How to Set-up Your Central Prairie Co-op Patron Access

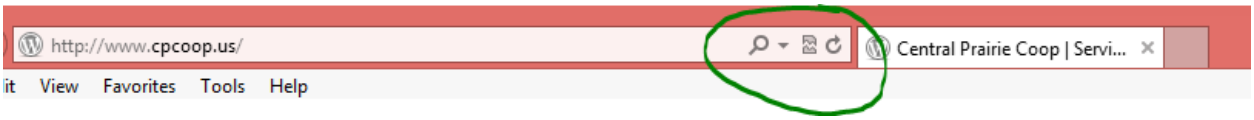
Step 1:

Hop on your computer, tablet or smart phone and go to www.cpcoop.us/.

Step 2:

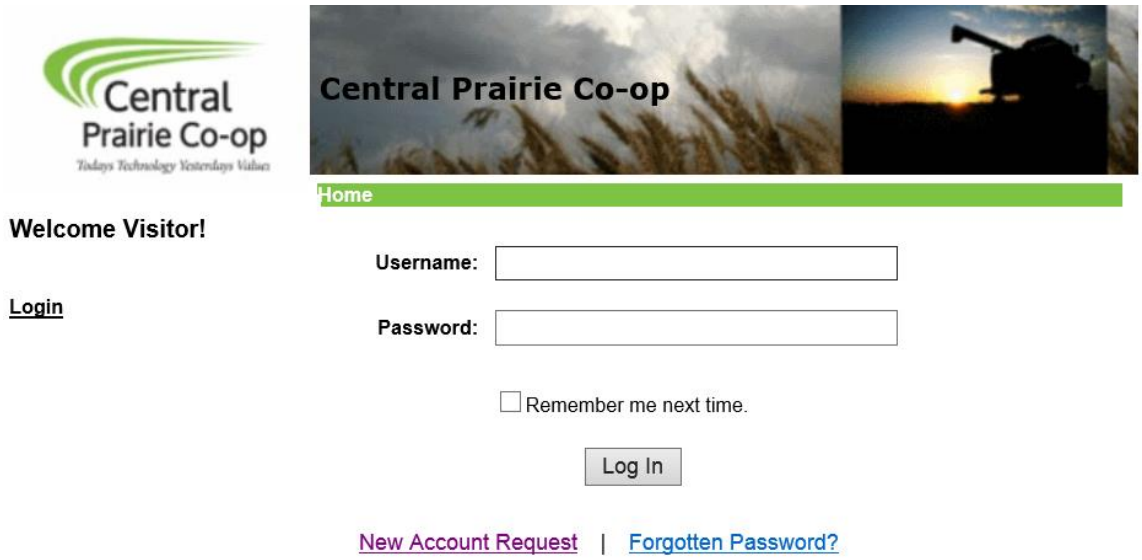
At the top of the webpage your will see **PATRON ACCESS** with a drop down box on the right side.

**If you do not see a drop down box go to where you typed in your web address, to the right there is an icon that looks like a page broken in half. Click on the broken page, this is the Compatibility View. This icon is designed for older browsers that will help the website look better and sort out image problems.



Step 3:

Hover your mouse over the drop down box. Once Central Prairie and TMA pop up, you will want to select Central Prairie. This will bring up a new web address: https://patron.cpcoop.us/. If you are a new user click on the NEW ACCOUNT REQUEST link on the bottom left. If you are a current user you will need to type in your Username and Password.



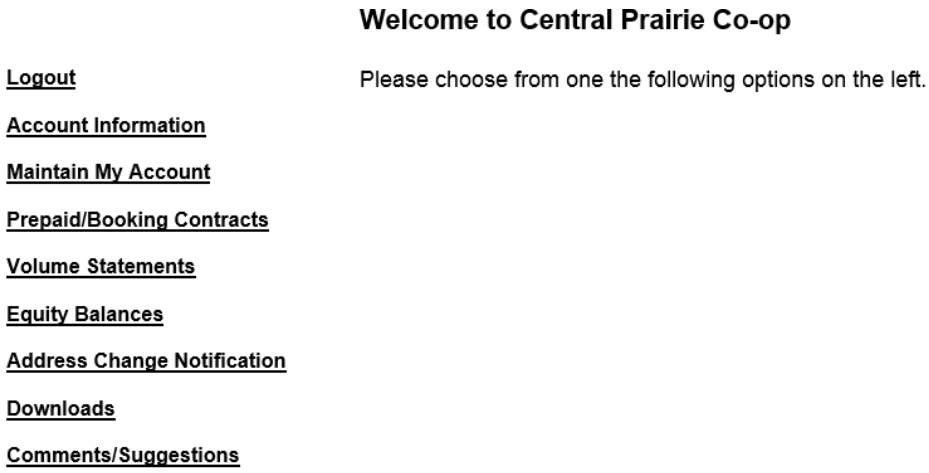
**If you are a new user you will see the following:

You will need to fill out all of the places that have a red star next to the Question. You will also choose your own Username and Password. It is important to list all of the accounts that you are responsible for in the "Please list your account numbers or names you wish to access".

**Once you have filled out all of the information click "Apply for an Account". This will send an email to our Main Office location for approval. You should get a confirmation email to the email address you have provided once your Patron Access has been set up. Once you receive the confirmation email you may go back in and enter your username and password.

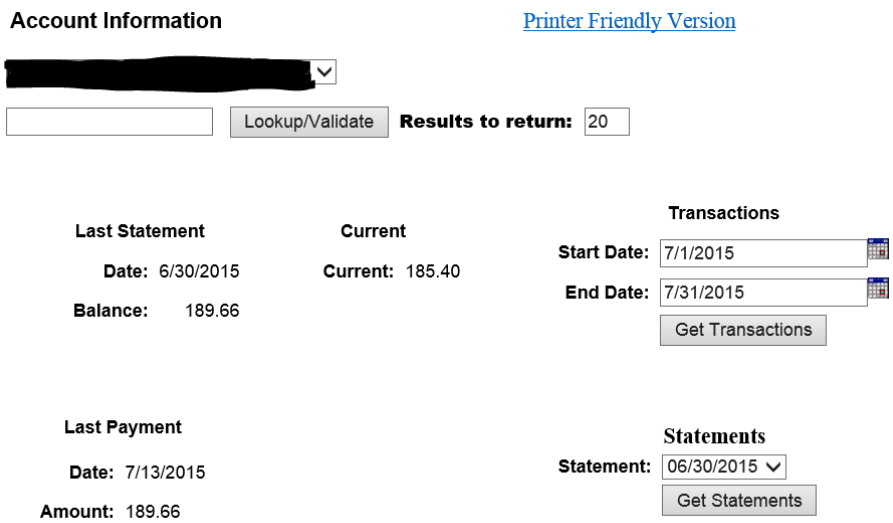
Step 4:

Once you have gained access to Patron Access you will be able to look up the following:



- Account Information – You can access your previous statements, current statement, any invoice that you might need a copy of, your balance due, etc. Just select the month/day/year that you are wanting information for. It is all at your fingertips now!

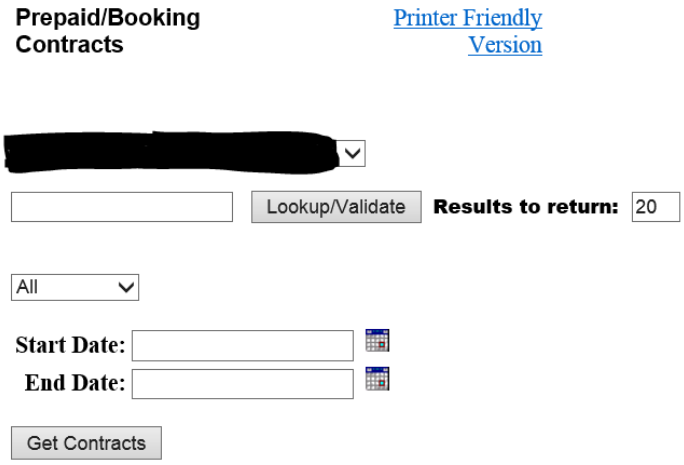
  Example:



- Maintain My Account – This is where you are able to change your information that you provided to create your account. The only thing that you will not be able to change is your Username.

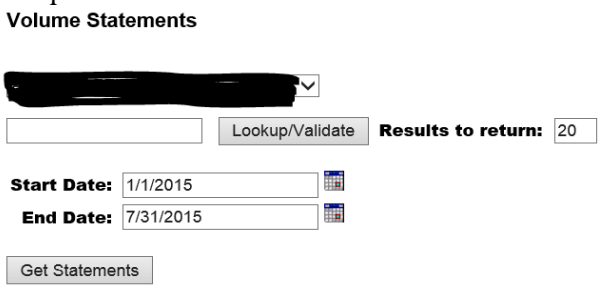
- Prepaid/Booking Contracts – If you have contracted propane, seed, fertilizer, etc. you will be able to see how much you have left on a contract, how much you originally contracted and how much for each year.

  Example:



- Volume Statements – If you are curious or just need to have a volume statement of all of the products you have purchased with Central Prairie Co-op you will be able to select the month/day/year that you are wanting a print-off for.

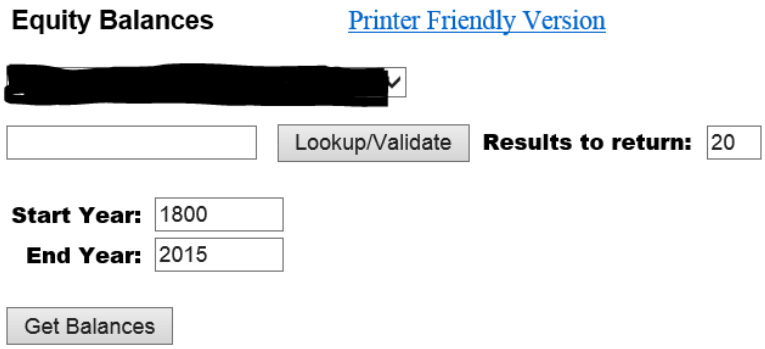
  Example:



**A pop up box will be at the bottom of the screen. You can select "Open" or "Save". From there you can print off/email your volume statement.

- Equity Balance – This is a NEW feature that is now on our Patron Access page. From this tab you will be able to see your total Equity Balance per year. If you are looking for a grand total, please note you will need to change the START YEAR to 1800 (this will catch everything that is in the system)

  Example:



- Address Change Notification – If you happen to move please let us know! Once we get the new address one of our administrators will be more than happy to get it changed so you will be able to receive information/statements.

- Downloads – This is the Statement Disclaimer that you will also find on the back of the statement that you receive monthly.

- Comments/Suggestions – If you have any comments or suggestions we would love to hear from our customers!

**Note: If you wish to view your grain, simply go to www.tmagrain.com and click on the big red Patron Access button at the top center of your screen. TMA Patron Access is separate from Central Prairie Co-op's Patron Access. You will need to request a New Account on the webpage, follow the steps as you did above and provide all of your Grain Accounts that you wish to have access to. Please know that the Customer Numbers will be different than the one(s) you have at Central Prairie Co-op.

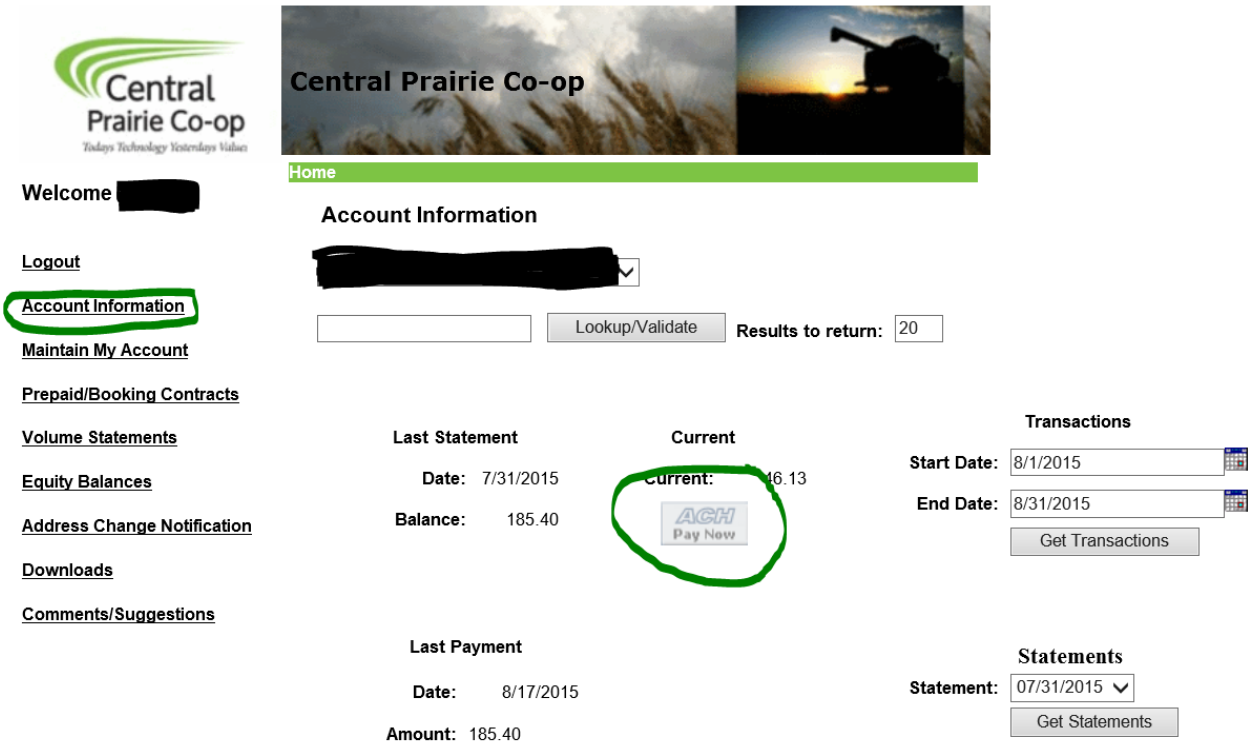
If you have any questions about how to access Patron Access, please feel free to contact your local co-op.

How to Use Patron Access to Pay Your Bill

Please note that you will not be able to use your Patron Access to pay online UNLESS you have filled out the Electronic Funds Transfer Authorization Agreement (ACH Debits & Credits) form with a deposit slip or voided check and submitted it to CPC. (Please allow 10 Days for processing**)

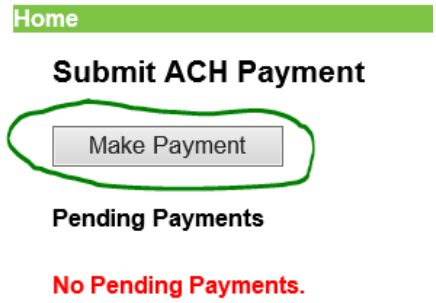
Step 1:

You will know ACH is available on your Patron Access page when the ACH button appears on your Account Information tab:



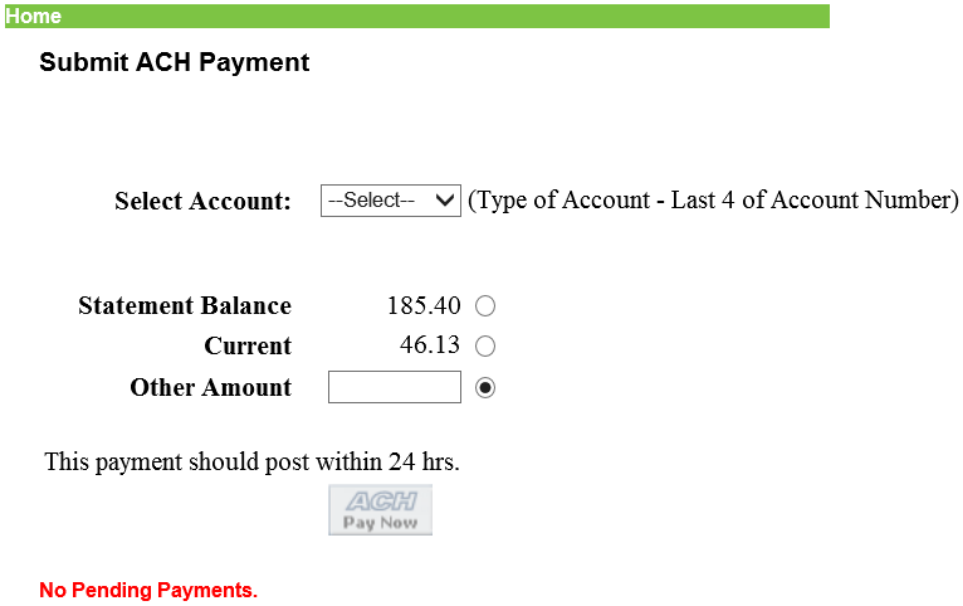
Step 2:

When you are ready to make a payment to your account, push the ACH Pay Now button. A new page will pop up that will look like the following:



Step 3:

Push Make Payment. The following will appear on your computer screen:



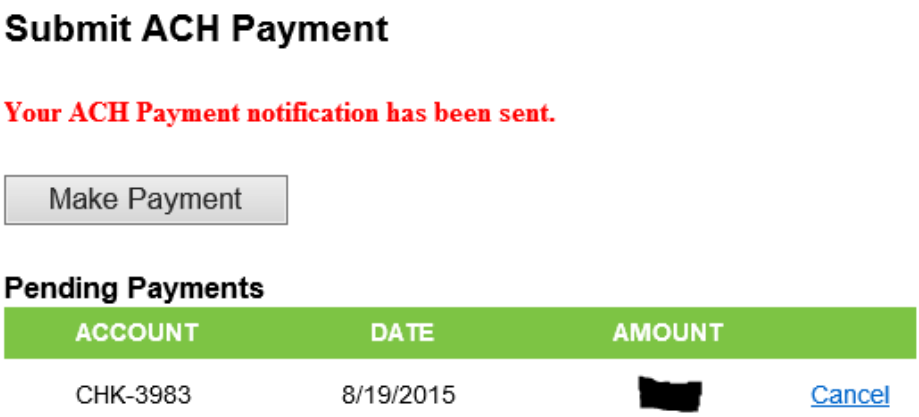
Select your bank account by using the drop down box.

**Please note that if you are paying before the 15th, you will need to subtract the discount that was given on your statement. You will need to enter the payment into the Other Amount box.

When you are satisfied with the amount you are paying, you will need to push the ACH Pay Now button.

Step 4:

A new window will appear that will show your Pending Payments. In this window you will be able to cancel your payment as long as it has not been updated (updates usually occur by next morning business day).



This is the final step of submitting your payment through ACH using your CPC Patron Access.

**Please note the following:

- Your payment will show up through your bank on the NEXT business day (Monday-Friday)
- If you submit your payment on Friday it will not show up until Monday.
- Anything AFTER 4pm will be considered next day business activity.
- If the 15th happens to fall on a Saturday, Sunday or Holiday you will be given the discount.
- Please be aware that if it is AFTER the 15th, you will not be given the discount even if you paid with the discount, this will guarantee a finance charge on your next statement.