



Customer Account App

FAQ's

General Questions:

1. Where can I change my mailing address?
Click under Personal Info to edit your FCS Customer Account information such as your address and password. Click submit for changes to be saved.
2. How do I sign up for scale ticket notifications?
Go to Notifications under Accounts. From there you will need to choose "Add". You will then have the option to receive scale tickets by text or by email.
3. How do I see my statements?
Statements can be found under Accounts on the Statements tab.
4. How do I make a Grain Offer?
Make a grain offer under the Offers section under Grain. Choose your commodity, location of delivery, delivery period, cash or future, price and units sold. Please note that units sold need to be in 1,000 bushel increments.

Electronic Payments:

5. How do I sign up for Online Electronic Payments?
You can begin making an electronic payment by first going under Accounts and clicking on the Sales Tickets/Pay Bill section. Click on the plus sign next to the account number and then the pay box.
6. How do I handle disputes/discrepancies/questions on my bill?
Call in to your FCS location as you have done in the past. We will gladly help you. However, if you are signed up for auto pay and want to hold off on that payment for that month, you can suspend it until the issue is resolved. It would be your responsibility to let FCS know when to lift the suspension. If that occurs after the 10th of the month, the customer will be responsible for paying that month's charges in another form as we only pull the auto pay 1 time a month.
7. Do I have to enter my banking information each time or will the system save it?
You will have an option to save payment information when you enter it into the app. You will need to select to save the information for the future payments.
8. Can I choose a future date for my payment to post?
No, the day you enter the payment is the day it will post.

9. Can I make an early payment using the auto pay?
Not through auto pay, but you can through online pay. Auto Pay will only be pulled once a month on the 10TH and will pull the amount due at that time.
10. How late can I make payments and still have it post to my account?
As long as the system allows, you can make a payment. There will be times at the end of the month or in the middle of the night that the system will not allow you to log on while we run our daily and monthly closing reports.
11. Will the amount due include my discount?
As long as the discount is available (prior to the 10th of each month), the amount reflected will include any discounts. The amount due will change once the discount is no longer available (after the 10th of each month).
***Note, the due by date will say the last day of the month, but to receive the discount you must pay by the 10th of the month.**
12. When will my delayed terms for spring fertilizer and fall fertilizer be pulled if I have auto pay?
Spring Fertilizer will be pulled on June 10th and fall fertilizer will be January 10th. If you want to pay fertilizer at an earlier date, we suggest making those payments through the online pay option.
13. How do I make changes to or discontinue automatic payments?
You would need to fill out a new Authorization Agreement for Automatic Payment, choosing to either change or cancel the authorization by checking the appropriate box at the top of the form and sending it in accordingly. The form can be found on www.farmerscoopsociety.com