Agency Payment Portal
How-To Guide

Agency Payment Reminders

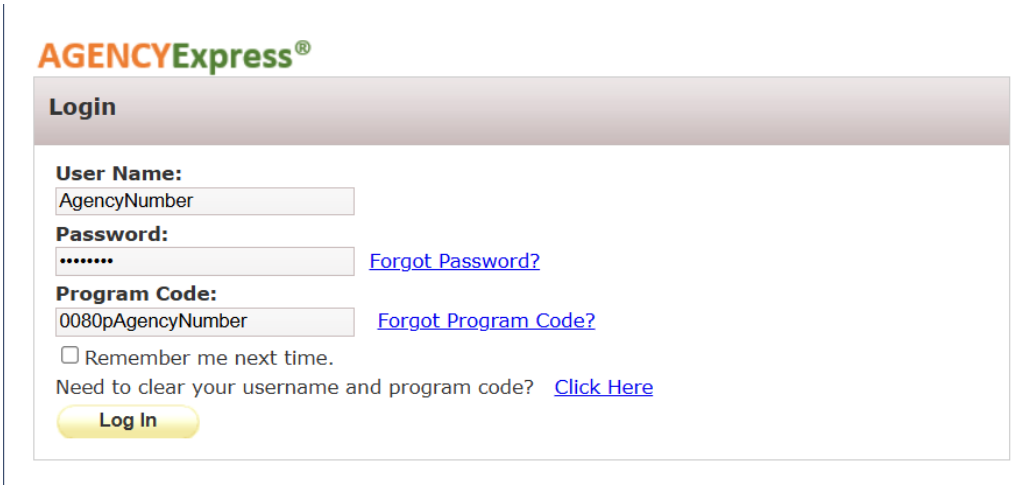
1. Due to IRS guidelines, cards, checks, and bank accounts MUST be registered in the partner agency's name.
    - Any payment made using these methods registered in an individual's name or in a different organization's name is a serious partnership violation which may result in partnership termination.
2. Card payments will automatically assess a 3% processing fee.
3. Returned payments will result in a $35 returned payment fee and may result in partnership suspension.

Any questions regarding agency payments can be directed to your Agency Relations Coordinator, or you can contact a member of our Agency Relations team at agencyrelations@helpendhunger.org or 912-236-6750.

Please allow up to one full business day for email responses.

Finding the Portal Link

Agency Express



The *agency payment portal* link will always be accessible on Agency Express.

The web URL for Agency Express is https://www.agencyexpress3.org/AgencyExpress30/NewLogin.aspx.

You will need the login information for your agency to log into Agency Express.

User Name: *AgencyNumber (ex. 12345)*

Password: *change12 (different if changed by agency leadership)*

Program Code: *0080pAgencyNumber (ex. 0080p12345)*

Please note that Agency Express is not compatible with all web browsers,

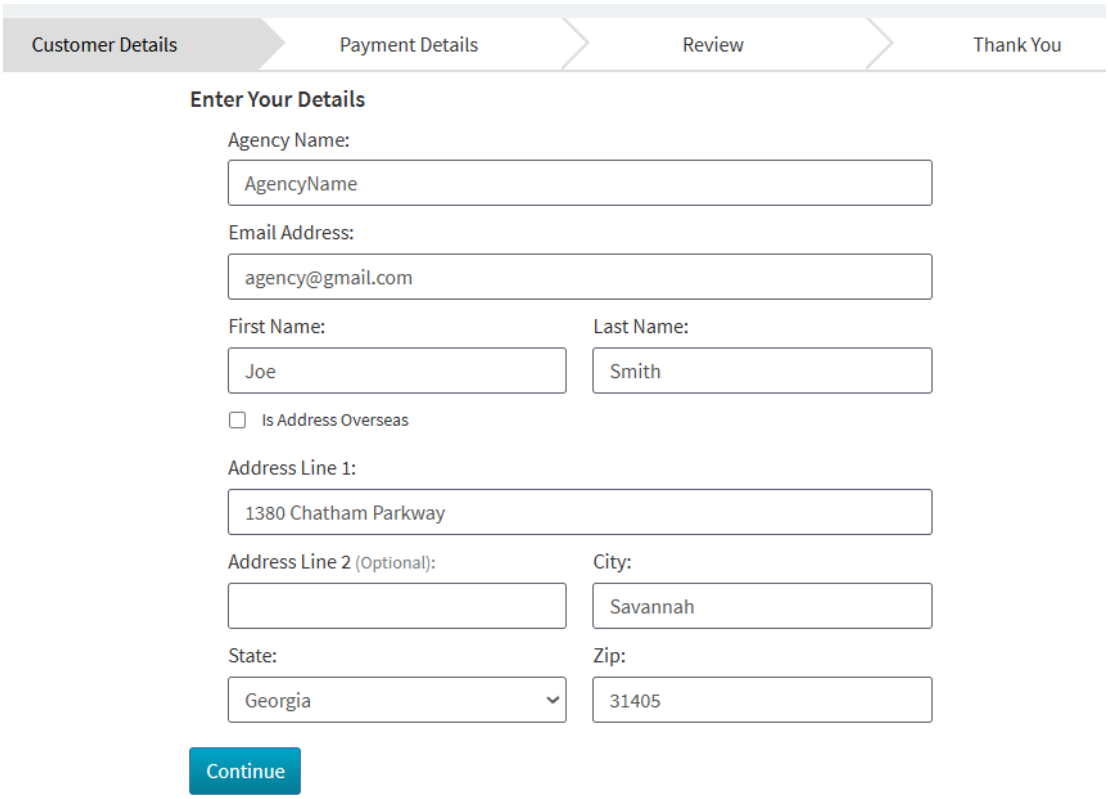
and we recommend using Google Chrome.

Food Bank Links



- Once logged into Agency Express, you will move to hover your cursor over Food Bank Links, and a drop-down menu will appear.
- One of the items on the menu will be the *Agency Payment Portal,* and clicking this link will open the portal in your web browser.

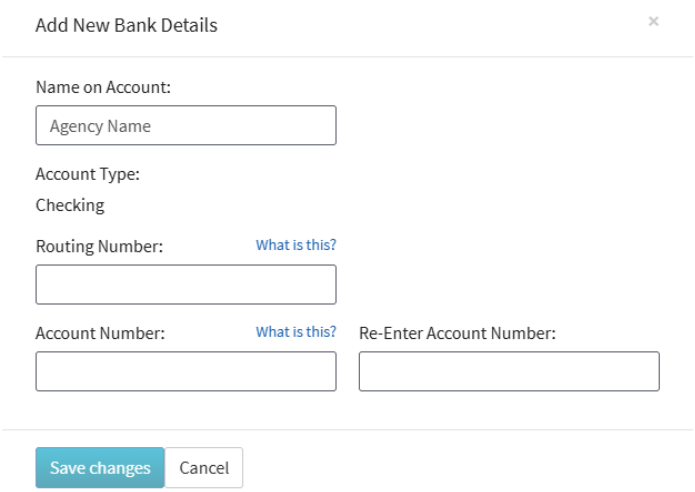
Entering the Customer Details



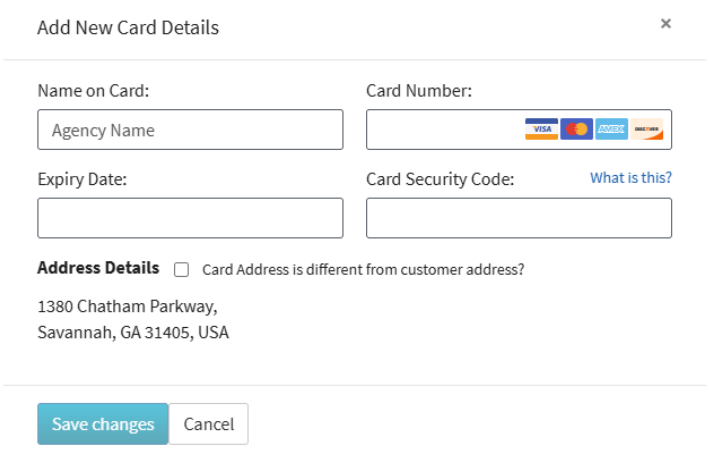
- When entering your **agency name**, you will <u>not</u> be able to add spaces between each word (ex. HappyHarvestFoodPantry).
    - ***Please enter your agency's name as it is registered with SHCG and reflected on your invoices/statements, so that your payment will be correctly applied to your account.***
- The **email address** provided on this screen will be the email address that will receive the payment receipt.
- The **personal name** provided on this screen should be the name of the person making the payment.
- The **address** provided on this screen should be the billing address associated with the card or bank account.

Adding Payment Method

ACH Payment

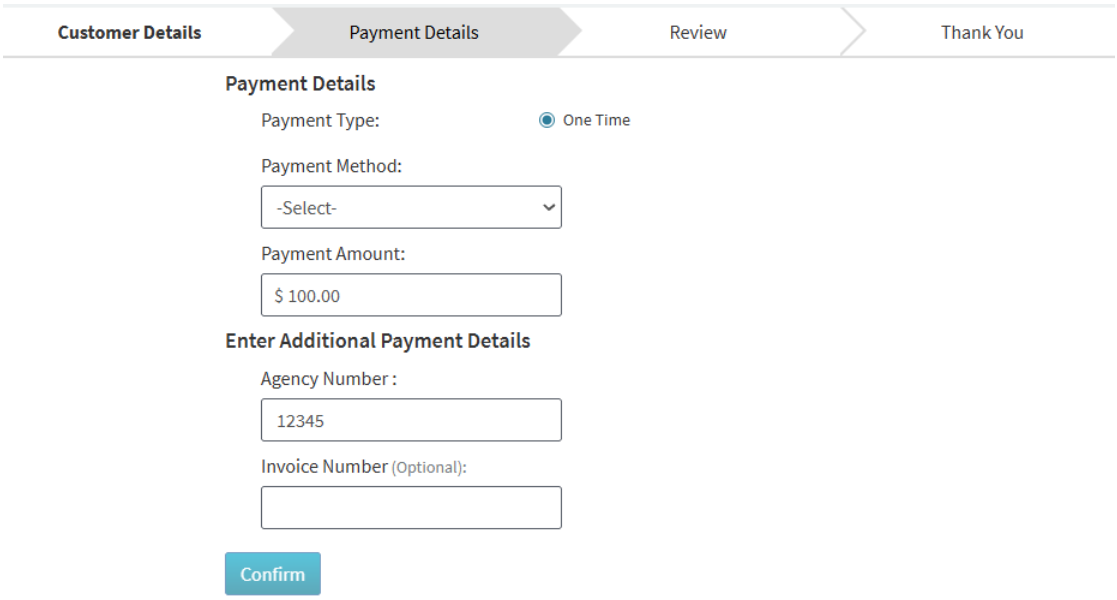


Card Payment



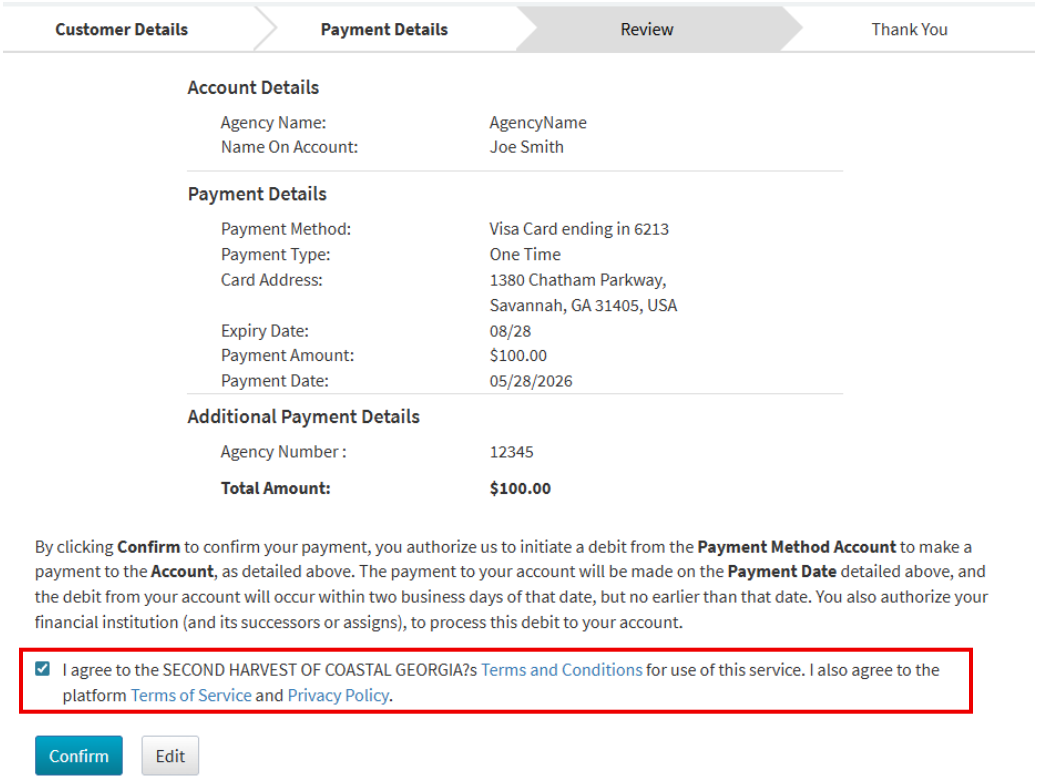
- After moving forward to the payment details page, you will need to **select a payment method** and add your bank account details for ACH payments or your card details for card payments.

Entering Payment Details



- After entering the **payment method** details, you will provide the **payment amount** for this transaction.
    - *If paying with a card, you **DO NOT** need to calculate the 3% service fee as the payment platform will automatically calculate it for you.*
- Please ensure that you provide your **agency number** (ex. 12345) with each transaction to ensure the payment will be correctly applied to your account.
- Providing an **invoice number** is not required: If you would like to provide the invoice number that the payment should be applied for, you will need to provide it with numbers only and without any characters.
    - *For example, invoice AI-12345-1 would be listed as 123451 on the line.*
    - *Payments processed without invoice numbers being provided will follow our regular practice of being applied to the oldest invoices first. Payments made that are larger than the current balance will be applied to the agency account as credit.*
- We will not allow recurring payments to be made for agency payments at this time. **One-time** payments will be the only payment type provided.

Reviewing and Processing Payment



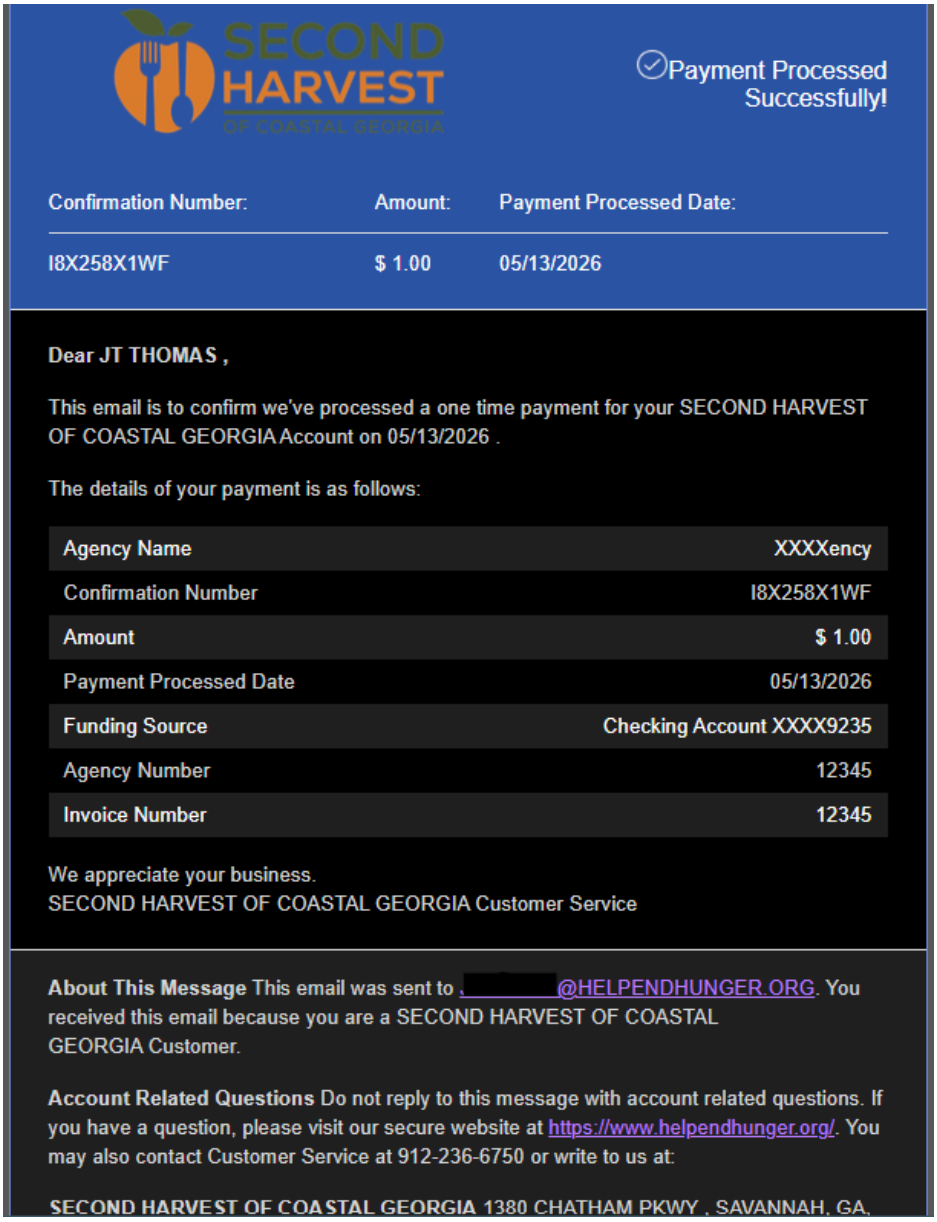
- The last step is to review all details entered and agree to the terms and conditions for the use of the payment platform before submitting your payment.
    - *Click the box at the bottom of the screen to agree to the terms and conditions.*

Payments will be processed by our bank Monday – Friday. Payments made after 7 pm will be processed on the following business day.

Payments that have been successfully processed by our bank will be posted to your agency account within 1-2 business days.

Returned payments due to insufficient funds will result in a $35 returned payment fee.

Emailed Payment Receipt



SECOND HARVEST OF COASTAL GEORGIA

Payment Processed Successfully!

Confirmation Number:	Amount:	Payment Processed Date:
I8X258X1WF	$ 1.00	05/13/2026

Dear JT THOMAS ,

This email is to confirm we've processed a one time payment for your SECOND HARVEST OF COASTAL GEORGIA Account on 05/13/2026 .

The details of your payment is as follows:

Agency Name	XXXXency
Confirmation Number	I8X258X1WF
Amount	$ 1.00
Payment Processed Date	05/13/2026
Funding Source	Checking Account XXXX9235
Agency Number	12345
Invoice Number	12345

We appreciate your business.
SECOND HARVEST OF COASTAL GEORGIA Customer Service

About This Message This email was sent to [redacted]@HELPENDHUNGER.ORG. You received this email because you are a SECOND HARVEST OF COASTAL GEORGIA Customer.

Account Related Questions Do not reply to this message with account related questions. If you have a question, please visit our secure website at https://www.helpendhunger.org/. You may also contact Customer Service at 912-236-6750 or write to us at:

SECOND HARVEST OF COASTAL GEORGIA 1380 CHATHAM PKWY , SAVANNAH, GA,

A receipt will be emailed to the email address provided under the customer details page after the payment has been submitted.

The receipt will be sent by shcg@billerpayments.com.

Check your spam folder if you do not receive the emailed receipt within 24 hours of payment submission. If you still have not received your receipt, please contact our Agency Relations team for assistance.