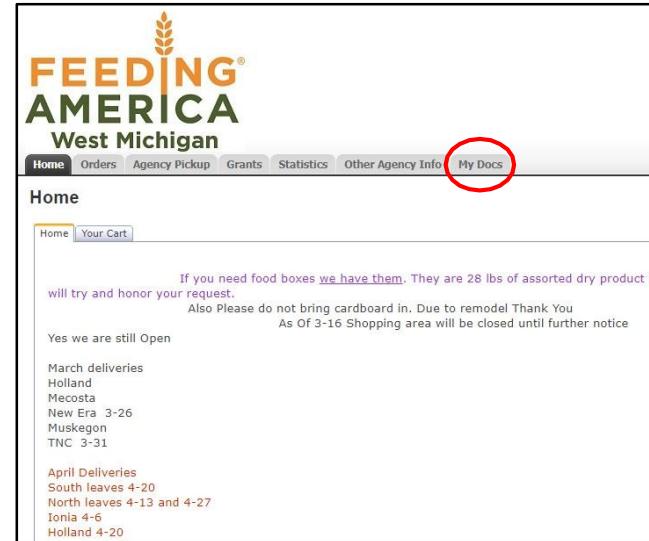


How to View Invoices & Statements on Online Account

1. Log in to your online account
 - a. Direct link: <https://orders.feedwm.org/primariusww/login.aspx>
 - b. You can also get to your online account by going to www.FeedWM.org, hovering over the Partners tab, clicking the option that says Agency Portal, then clicking the Online Account tab



2. After logging in, click the tab that says "My Docs"



If you need food boxes [we have them](#). They are 28 lbs of assorted dry product will try and honor your request.
Also Please do not bring cardboard in. Due to remodel Thank You
As Of 3-16 Shopping area will be closed until further notice

Yes we are still Open

March deliveries
Holland
Mecosta
New Era 3-26
Muskegon
TNC 3-31

April Deliveries
South leaves 4-20
North leaves 4-13 and 4-27
Ionia 4-6
Holland 4-20

3. From here, you will see two tabs that say “Statements” and “Invoices.” If you’re looking for information on your total balance due, click the most recent statement. If you’re looking for a specific invoice, click the invoice number that matches the one you’re looking for.

West Michigan

test's Documents

Statements

File	Date Added
Statement for 3-31-2020.PDF	04/01/2020
Statement for 2-29-2020.PDF	03/02/2020
Statement for 1-31-2020.PDF	02/03/2020
Statement for 12-31-2019.PDF	01/02/2020
Statement for 11-30-2019.PDF	12/02/2019
Statement for 10-31-2019.PDF	11/01/2019
Statement for 9-30-2019.PDF	10/01/2019
Statement for 8-31-2019.PDF	09/03/2019
Statement for 7-31-2019.PDF	08/01/2019
Statement for 6-30-2019.PDF	07/01/2019
Statement for 5-31-2019.PDF	06/03/2019
Statement for 4-30-2019.PDF	05/01/2019
Statement for 3-31-2019.PDF	04/01/2019
Statement for 2-29-2019.PDF	03/01/2019

4. After clicking on the desired document, the document will begin to download. Usually this appears at the bottom of your computer screen.

FEEDING[®]
AMERICA
West Michigan

test's Documents

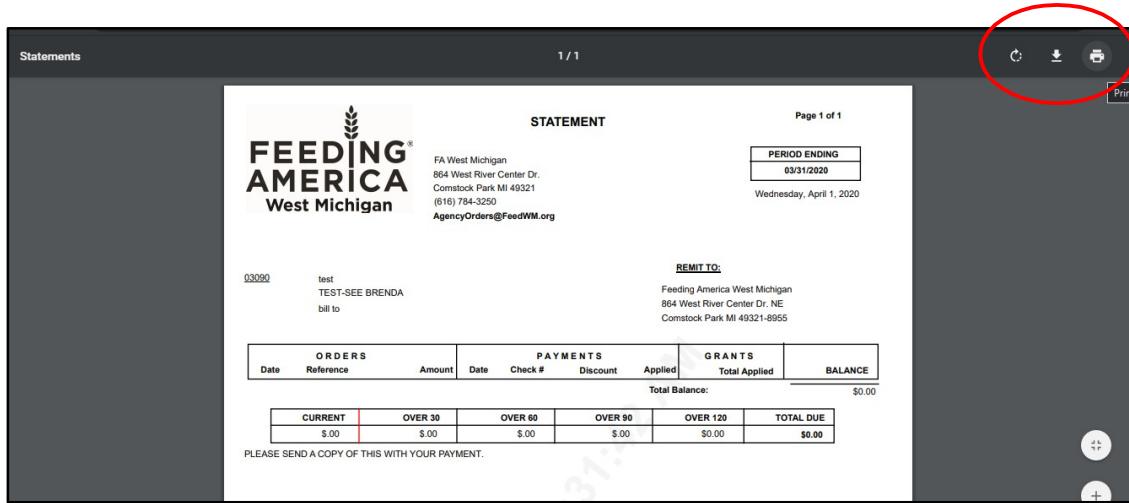
Statements

File	Date Added
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Statement for 9-30-2019.PDF	10/01/2019
Statement for 8-31-2019.PDF	09/03/2019
Statement for 7-31-2019.PDF	08/01/2019
Statement for 6-30-2019.PDF	07/01/2019

Statement for 3-31-2020.PDF

5. After the documents has downloaded, click on the download to open it in a new screen.

6. From here, you can either click “Download” to save the document on your computer or you can click “Print” to print off a hard copy of the invoice.

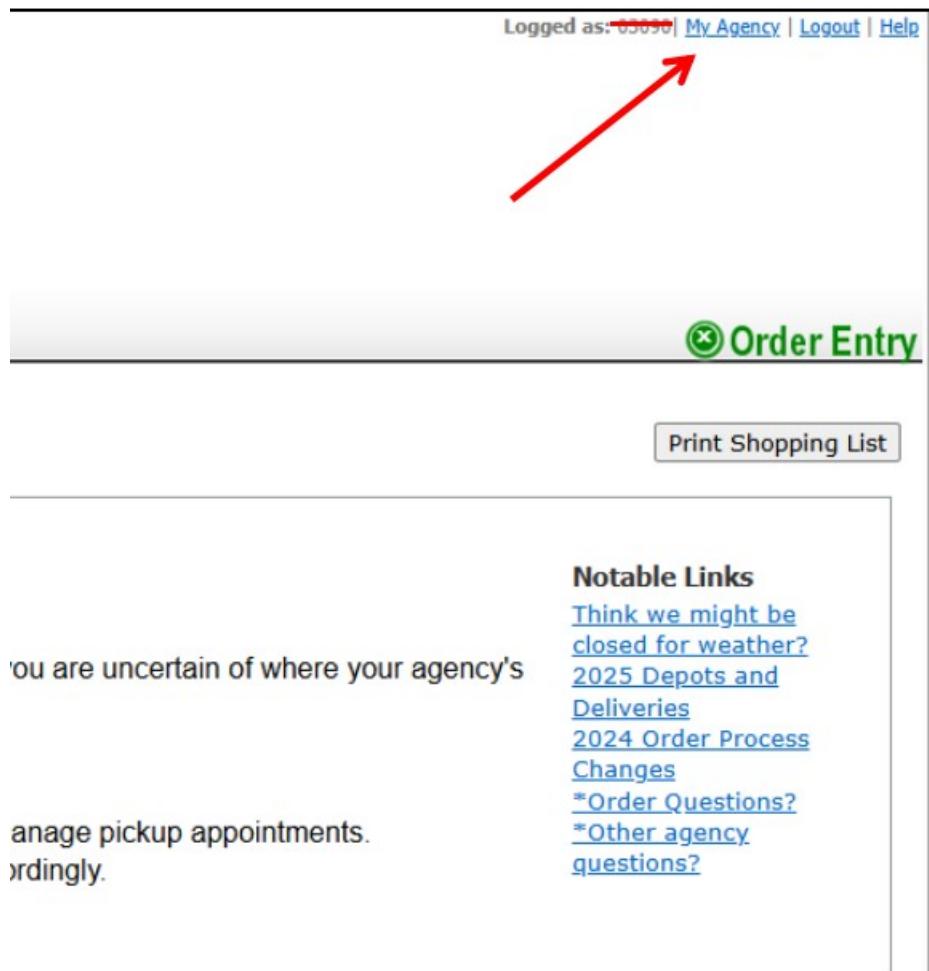


If you have any additional questions, please reach out to your agency representative.

My Agency Page

Each agency has an Account Information Page called “My Agency”. This is a portal within a portal designed to show each agency what contact info, addresses, and accounting information we see when viewing your profile. Agency partners are expected to familiarize themselves with the account info and contact us at agency.support@feedwm.org if any updates need to be made. Use the following instructions to view any unpaid invoices or credits listed on your account.

1. Login to your account. On the homepage, there will be a blue, hyperlinked tab on the top, right-hand corner of the screen. Click on My Agency.



The screenshot shows a web page with a header bar. The header bar contains the text "Logged as: 00000" followed by a blue, underlined link "My Agency" and other links "Logout" and "Help". A red arrow points from the bottom right towards the "My Agency" link. Below the header is a large, light-gray rectangular area containing the text "Order Entry" with a green circular icon. At the bottom of this area is a button labeled "Print Shopping List". Below this is another rectangular section with the heading "Notable Links" and a list of links: "Think we might be closed for weather?", "2025 Depots and Deliveries", "2024 Order Process Changes", "*Order Questions?", and "*Other agency questions?". To the left of this section, there is some descriptive text: "You are uncertain of where your agency's manage pickup appointments. Accordingly,".

2. On the next page, you can see your Agency Info. On this page you can view who is listed as the main contact, your site address, main number, and email address we will contact about account questions. This page will also have your account balance listed. There will be a list of gray tabs that organize your account's additional information. To check if you have any outstanding invoices, click on the middle tab, "Open AR".

Agency Size:	XL
PantrySize:	XL
OnSite Size:	**NONE**
Inactive?	No
Suspended?	No
Serve Onsite?	No
Serve Offsite?	Yes
Balance:	\$421.00
Last Paid:	11/24/2025

3. On the Open AR page(Open Accounts Receivables), you can see if any invoices are showing up as unpaid in our system. The invoice number will be listed in the first column on the left under "OrderRef". The balance due will be listed in the last column on the right. To see additional information about the invoice, click on the hyperlinked invoice number.

OrderRef	Status	Entered	Delivered/Pickedup	Reviewed?	Picked?	Balance
931259	Closed	02/05/2025	02/11/2025	Yes	Yes	\$53.24

4. The Open AR page can also be checked to see if you have any unused credit on your account. Any credit you have will show up in parentheses under the Balance column. Credits can happen if your agency overpays or if an invoice was adjusted after the initial order was placed due to product issues, pricing, or quantities. The credit should be automatically applied to your next invoice as long as it is factored into your payment. For example, if your next order costs \$500 and you have a credit of \$100 listed under Balance, all you would need to do is send in a check for \$400 to return your account balance to zero.



<u>Picked?</u>		<u>Balance</u>
	Yes	(\$20.00)
		(\$20.00)