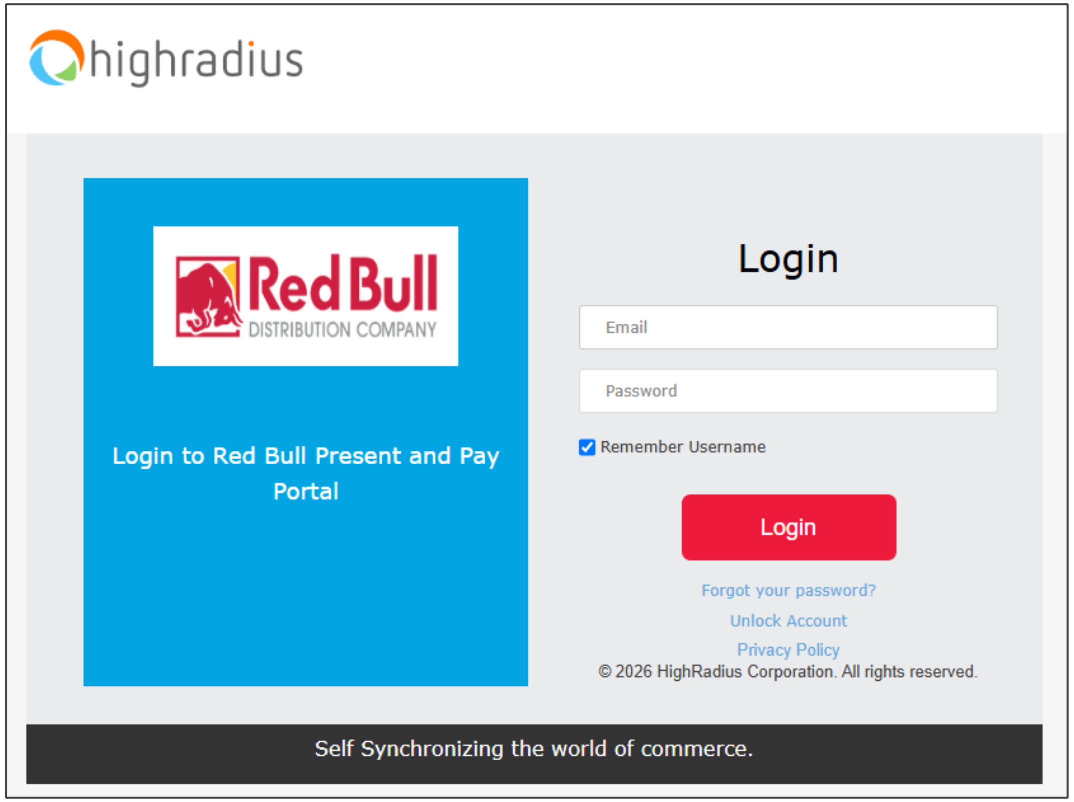
EIPP CUSTOMER GUIDE

SYSTEM NAVIGATION

LOGIN

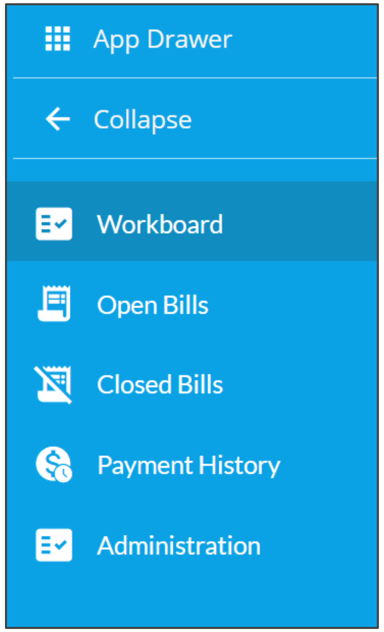
https://redbull-customerportal.highradius.com/RRDMSProject/dms/Home.do

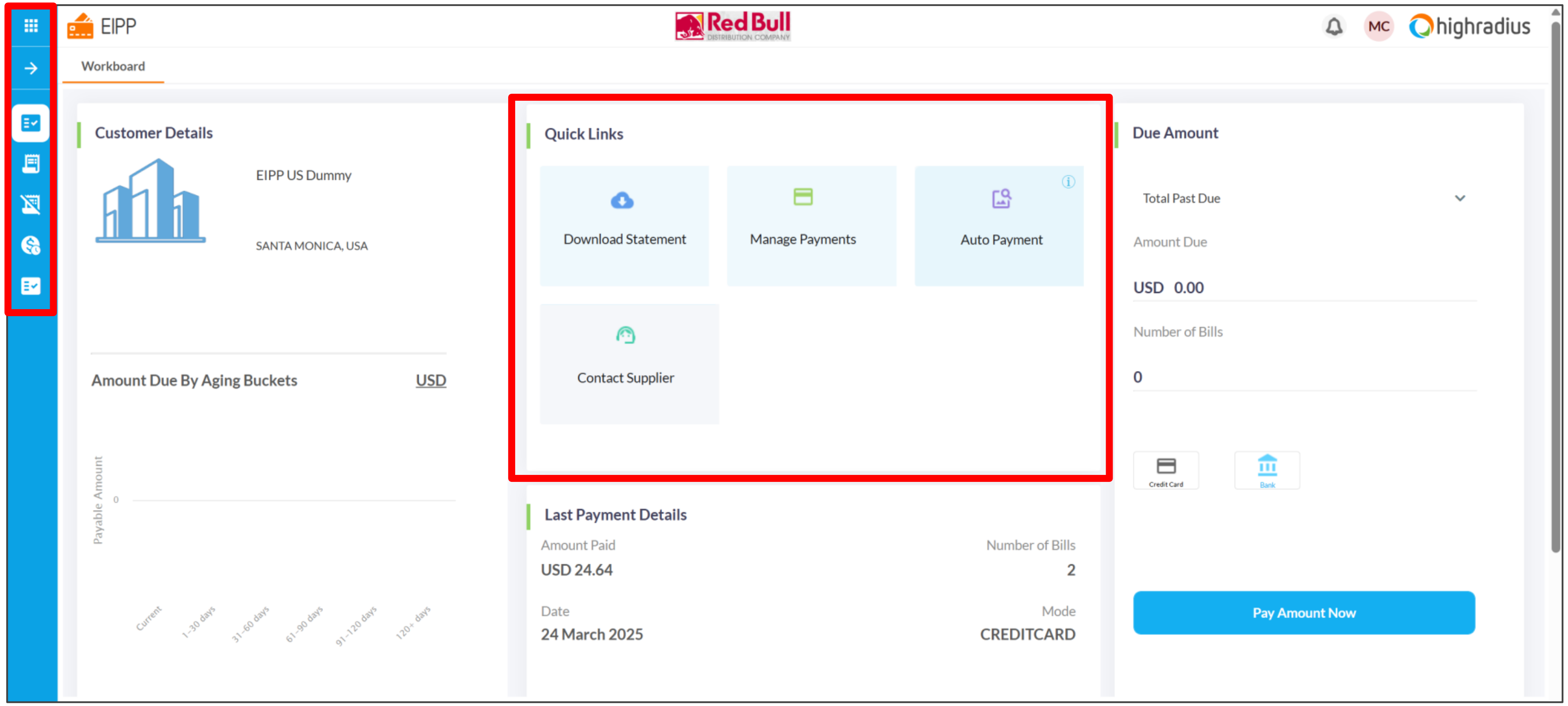


- Enter username and password if registered. Username is full email address where you receive any RedBull correspondence
- Click login
- If you cannot remember your password proceed to “Forgot My Password”

WORKBOARD

- The workboard is your landing page. Many EIPP functions can be accessed from this page including managing payment methods, downloading statements, auto payment preferences, etc.
- Navigation is possible using the quick links, or the vertical navigation bar on the left-hand side which can be expanded by clicking the right arrow near the top.

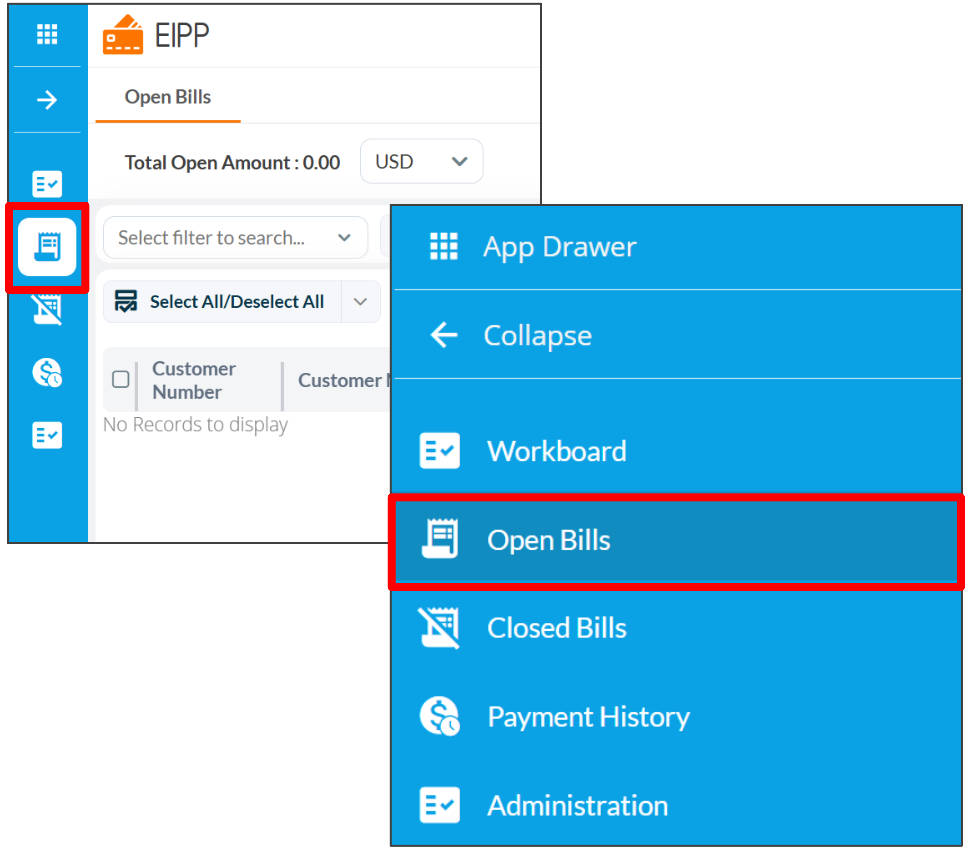


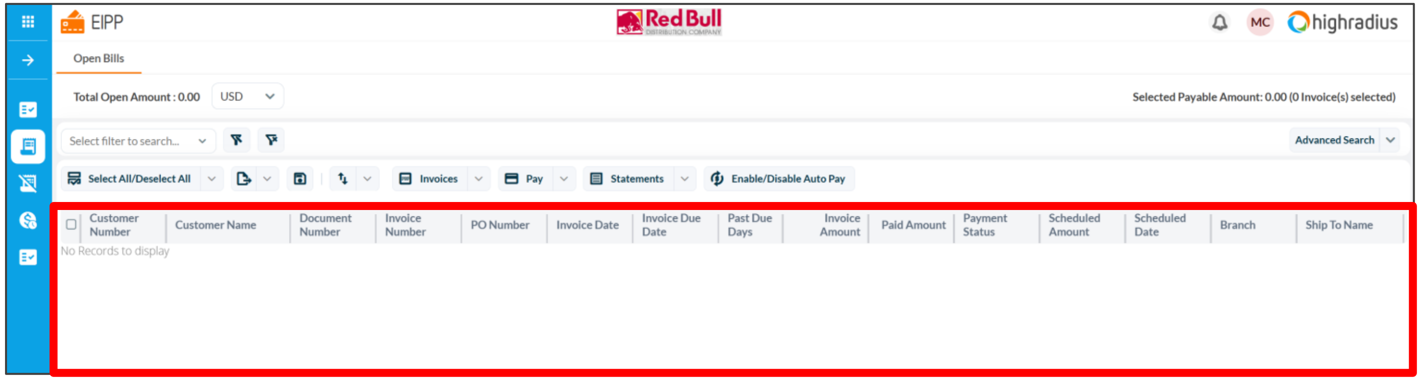


WHERE ARE MY INVOICES?

OPEN BILLS

1. To see unpaid invoices, or credits on your account, navigate to the “Open Bills” tab.
2. Invoices will be listed in the grid.

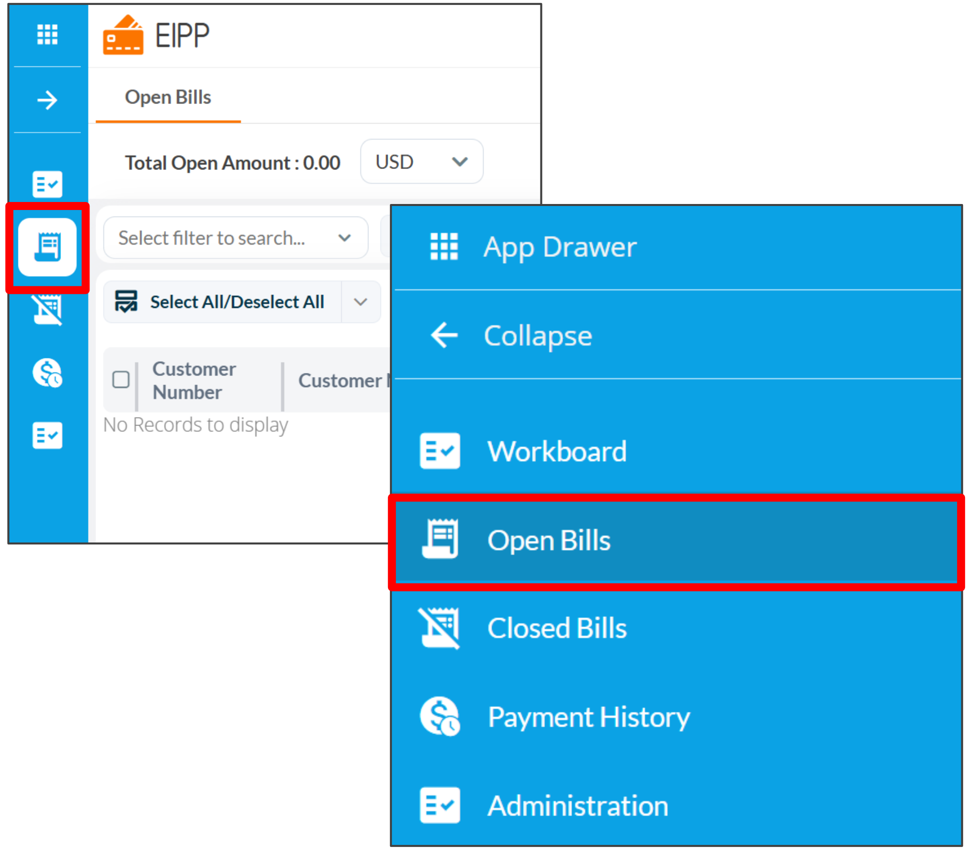


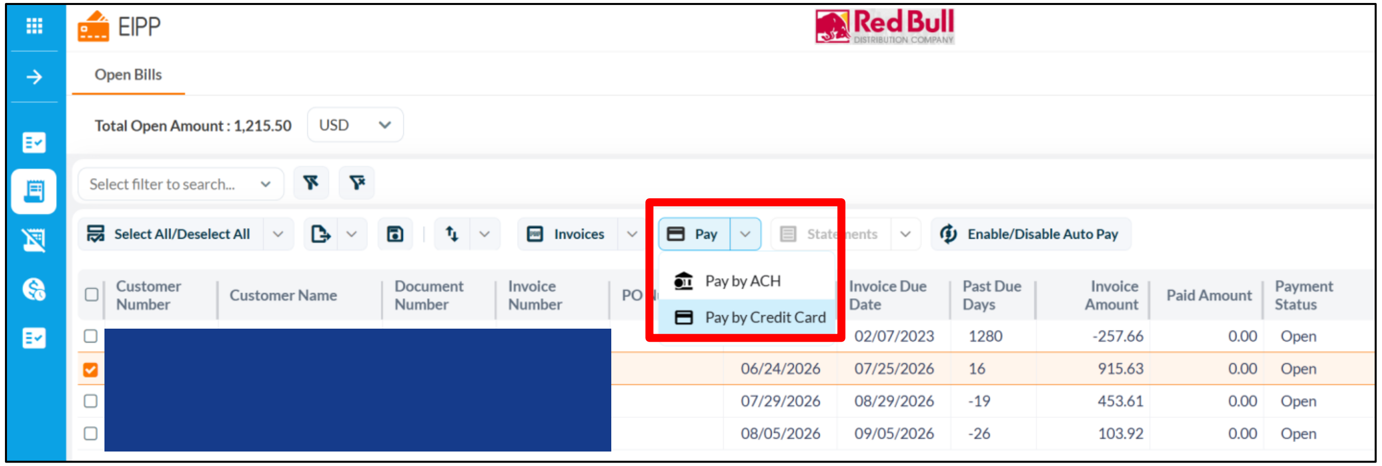


HOW DO I MAKE A PAYMENT?

OPEN BILLS

1. To make a payment, select any invoice(s) on the open bills screen.
2. Click the pay dropdown, select “Pay by ACH” or “Pay by Credit Card.”
3. If “Pay by Credit Card” is not visible, please email support for enablement at eippsupport@redbull.com

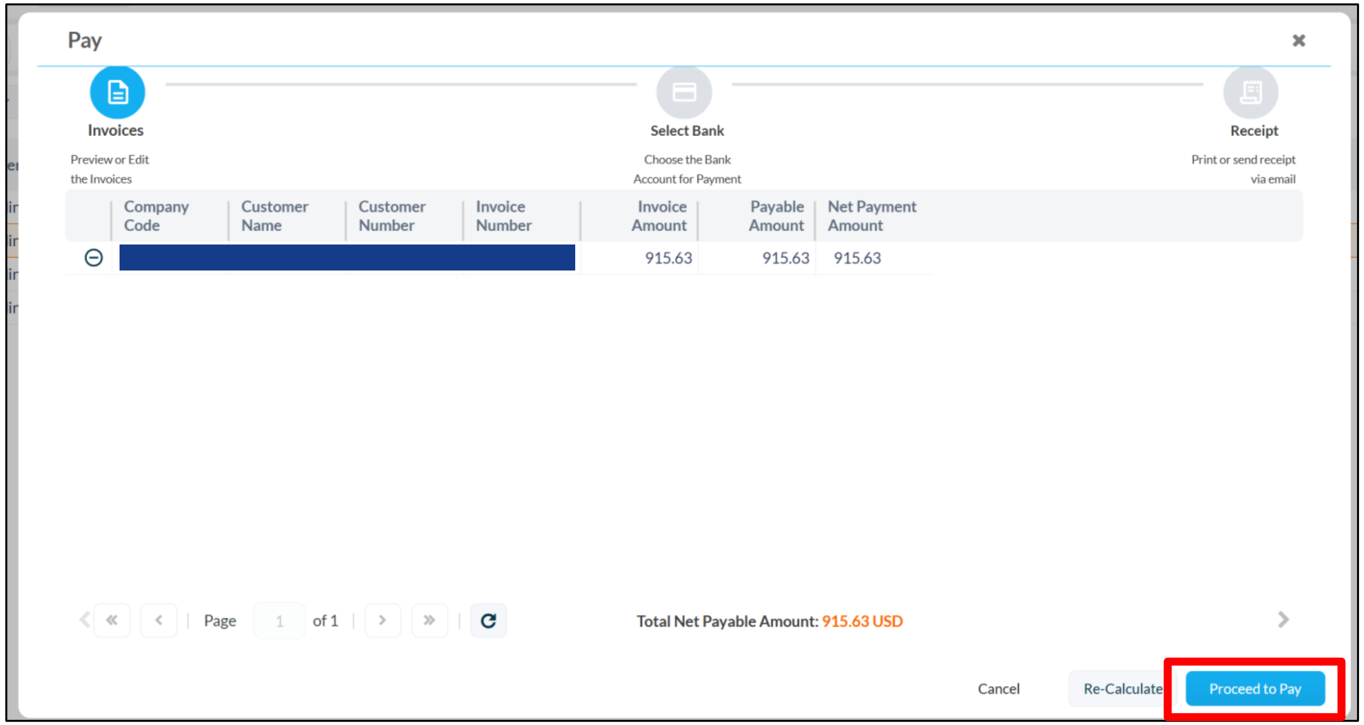


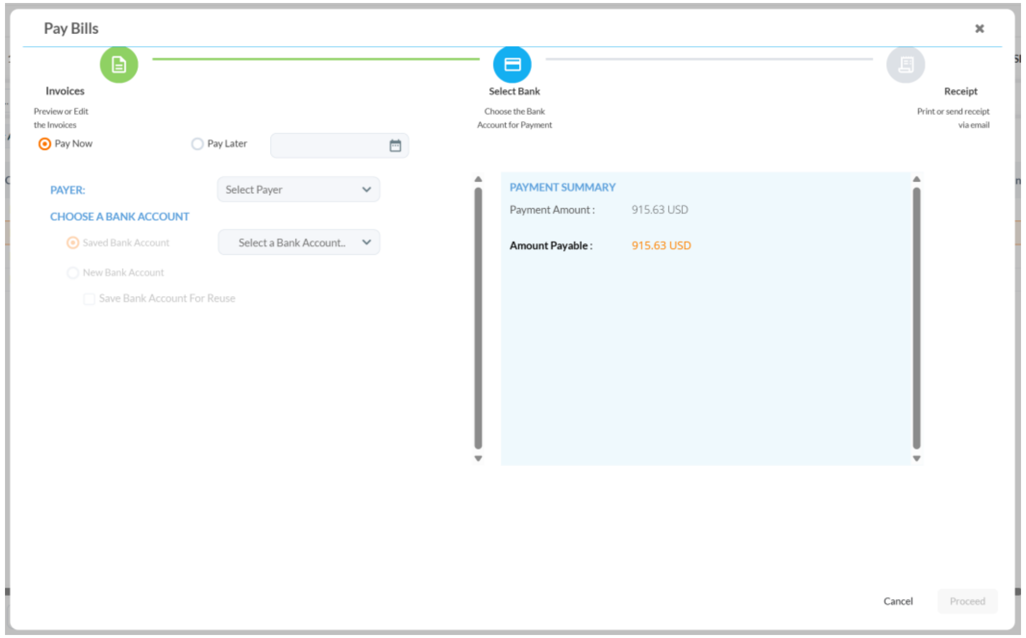


HOW DO I MAKE A PAYMENT?

OPEN BILLS

1. The payment screen opens showing which invoice is selected to pay.
2. Click proceed to pay. If the proceed to pay button is not visible, you may need to scroll to the right.
3. Next, the pay bills screen opens.

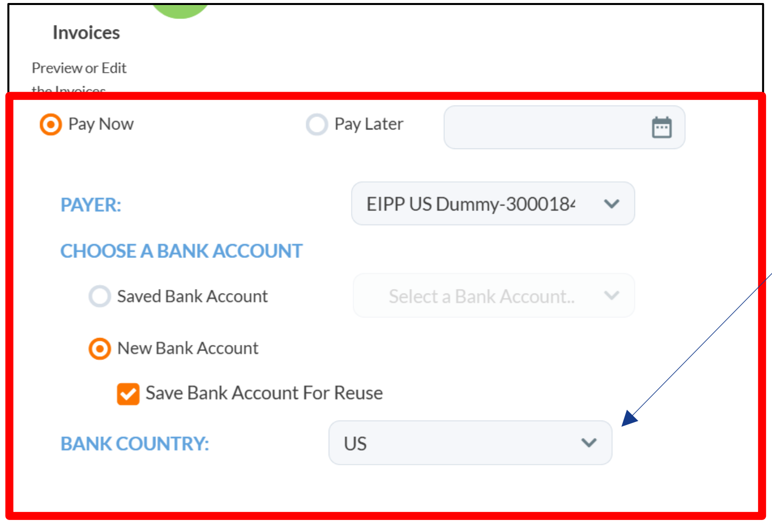




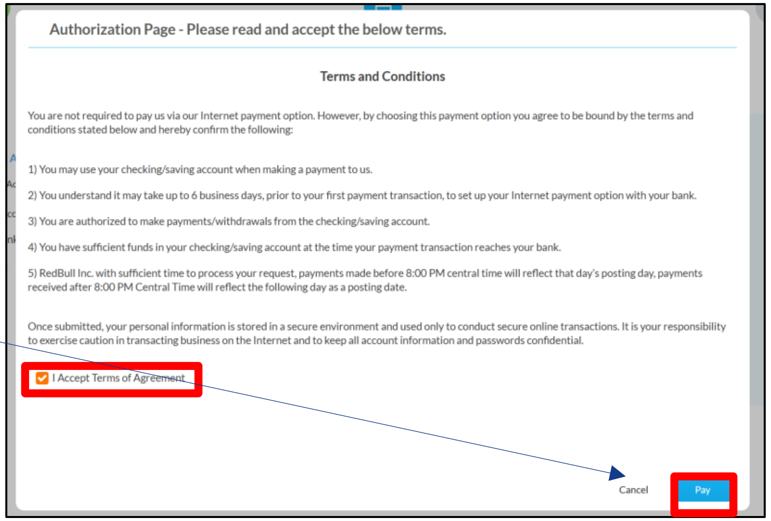
HOW DO I MAKE A PAYMENT?

OPEN BILLS

1. On the Pay bills screen, there is a pay now, or pay later. Pay later just means choosing a day when the payment will process.
2. Select the Payer. The Payer is the name of your account and needs to be selected.
3. Choose a bank account to pay from. If you have not added a bank account yet, select "New Bank Account" and "Save Bank Account for Future Use."
4. Click Proceed.



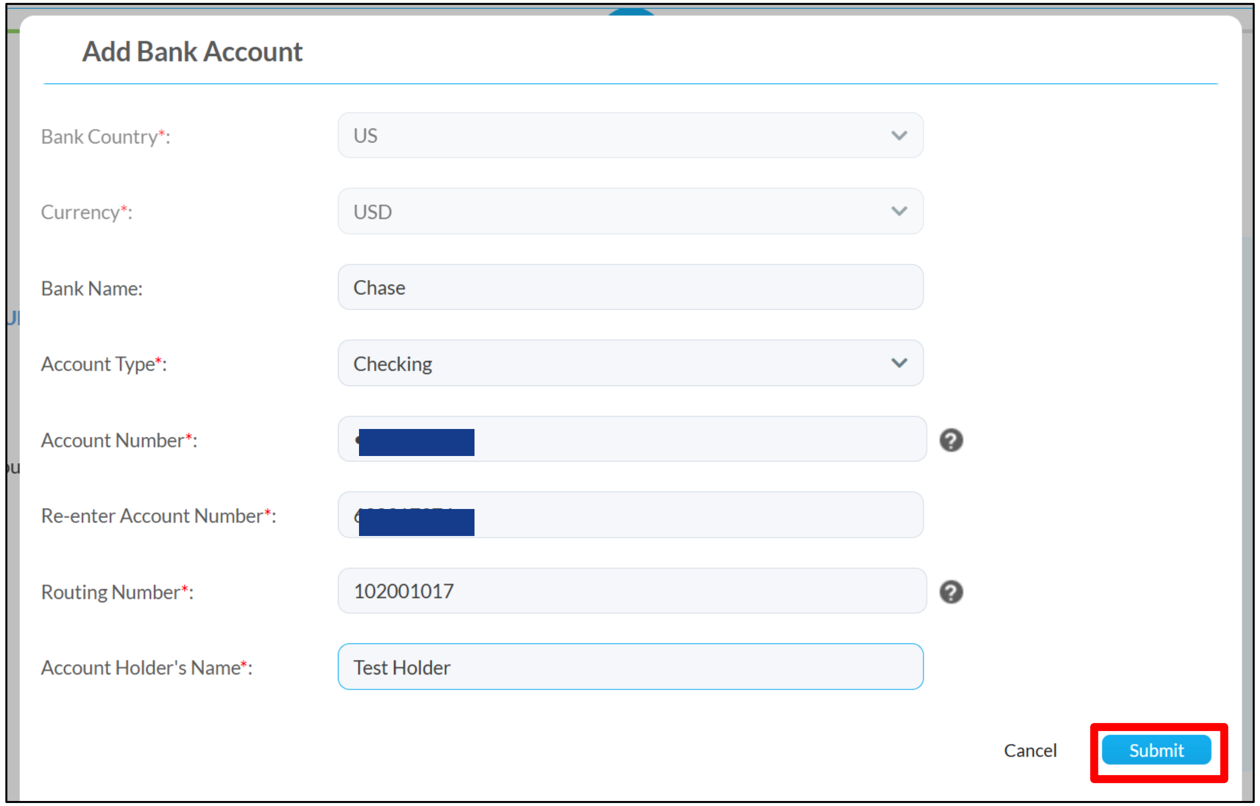
1. If adding new account, select bank country and click proceed.
2. Accept payment authorization and click pay



HOW DO I MAKE A PAYMENT?

OPEN BILLS

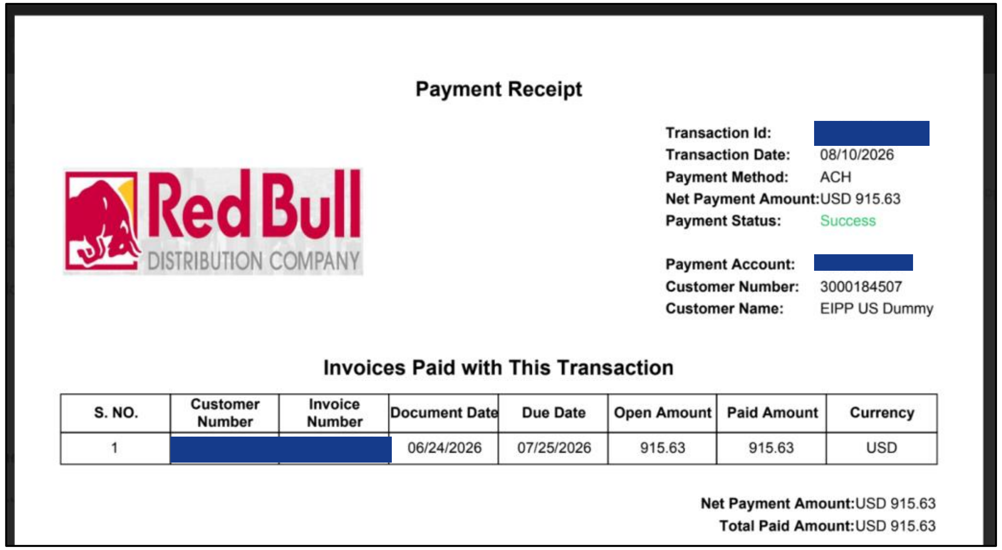
1. Enter Banking information and click submit.
2. Next, you should receive a success page, and a payment receipt via email.
3. The bank account you just entered is now saved for future use. You can find your saved banks, add, and delete from the ADMNISTRATION tab.



Add Bank Account

Bank Country*:	US
Currency*:	USD
Bank Name:	Chase
Account Type*:	Checking
Account Number*:	[redacted]
Re-enter Account Number*:	[redacted]
Routing Number*:	102001017
Account Holder's Name*:	Test Holder

Cancel Submit



Payment Receipt

Transaction Id: [redacted]
Transaction Date: 08/10/2026
Payment Method: ACH
Net Payment Amount:USD 915.63
Payment Status: Success

Payment Account: [redacted]
Customer Number: 3000184507
Customer Name: EIPP US Dummy

Invoices Paid with This Transaction

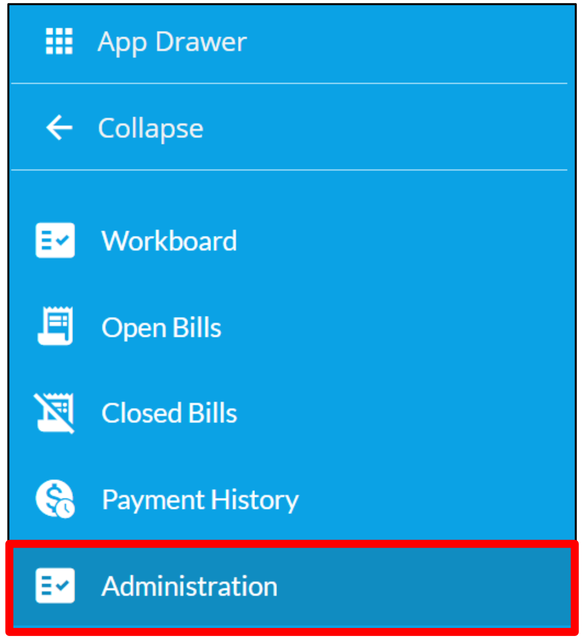
S. NO.	Customer Number	Invoice Number	Document Date	Due Date	Open Amount	Paid Amount	Currency
1	[redacted]	[redacted]	06/24/2026	07/25/2026	915.63	915.63	USD

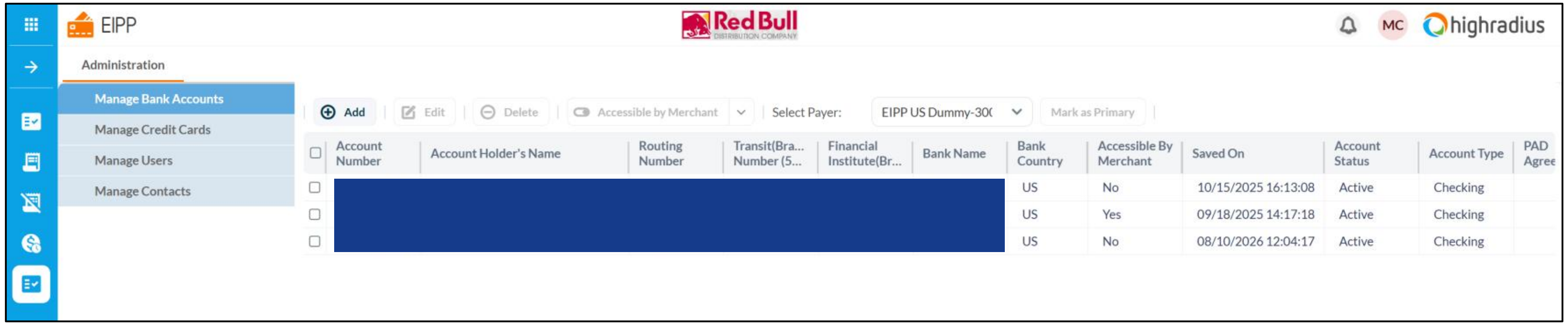
Net Payment Amount:USD 915.63
Total Paid Amount:USD 915.63

HOW DO SEE MY BANK ACCOUNTS/CREDIT CARDS

ADMINISTRATION

- The administration tab is where saved bank accounts, credit cards, and authorized users of your account are stored.
- Here, you can add, edit, and delete these details from your account.
- Bank accounts cannot be edited. If an account has changed, or entered incorrectly, it must be deleted and readded.

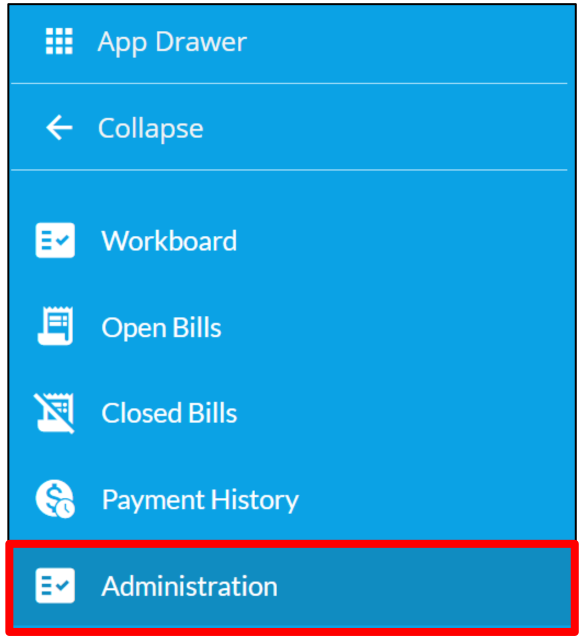


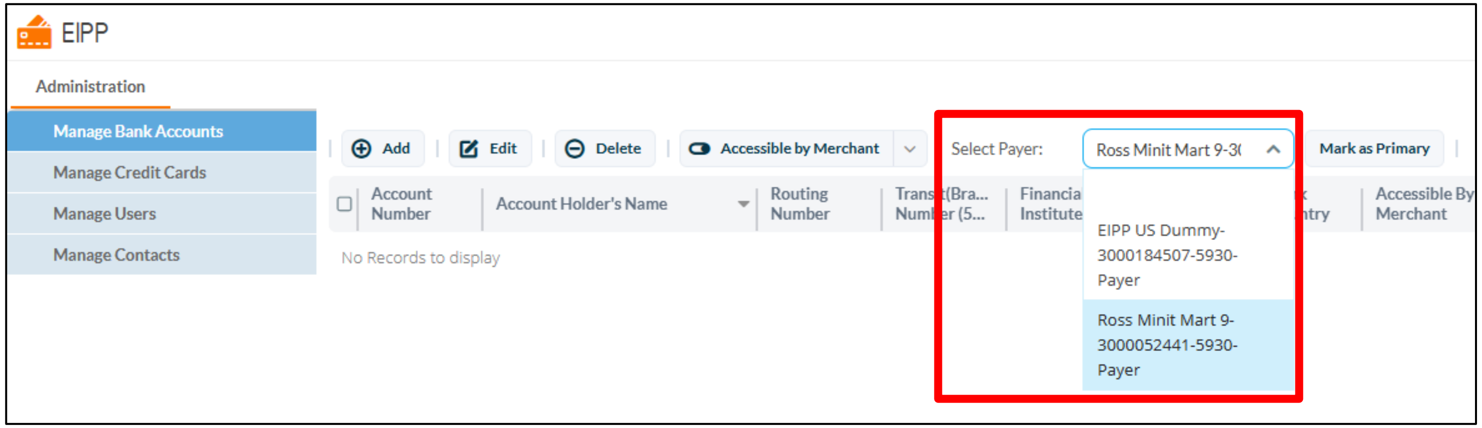


HOW DO SEE MY BANK ACCOUNTS/CREDIT CARDS

ADMINISTRATION

- Bank accounts and credit cards are assigned via the payer. Each individual entity or business should have a single bank account. Groups of stores under the same entity also typically share one bank account.
- By selecting the payer dropdown, you can see which bank account and credit card is assigned to each store or entity.



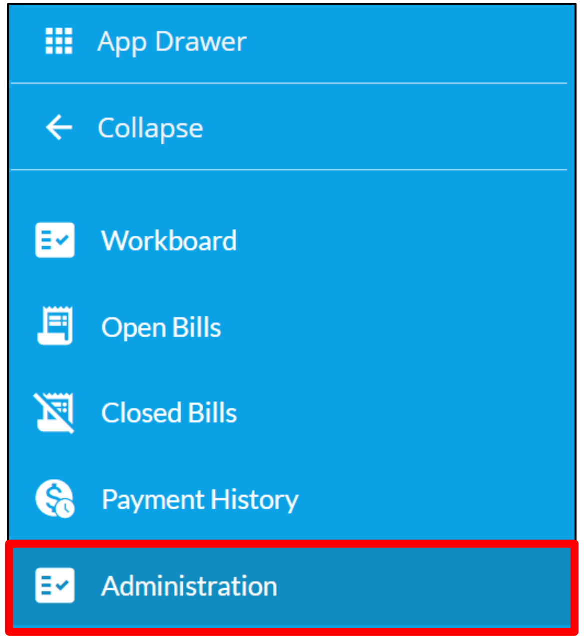


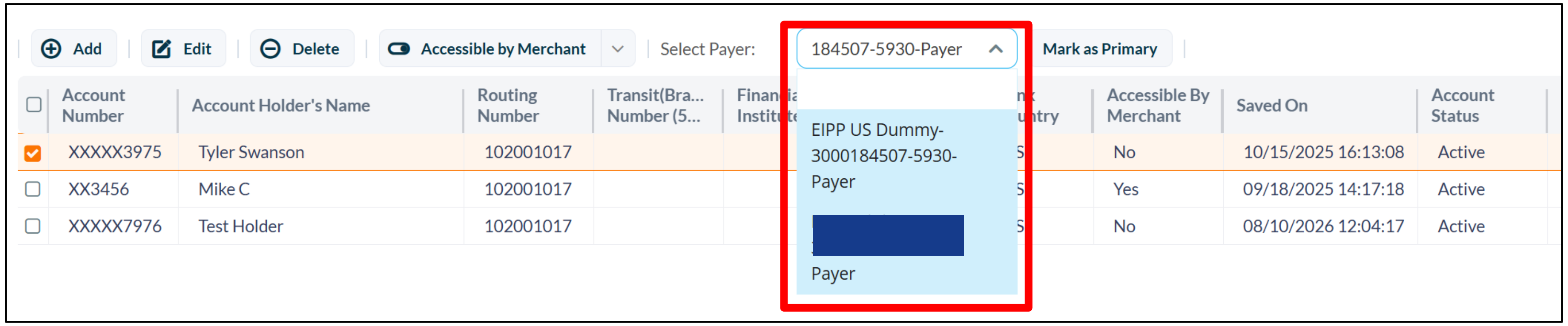
- If there are no records under a selected payer, there is no bank account assigned to that store.
  - This becomes an issue when trying to enable auto pay for an account that has no associated bank account.

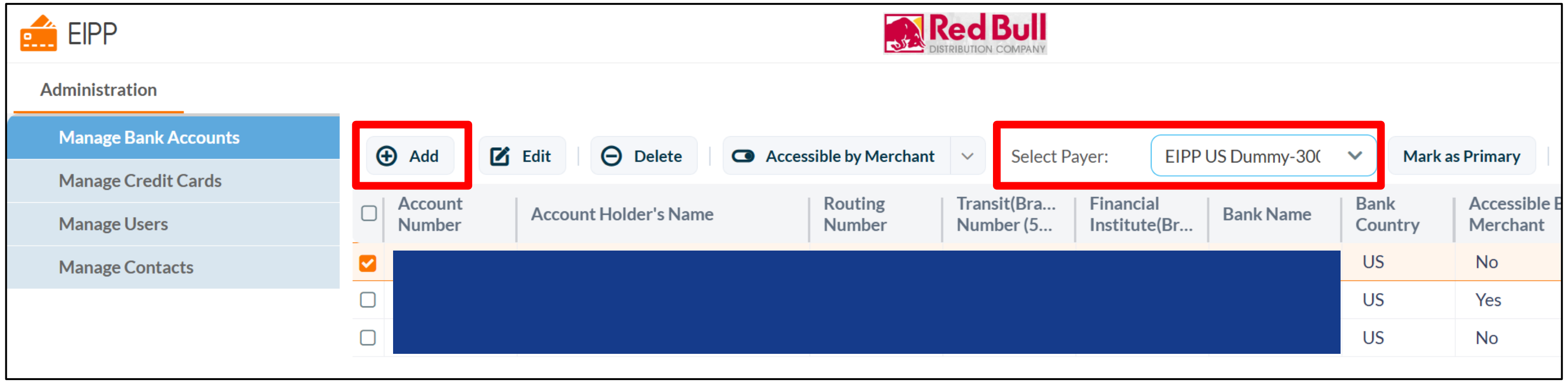
HOW DO SEE MY BANK ACCOUNTS/CREDIT CARDS

ADMINISTRATION

- If adding an account from the Administration page, please make sure to assign the account to the correct store by selecting payer first. This just tells the system which account the bank account belongs to.
- Once payer is selected, click the add button to add a bank account. The bank addition process is the same.





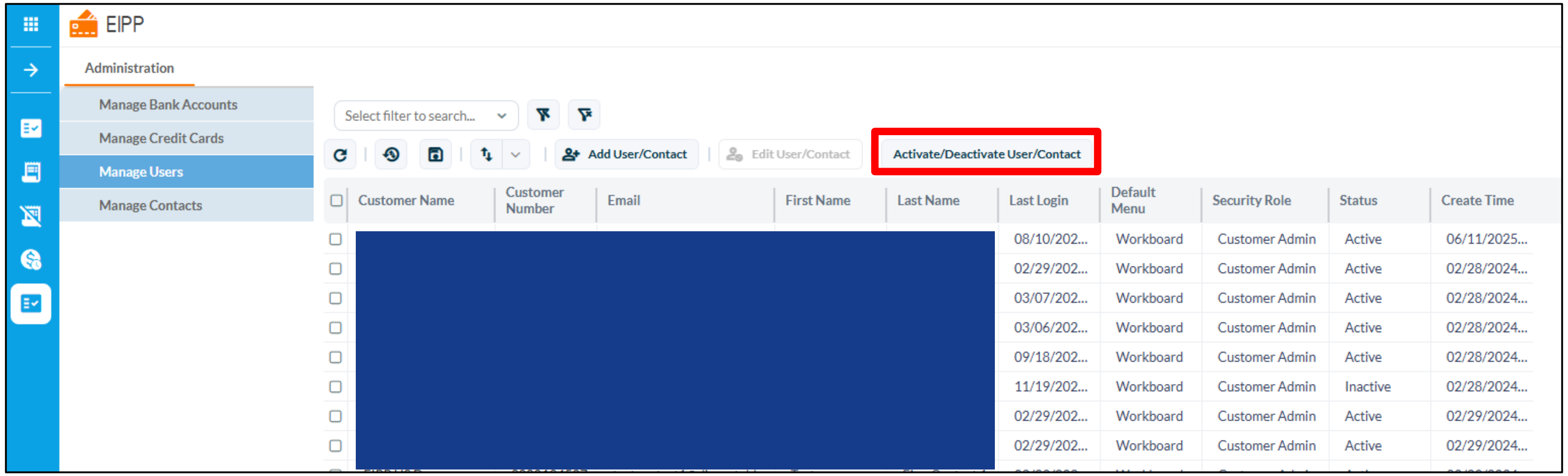


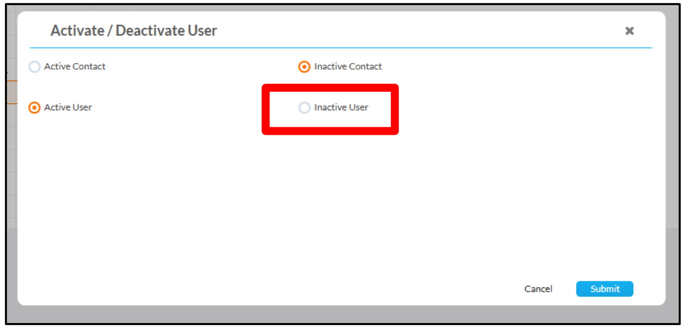
MANAGE CONTACTS & USERS

MANAGE USERS

1. There is also the option to add/remove users from your account.
2. The initial email used to register your account via the email registration is the primary user, or “admin”
3. Admin users can invite others to access your account. For example, a manager or other member of your organization.
4. The manage users screen shows all the users, or email IDs that have registered and potentially have access to your account.
5. To revoke access for a user, select that user, and mark as “Inactive User”

★ Please do not add users from the manage users screen. Proceed to add users from the manage contacts page on the next slide.

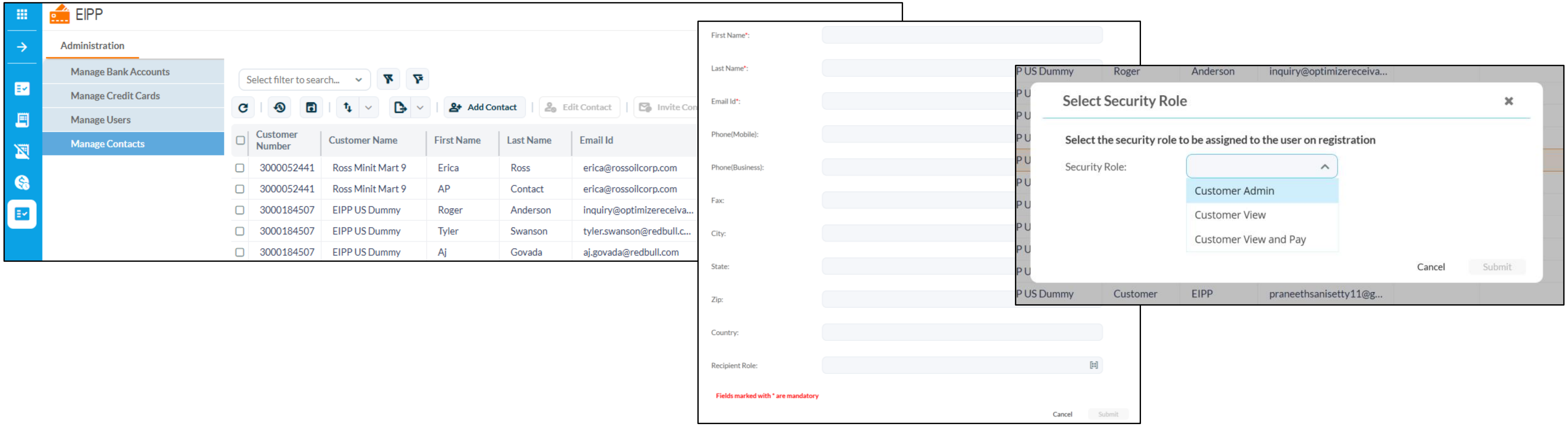




MANAGE CONTACTS & USERS

MANAGE CONTACTS

1. To invite another user to your account, navigate to the manage contacts screen.
2. Click “Add Contact”
3. Fill out the new contact page and click Submit
4. Select the newly added contact and click invite contact
5. Assign a security role other than admin if you do not want to grant admin access. User role permissions can be found on the next slide
6. Click submit
7. Invited user should look for the invite in their email and complete the registration steps.



MANAGE CONTACTS & USERS

USER ROLES

Admin

- View AR, Invoice & Statements
- Download/email payments on invoices (ACH/CC)
- Manage saved bank accounts / credit card data
- Add/Edit/Delete contacts, invite contacts
- View/Add users

View & Pay

$

- View AR, Invoice & Statements
- Download/email payments on invoices (ACH/CC)
- Manage saved bank accounts / credit card data
- View users and contacts

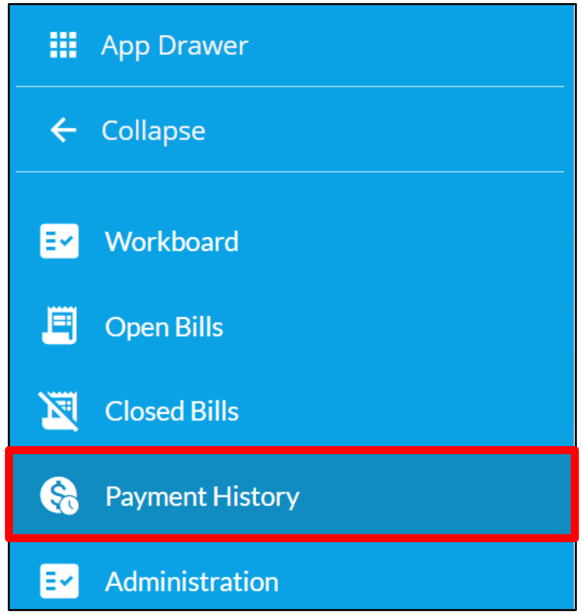
View

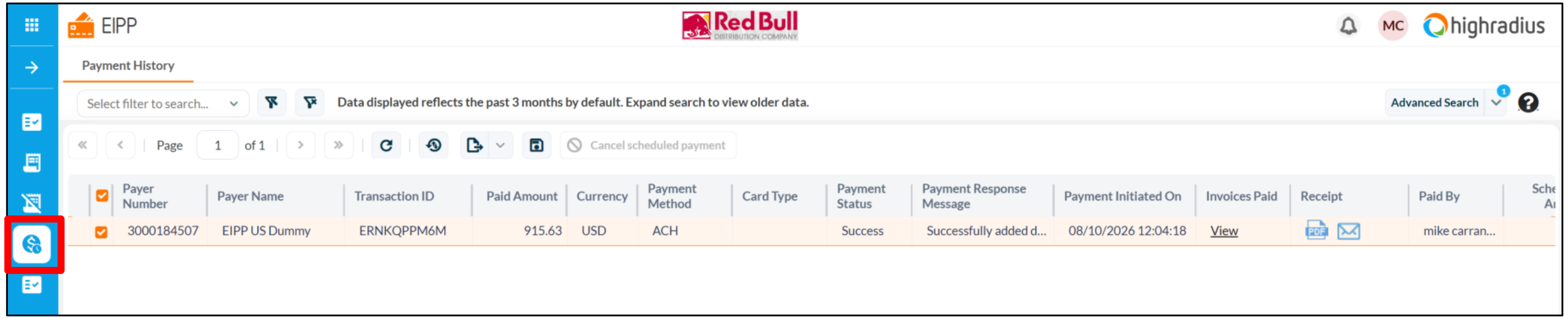
- View AR, Invoice & Statements
- Download/email payments on invoices (ACH/CC)
- View payment history
- View users and contacts

HOW DO SEE PAST PAYMENTS?

PAYMENT HISTORY

- Navigate to the payment history tab in the app drawer.
- Here, you will find a list of all prior payments, the invoices that were paid, and the attached receipt.

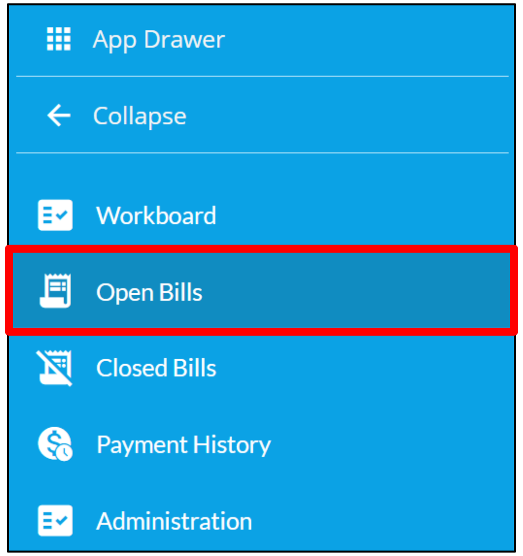


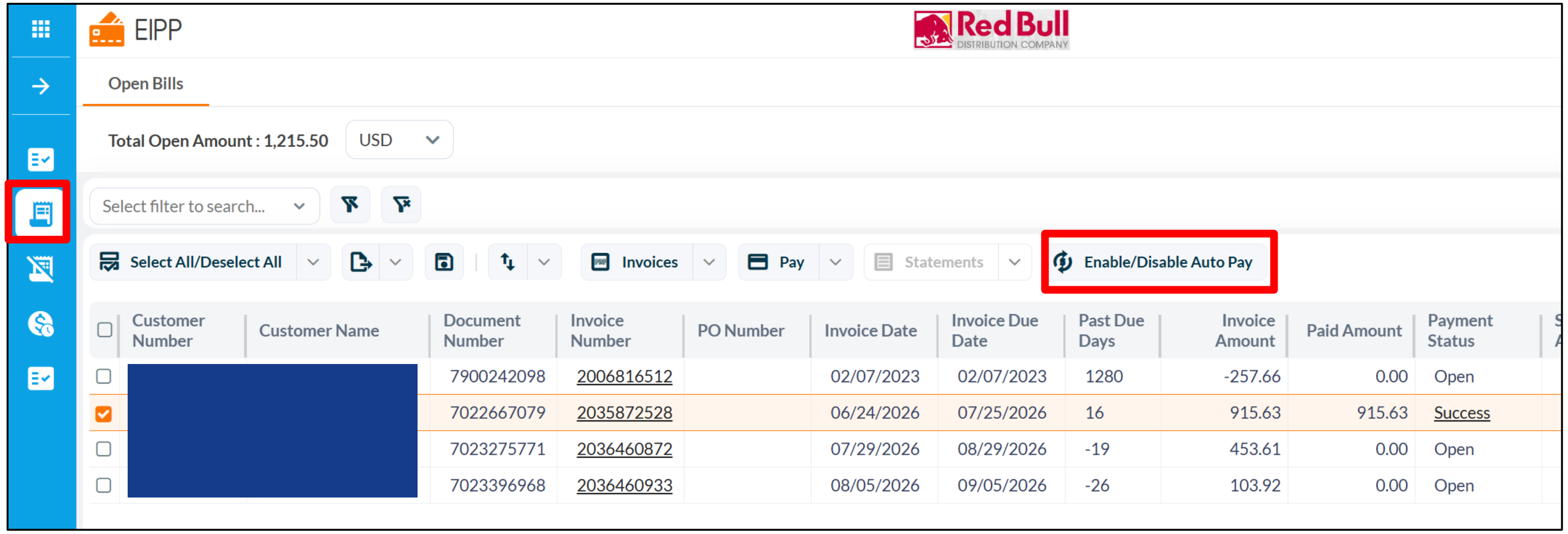


HOW DO I ENABLE AUTO PAY?

OPEN BILLS

- Navigate to the Open Bills screen.
- Select any open invoice.
- Click on the button “Enable/Disable Auto Pay”





HOW DO I ENABLE AUTO PAY?

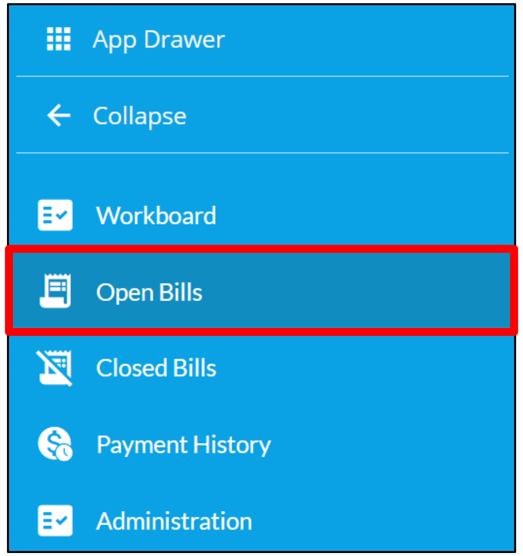
OPEN BILLS

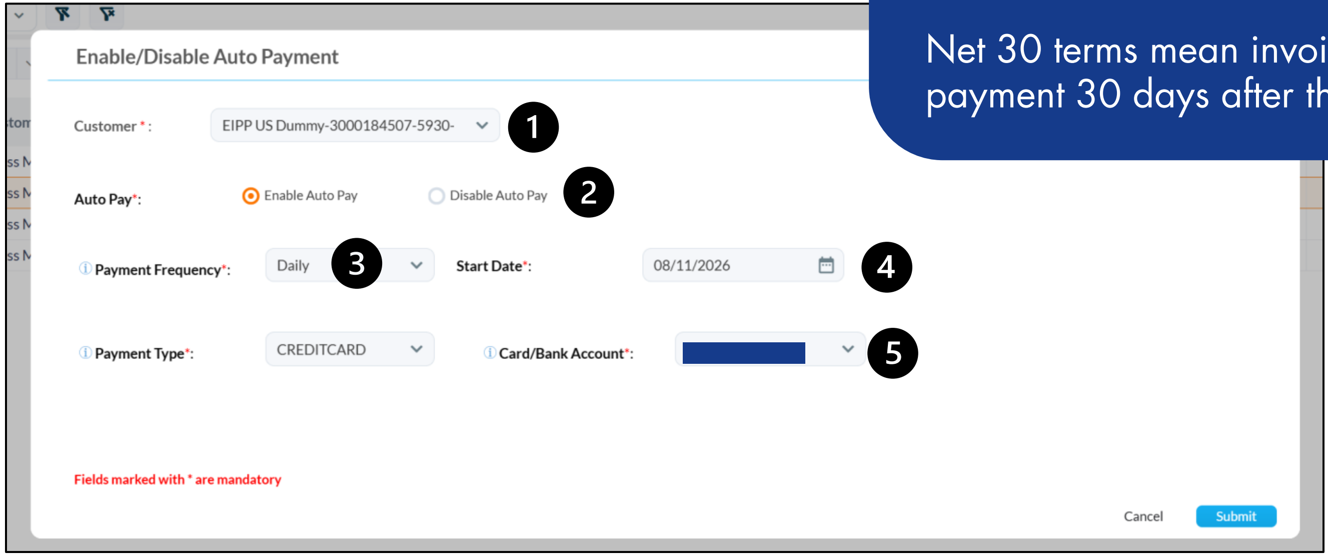
- Navigate to the Open Bills screen.
- Select any open invoice.
- Click on the button “Enable/Disable Auto Pay”

Red Bull will not make a payment daily; the system will check daily for a due invoice. If there is a due invoice, payment on that invoice(s) will be made.

If there are no due invoices, no payment is made.

Net 30 terms mean invoices will be due for payment 30 days after the date of delivery.



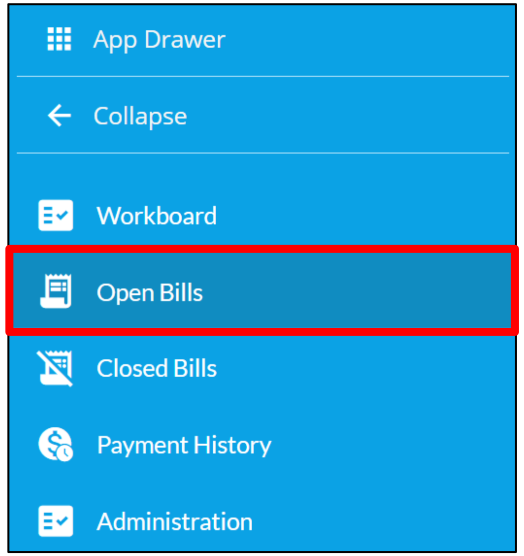


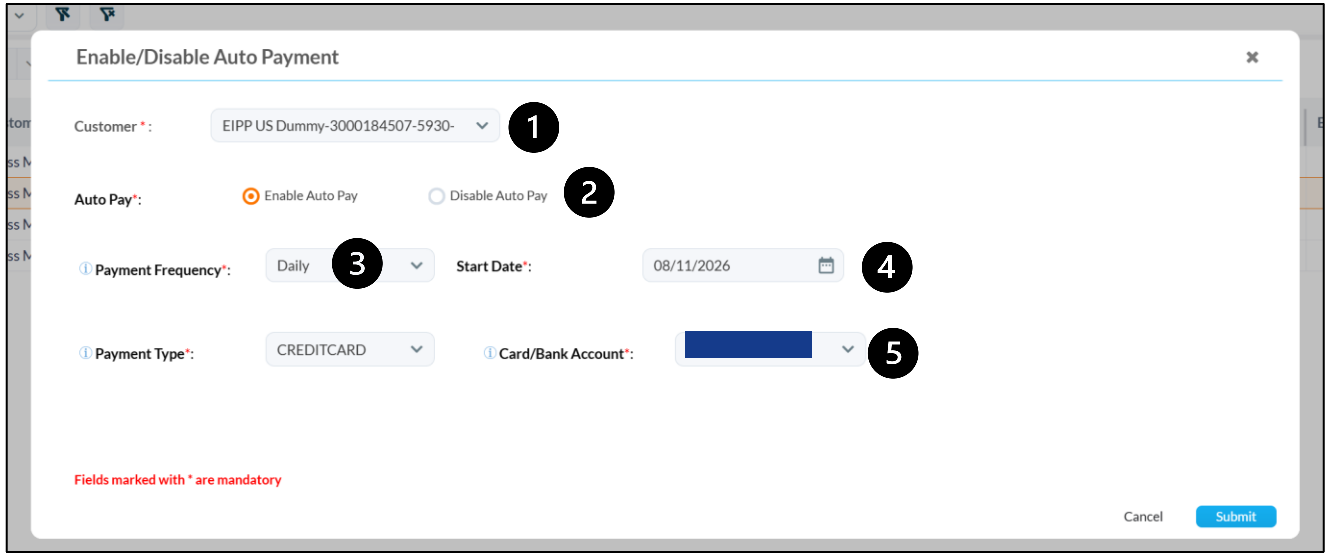
1. Select the account - auto pay will need to be enable for each entity on your account.
2. Payment frequency will always be daily.
3. Select start date – only tomorrow and after will be available.
4. Select Payment type and payment account.
5. If no payment account is showing in the dropdown, there is no bank account available or saved for that customer. The bank/credit card details may also be assigned incorrectly. Please review your bank accounts for the associated store in the administration tab.

HOW DO I DISABLE AUTO PAY?

OPEN BILLS

1. Navigate to the Open Bills screen.
2. Select any open invoice.
3. Click on the button "Enable/Disable Auto Pay"
4. Select customer/account you would like to disable auto pay for.
5. Click "Disable Auto Pay"
6. Click Submit

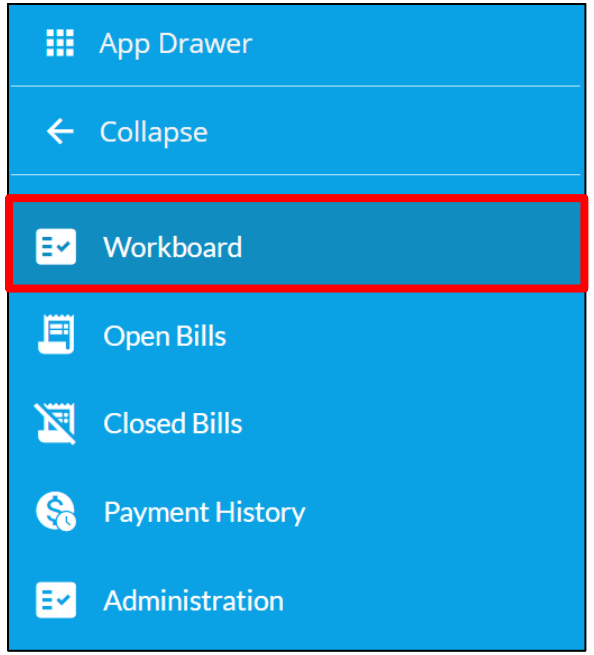


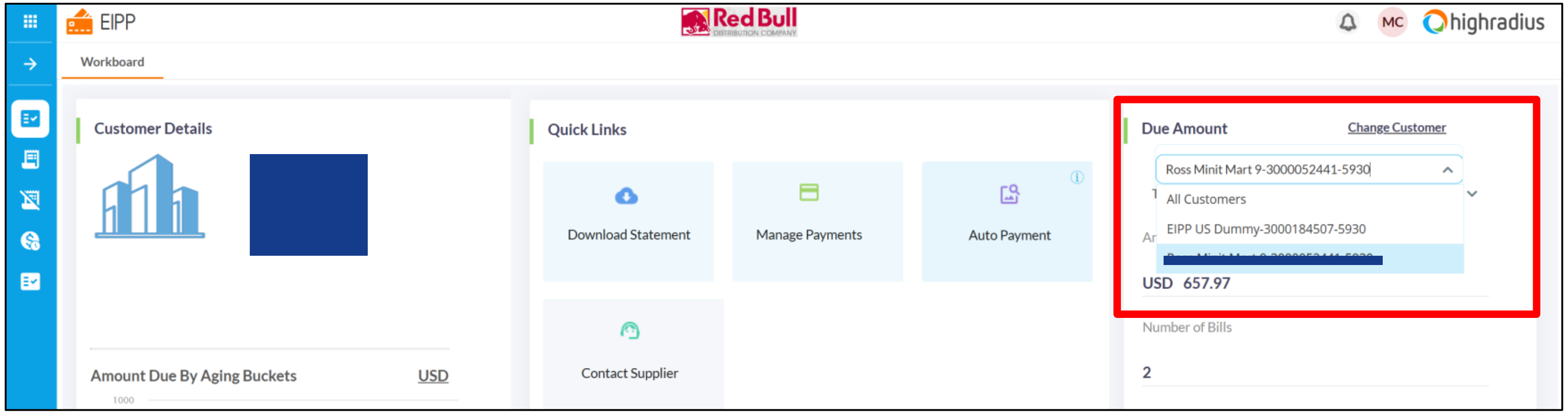


ADDITIONAL FUNCTIONS

WORKBOARD

- Navigate to the workboard screen
- If you have multiple stores tied to your portal account, you can switch between stores using the change customer button

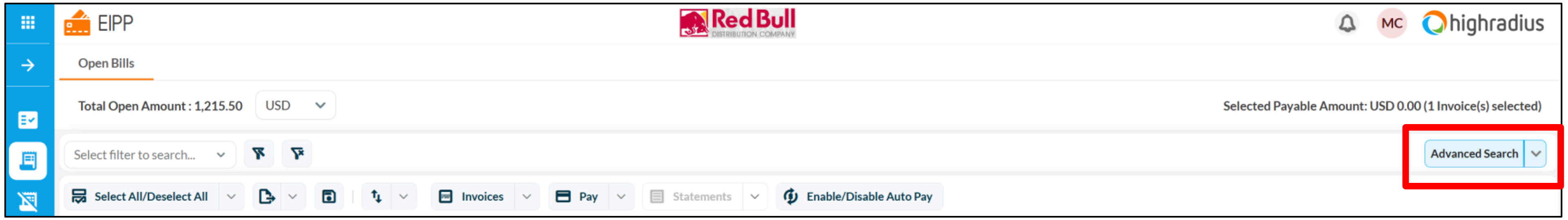


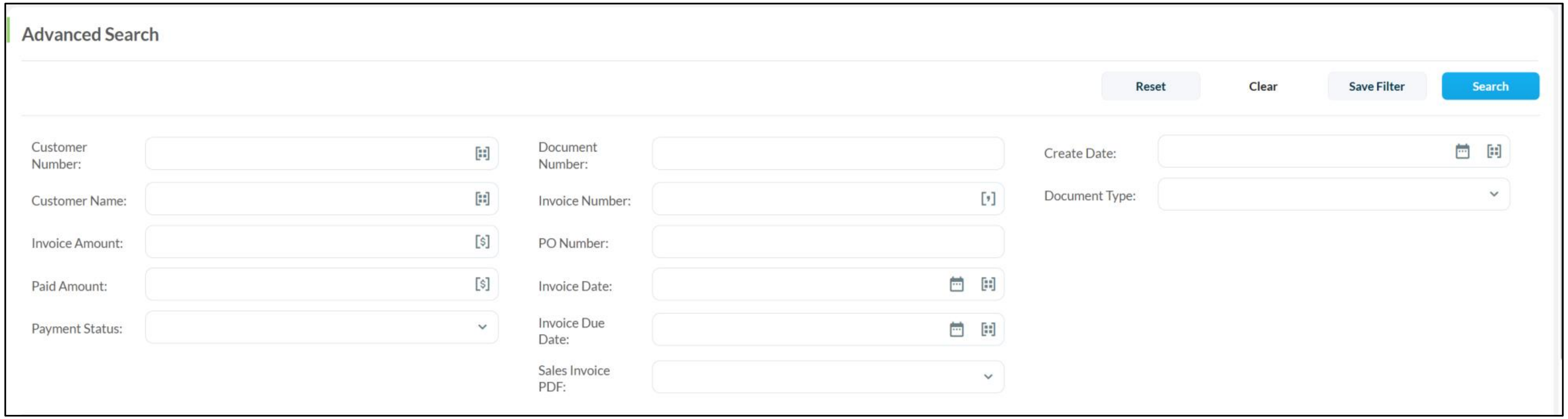


ADDITIONAL FUNCTIONS

ADVANCED SEARCH

- Navigate to the Open Bills screen
- Click the “Advanced Search” button
- The advanced search is available in multiple screens, and helps you to search for specific invoices, transactions, or date ranges.

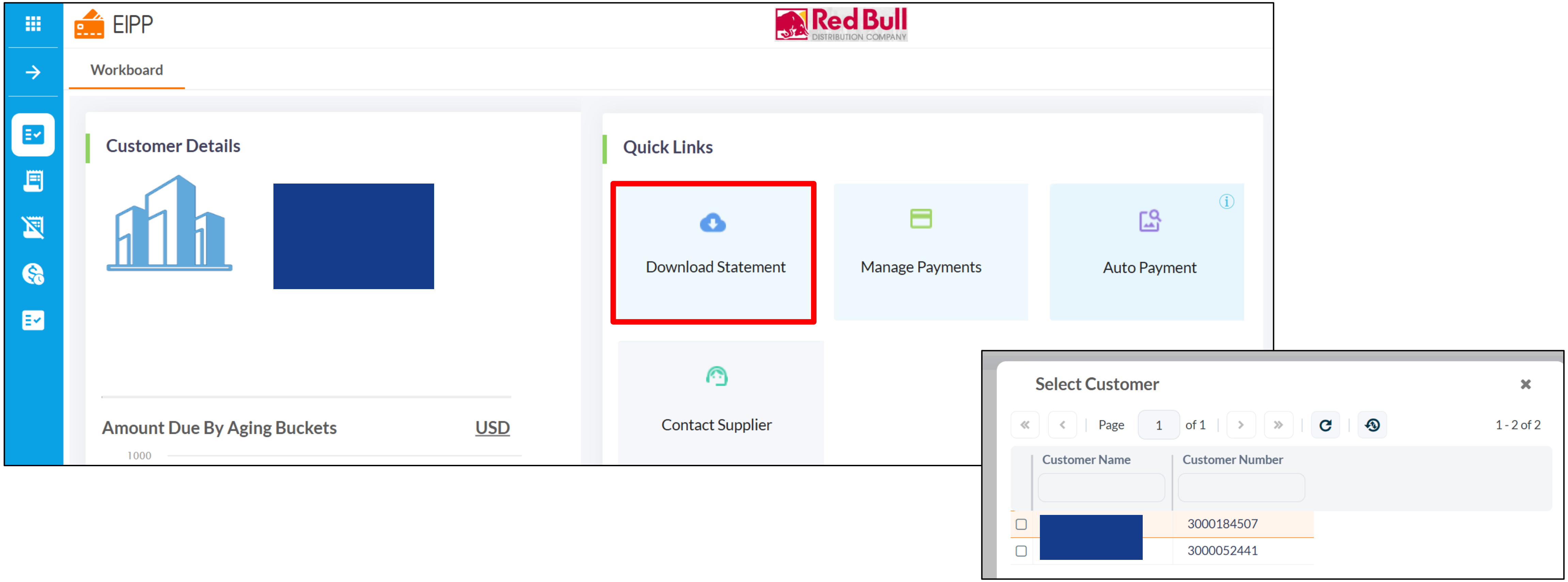




ADDITIONAL FUNCTIONS

STATEMENT DOWNLOAD

- Navigate to the Workboard screen
- Click “Download Statement”
- Select the store you would like the statement for



FURTHER QUESTIONS/NEED HELP?

EMAIL/CHAT/PHONE

- For additional inquires, please reach out to us at the contact info below:

Chat: https://www.redbulldistributioncompany.com/customers

Email: eippsupport@redbull.com

Phone: 303-388-0120