



Frequently Asked Questions (FAQs)

Q: If I am a current customer how do I register for MyGrower?

A: You will need to fill out the on-line registration form located on the customer login page of our website.

Instructions: Go to <https://newvision.coop/mygrower>

Fill out the form on the page that looks like this:

MYGROWER ACCOUNT SIGN UP

New users must complete the Register for Account Access form to begin utilizing MyGrower. A confirmation email will be sent following your submission. Allow up to 5 business days for your account to be set up. Please contact us at 507-842-2001 for assistance.

Your Account Number (which can be found on your statement). (Required)	Farm or Business Name (if applicable)
<input type="text"/>	<input type="text"/>
Name (Required)	
<input type="text"/>	<input type="text"/>
First	Last

Fill out all the information on the form and **submit**. A confirmation email will be sent following your submission. Allow up to 5 business days for your account to be set up.

You will receive a second email notice once your account is set up. That message will contain your username, a temporary password and a link to access the program. Note that sometimes that second email goes into a junk/spam email folder, so please look there. The temporary password and link are only active for three days.

Q: How do I login to my account?

A: Go to <https://newvision.coop/mygrower> and click on **Online Access**. Enter your username (your email) and password. First time users must use the password from the MyGrower Account that was sent to them via email. After you log in the first time you can change your password.

Q: How do I change my password for my account login?

A: Log into your MyGrower account. In the top right corner, click on the **down arrow** next to your user name and then click on **profile**. Click the **Reset Password** button. An email will be sent to you with a link to change your password. Follow the instructions in the email.

Q: How/where do I enter my ACH Payment information?

A: An ACH payment is an electronic, automatic transfer of payments between banks. Funds are electronically transferred from your bank account into our business bank account to make your payment.

Important: You must complete ACH Payment Setup on a **DESKTOP OR LAPTOP**. Log into your MyGrower account. In the top right corner, you will see your email address. Click on the **down arrow** next to your user name and then click on **profile**. Then click on the "Show ACH Details" box. This is what you will see:

Home

Messages

Unsigned Contracts

Billing

Grain Detail

Reports

First Name: Testing

Last Name: email

Mobile Phone: 123

HIDE ACH DETAILS

ACH Payment Setup

If You have Made A Payment Within The Last Week, Please DO NOT Change Any Banking Information

Name Id	Description	Bank Name	Account Type	Bank Routing No.	Bank Account No.
0001001	1001 CUSTOMER				

10

1 of 1 items

By clicking Save, you are accepting our terms of service.

SAVE

To enter your banking information, click in the white open area **below** Account Type, Bank Routing, and Bank Account number columns. Once your information is entered click on "Save".

Q: How do I make an ACH payment in MyGrower?

Your Name

Your Address

Date

Pay to the Order of

\$

Dollars

BANK NAME

Authorized Signature

9 Digit Routing Number

Your Account Number

Check Number

A: Log into your MyGrower account. Click on **Billing** in the menu on the left side of the page. The drop down will reveal the word Invoices. Click on **Invoices** to get to this screen:

Home

Billing

Invoices

Statements

Grain Detail

Storage

Contracts

Scale Tickets

Settlements

Business Documents

Total Balance: \$0.00

Statement Balance: \$78.39

Statement Date: 1/31/2022

PAY BALANCE

From Invoice Date: 1/19/2022

Invoice ...

2/10/2022

1/24/2022

1/24/2022

Please review and confirm your payment info

Balance (\$): 0.00

Payment Amount (\$): Enter \$ Amount

Account Group: Select an Account Group

Account Id: Select an Account

Note: Leave a note

PAY

Balance	Due Date	REVIEW & PAY
\$0.00	3/25/2022	REVIEW & PAY
\$0.00	2/25/2022	REVIEW & PAY
\$0.00	2/25/2022	REVIEW & PAY

Click on the **Pay Balance** and the box in the center of the screen will pop up, put your dollar amount in the **Payment Amount** box, in the **Account Group** box choose your account name from the selection that comes up. Next, click in the **Account ID** box and choose your New Vision Customer ID (This is your customer account number with New Vision Coop) Then click on the **Pay** button.

You can also pay per invoice by using the "Review & Pay" button located next to each invoice.

If you refresh your browser or log-out and log back in, you should see the balance due on your account has now decreased by the payment amount you submitted. **Once your banking information is entered you can make a payment from the MyGrower App.**

This is not autopay; a payment will need to be submitted every time invoices are due. MyGrower has no connection to Autopay, if your banking or credit card information has changed please call the office.

Q: What is the payment due date and ACH submission deadline?

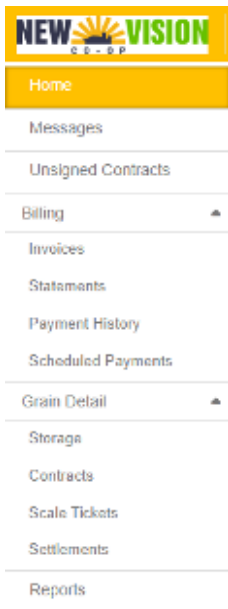
A: Payments to your New Vision Coop account are due on the 20th of the month. ACH payments submitted after that date, may not process in time and may be subject to finance charges.

Q: When is the money for the ACH payment drawn from my bank account?

A: The funds for the payment are generally debited from your account the next business day. However, it could take up to two days, depending on when the payment transaction is initiated. Please keep in mind that you should always have funds available to cover the payment on the date you initiate the payment.

Q: How do I find my information?

A: All your information should be available on links on the left side of the MyGrower webpage.



Q: How do I look up Invoices

A: Click on **Transactions** from the left hand menu, then click **Invoices**.

By default, the screen will show you the past 30 days, but you could change the date range.

You can click the **View** button for the full details, and if you choose to, you could print the invoice.

Q: How do I look up Contracts

A: Click on **Grain Detail** from the left-hand menu, then click **Contracts**.

By default, the screen will show you the past 30 days, but you could change the date range.

There is also an advanced search drop down for more filters, and you can sort by any column.

You can click the **View** button for the full details, and if you choose to, you could print.

Q: How do I view Storage

A: Click on **Grain Detail** from the left-hand menu, then click Storage.

You can see all your storage here and can click on any [hyperlink](#) to see related **Tickets**.

Q: How do I run a report

A: Click on **Business Documents** from the left hand menu, then click **Reports**.

Click on the **Report Setup** button to the right of the report name.

Select an **Account** and a **Ship From**.

Select your dates, and commodity, then press **Run**.

You can **Save** or **Print**.

Please call 507-842-2001 if you have any questions.