

EIPP CUSTOMER GUIDE





SYSTEM NAVIGATION

LOGIN

<https://redbull-customerportal.highradius.com/RRDMSPProject/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.

The screenshot displays the EIPP Workboard interface. On the left, a blue sidebar contains navigation options: App Drawer, Collapse, Workboard (selected), Open Bills, Closed Bills, Payment History, and Administration. The main content area is titled 'Workboard' and features a 'Customer Details' section for 'EIPP US Dummy' (SANTA MONICA, USA). Below this is a chart for 'Amount Due By Aging Buckets' in USD, showing a payable amount of 0. A 'Quick Links' section is highlighted with a red box, containing buttons for 'Download Statement', 'Manage Payments', 'Auto Payment', and 'Contact Supplier'. The 'Last Payment Details' section shows an amount paid of USD 24.64 on 24 March 2025, with 2 bills and a credit card payment mode. On the right, the 'Due Amount' section shows a total past due of USD 0.00 and 0 bills. A 'Pay Amount Now' button is at the bottom right.

Navigation Bar (Left):

- App Drawer
- Collapse
- Workboard
- Open Bills
- Closed Bills
- Payment History
- Administration

Customer Details:

- EIPP US Dummy
- SANTA MONICA, USA

Amount Due By Aging Buckets (USD):

Payable Amount
0

Quick Links:

- Download Statement
- Manage Payments
- Auto Payment
- Contact Supplier

Last Payment Details:

Amount Paid	Number of Bills
USD 24.64	2

Due Amount:

Total Past Due	Amount Due	Number of Bills
USD 0.00	0	0

Payment Mode: CREDITCARD

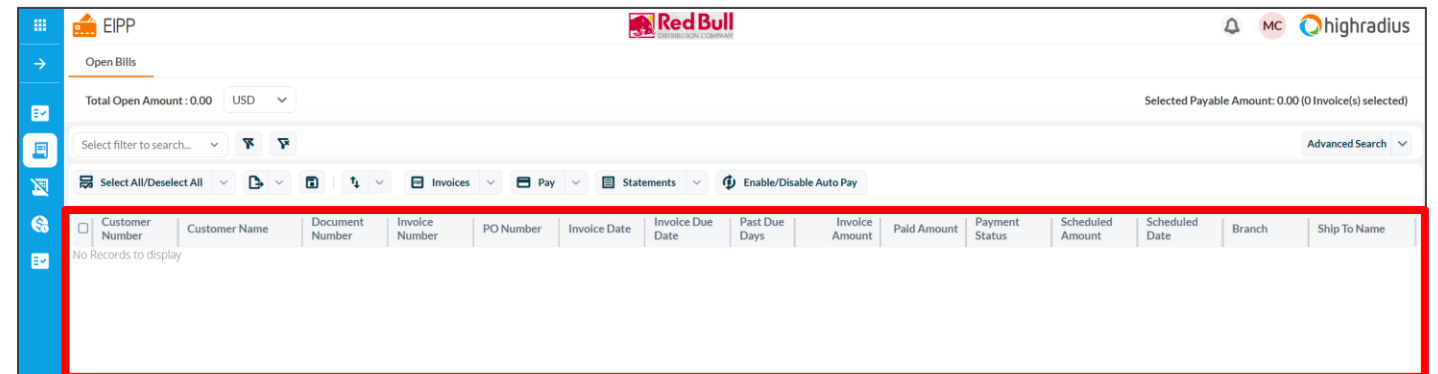
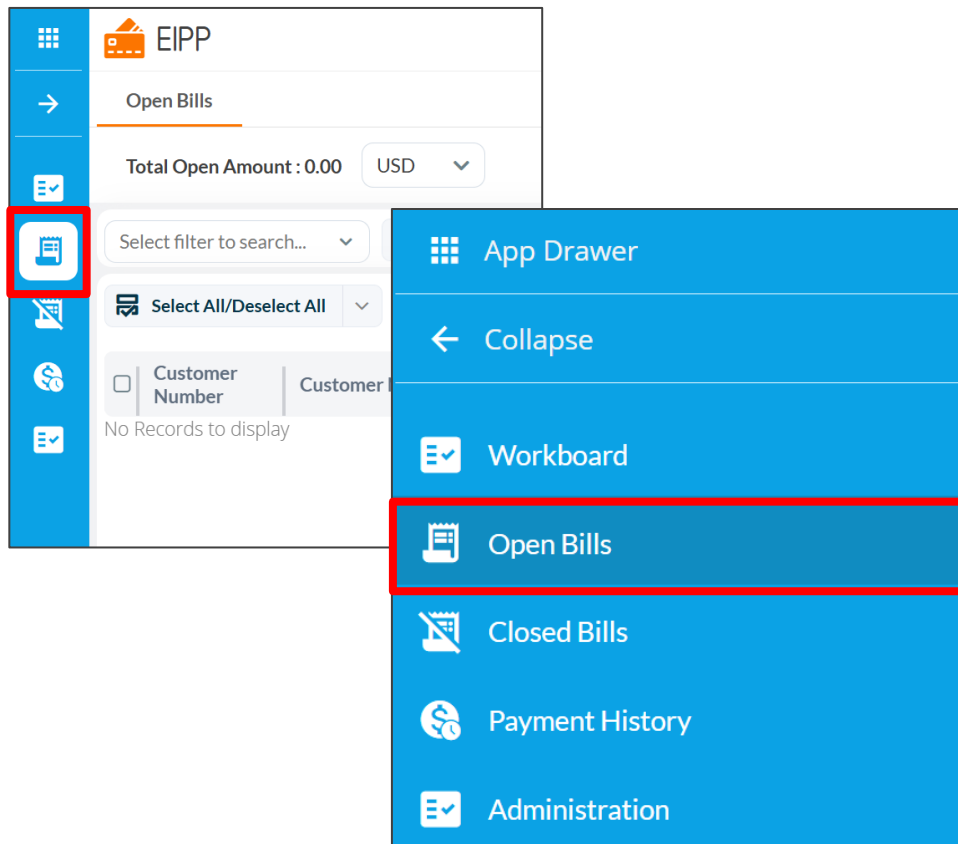
Pay Amount Now



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.

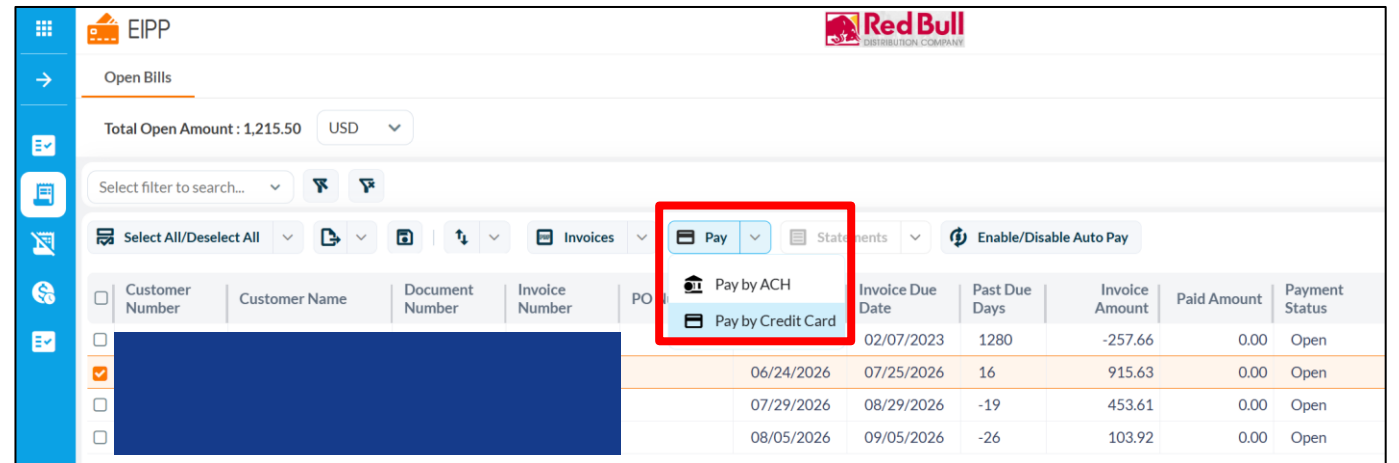
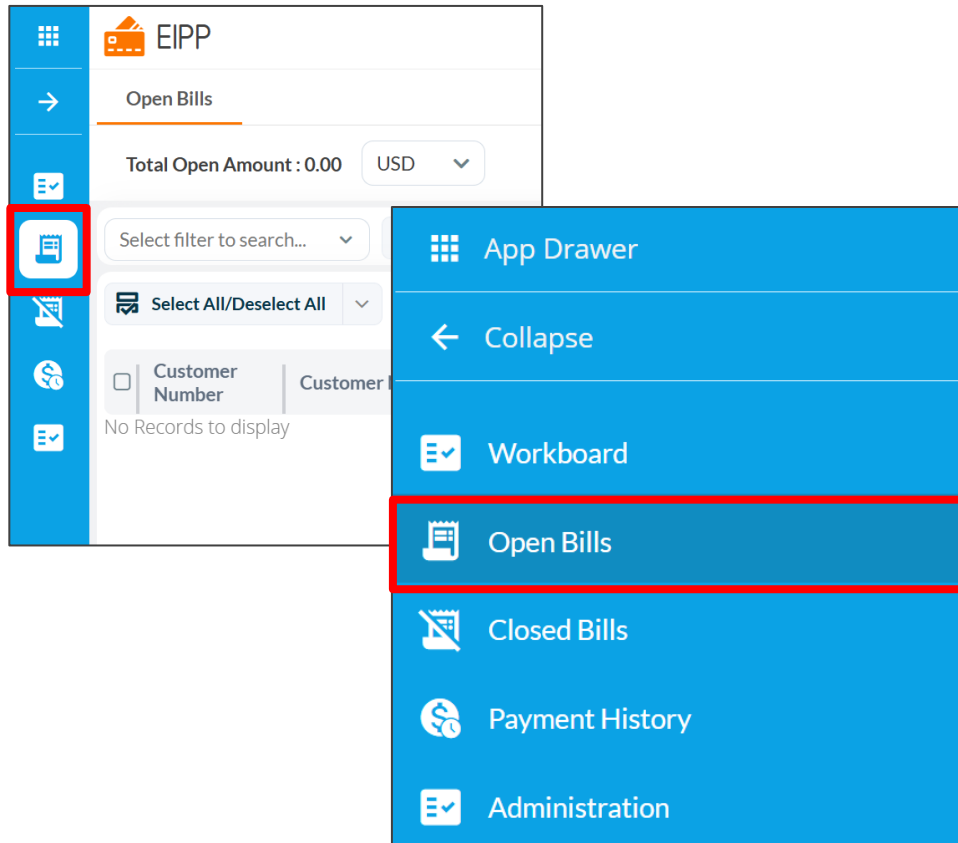




HOW DO I MAKE A PAYMENT?

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.

Pay

Invoices

Preview or Edit the Invoices

Company Code	Customer Name	Customer Number	Invoice Number	Invoice Amount	Payable Amount	Net Payment Amount
				915.63	915.63	915.63

Select Bank

Choose the Bank Account for Payment

Receipt

Print or send receipt via email

<< < | Page 1 of 1 | > >> ↺

Total Net Payable Amount: 915.63 USD

Cancel Re-Calculate **Proceed to Pay**

Pay Bills

Invoices

Preview or Edit the Invoices

☒ Pay Now ☐ Pay Later

PAYER:

Select Payer

CHOOSE A BANK ACCOUNT

☒ Saved Bank Account ☐ New Bank Account

Select a Bank Account..

Save Bank Account For Reuse

Select Bank

Choose the Bank Account for Payment

Receipt

Print or send receipt via email

PAYMENT SUMMARY

Payment Amount : 915.63 USD

Amount Payable : 915.63 USD

Cancel Proceed



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.

Invoices

Preview or Edit the Invoice

☒ Pay Now ☐ Pay Later

PAYER: EIPP US Dummy-3000184

CHOOSE A BANK ACCOUNT

☐ Saved Bank Account

☒ New Bank Account

☒ Save Bank Account For Reuse

BANK COUNTRY: US

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

Authorization Page - Please read and accept the below terms.

Terms and Conditions

You are not required to pay us via our Internet payment option. However, by choosing this payment option you agree to be bound by the terms and conditions stated below and hereby confirm the following:

- 1) You may use your checking/saving account when making a payment to us.
- 2) You understand it may take up to 6 business days, prior to your first payment transaction, to set up your Internet payment option with your bank.
- 3) You are authorized to make payments/withdrawals from the checking/saving account.
- 4) You have sufficient funds in your checking/saving account at the time your payment transaction reaches your bank.
- 5) RedBull Inc. with sufficient time to process your request, payments made before 8:00 PM central time will reflect that day's posting day, payments received after 8:00 PM Central Time will reflect the following day as a posting date.

Once submitted, your personal information is stored in a secure environment and used only to conduct secure online transactions. It is your responsibility to exercise caution in transacting business on the Internet and to keep all account information and passwords confidential.

☒ I Accept Terms of Agreement

Cancel 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 ADMINISTRATION tab.

Add Bank Account

Bank Country*:

US

Currency*:

USD

Bank Name:

Chase

Account Type*:

Checking

Account Number*:

?

Re-enter Account Number*:

Routing Number*:

102001017

?

Account Holder's Name*:

Test Holder

Cancel

Submit

Payment Receipt

Transaction Id:

Transaction Date:

08/10/2026

Payment Method:

ACH

Net Payment Amount:

USD 915.63

Payment Status:

Success

Payment Account:

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			06/24/2026	07/25/2026	915.63	915.63	USD

Net Payment Amount:

USD 915.63

Total Paid Amount:

USD 915.63



- App Drawer
 - Collapse
 - Workboard
 - Open Bills
 - Closed Bills
 - Payment History
 - Administration

EIPP

Administration

- Manage Bank Accounts
- Manage Credit Cards
- Manage Users
- Manage Contacts

+ Add
✎ Edit
🗑 Delete
🔒 Accessible by Merchant
Select Payer: EIPP US Dummy-30X
Mark as Primary

	Account Number	Account Holder's Name	Routing Number	Transit(Bra... Number (5...	Financial Institute(Br...	Bank Name	Bank Country	Accessible By Merchant	Saved On	Account Status	Account Type	PAD Agree
☐							US	No	10/15/2025 16:13:08	Active	Checking	
☐							US	Yes	09/18/2025 14:17:18	Active	Checking	
☐							US	No	08/10/2026 12:04:17	Active	Checking	

EIPP
MC

Administration
 Manage Bank Accounts
Manage Credit Cards
 Manage Users
 Manage Contacts

+ Add |
 - Delete |
 Accessible by Merchant ▼ |
 Select Payer: EIPP US Dummy-30X ▼ |
 Mark as Primary

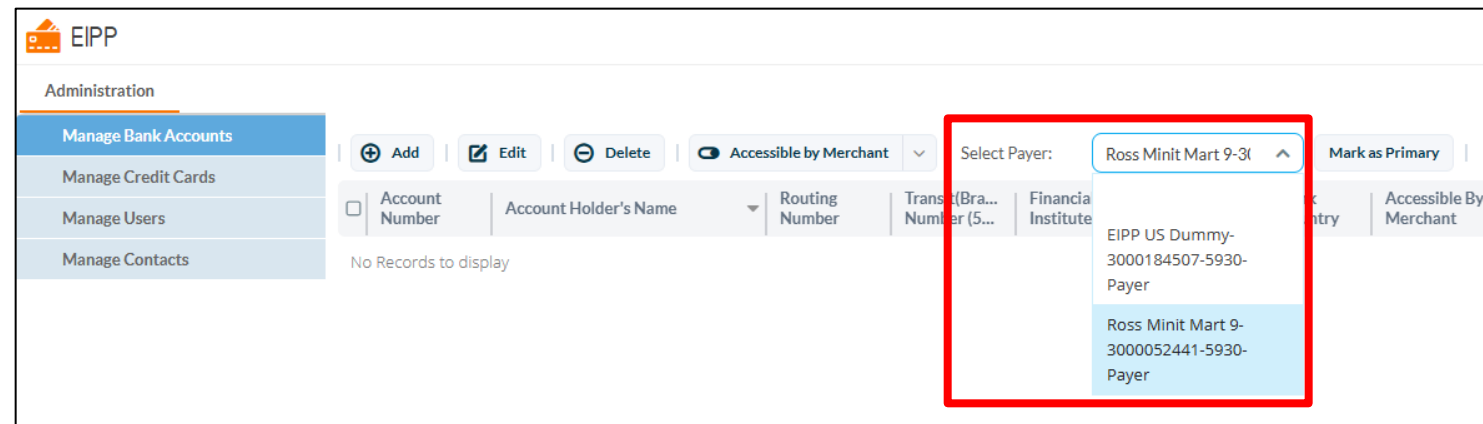
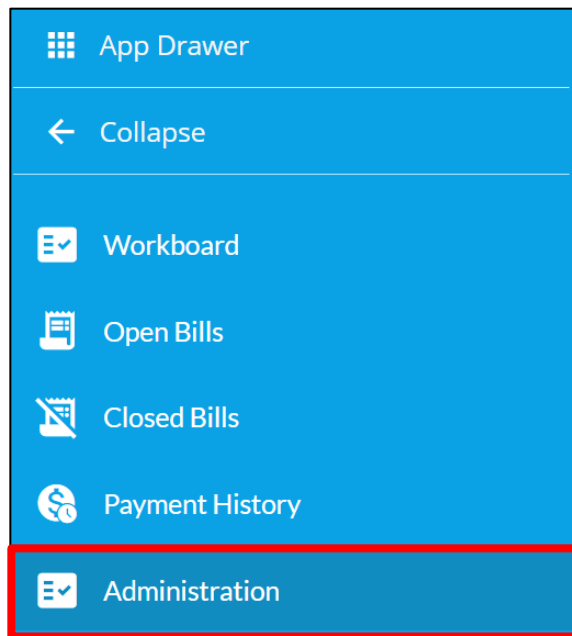
	Customer Number	Company Code	Saved On	Accessible By Merchant	Card Token	Card Expiry Month	Card Expiry Year	CVV Result	Card Holder Name	Card Description	Bill To First Name	Bill To Last Name
☐												
☐												
☐												
☐												



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.

App Drawer

← Collapse

Workboard

Open Bills

Closed Bills

Payment History

Administration

⊕ Add

✎ Edit

⊖ Delete

🔌 Accessible by Merchant

Select Payer: 184507-5930-Payer

Mark as Primary

☐	Account Number	Account Holder's Name	Routing Number	Transit(Bra... Number (5...	Financial Institute	Bank Country	Accessible By Merchant	Saved On	Account Status
☒	XXXXX3975	Tyler Swanson	102001017			S	No	10/15/2025 16:13:08	Active
☐	XX3456	Mike C	102001017			S	Yes	09/18/2025 14:17:18	Active
☐	XXXXX7976	Test Holder	102001017			S	No	08/10/2026 12:04:17	Active

EIPP

Red Bull DISTRIBUTION COMPANY

Administration

⊕ Add

✎ Edit

⊖ Delete

🔌 Accessible by Merchant

Select Payer: EIPP US Dummy-30C

Mark as Primary

☐	Account Number	Account Holder's Name	Routing Number	Transit(Bra... Number (5...	Financial Institute(Br...	Bank Name	Bank Country	Accessible B Merchant
☒							US	No
☐							US	Yes
☐							US	No

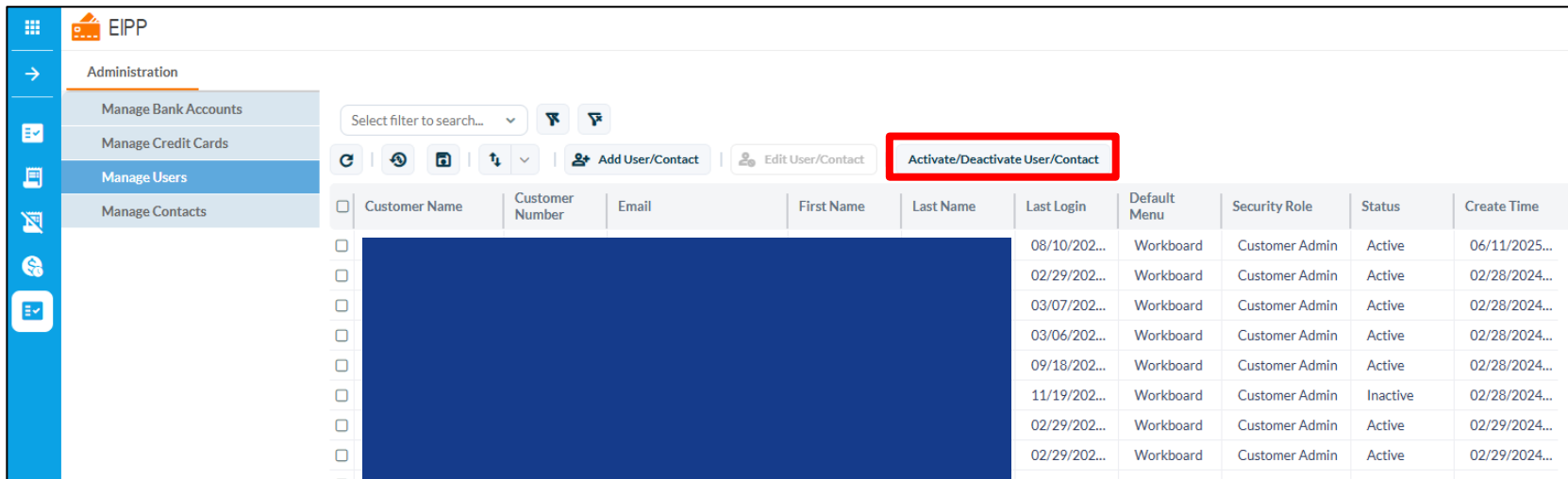


MANAGE CONTACTS & USERS

MANAGE USERS

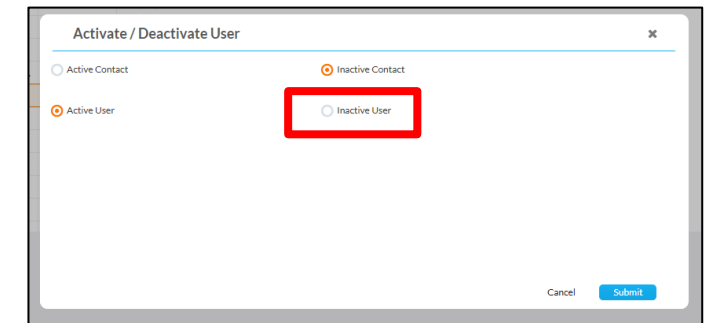
1. There is also the option to add/remove users from your account.
2. The initial email used to register your account via the email registration is the primary user, or “admin”
3. Admin users can invite others to access your account. For example, a manager or other member of your organization.
4. The 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.



The screenshot shows the EIPP Management Interface. On the left is a blue sidebar with icons for various functions. The main header area includes the EIPP logo and a navigation menu with options like 'Administration', 'Manage Bank Accounts', 'Manage Credit Cards', 'Manage Users', and 'Manage Contacts'. Below the menu is a search bar and a toolbar with buttons for 'Add User/Contact', 'Edit User/Contact', and 'Activate/Deactivate User/Contact'. The 'Activate/Deactivate User/Contact' button is highlighted with a red rectangle. Below the toolbar is a table with columns: Customer Name, Customer Number, Email, First Name, Last Name, Last Login, Default Menu, Security Role, Status, and Create Time. The table contains several rows of data, with the first row having a blue background. The 'Status' column shows 'Active' for most users and 'Inactive' for one.

	Customer Name	Customer Number	Email	First Name	Last Name	Last Login	Default Menu	Security Role	Status	Create Time
☐						08/10/202...	Workboard	Customer Admin	Active	06/11/2025...
☐						02/29/202...	Workboard	Customer Admin	Active	02/28/2024...
☐						03/07/202...	Workboard	Customer Admin	Active	02/28/2024...
☐						03/06/202...	Workboard	Customer Admin	Active	02/28/2024...
☐						09/18/202...	Workboard	Customer Admin	Active	02/28/2024...
☐						11/19/202...	Workboard	Customer Admin	Inactive	02/28/2024...
☐						02/29/202...	Workboard	Customer Admin	Active	02/29/2024...
☐						02/29/202...	Workboard	Customer Admin	Active	02/29/2024...



The screenshot shows a dialog box titled 'Activate / Deactivate User'. It has two radio buttons: 'Active Contact' and 'Inactive Contact'. The 'Inactive Contact' radio button is selected and highlighted with a red rectangle. Below the radio buttons are two more radio buttons: 'Active User' and 'Inactive User'. The 'Inactive User' radio button is also highlighted with a red rectangle. At the bottom right of the dialog box are 'Cancel' and 'Submit' buttons.



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.

The screenshot displays the EIPP (Enterprise Information Privacy Platform) interface. On the left, a sidebar contains navigation links: Administration, Manage Bank Accounts, Manage Credit Cards, Manage Users, and Manage Contacts (highlighted). The main area shows a table of contacts with columns: Customer Number, Customer Name, First Name, Last Name, and Email Id. The table lists six contacts, including 'Ross Minit Mart 9' and 'EIPP US Dummy'.

Overlaid on the right is a 'Select Security Role' modal dialog. It prompts the user to 'Select the security role to be assigned to the user on registration'. The 'Security Role' dropdown menu is open, showing three options: 'Customer Admin' (selected), 'Customer View', and 'Customer View and Pay'. The modal includes 'Cancel' and 'Submit' buttons.

Below the modal, a form for adding a new contact is visible. It includes fields for First Name, Last Name, Email Id, Phone(Mobile), Phone(Business), Fax, City, State, Zip, Country, and Recipient Role. A red note at the bottom states: 'Fields marked with * are mandatory'.



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.

 App Drawer

 Collapse

 Workboard

 Open Bills

 Closed Bills

 Payment History

 Administration

 EIPP

 Red Bull
DISTRIBUTION COMPANY

 MC 

Payment History

Select filter to search... Data displayed reflects the past 3 months by default. Expand search to view older data. Advanced Search ?

« < | Page 1 of 1 | > » |     Cancel scheduled payment

☒	Payer Number	Payer Name	Transaction ID	Paid Amount	Currency	Payment Method	Card Type	Payment Status	Payment Response Message	Payment Initiated On	Invoices Paid	Receipt	Paid By	Sche Au
☒	3000184507	EIPP US Dummy	ERNKQPPM6M	915.63	USD	ACH		Success	Successfully added d...	08/10/2026 12:04:18	View	 	mike carran...	



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”

App Drawer

Collapse

Workboard

Open Bills

Closed Bills

Payment History

Administration

EIPP

Red Bull
DISTRIBUTION COMPANY

Open Bills

Total Open Amount : 1,215.50 USD

Select filter to search...

Select All/Deselect All

Invoices

Pay

Statements

Enable/Disable Auto Pay

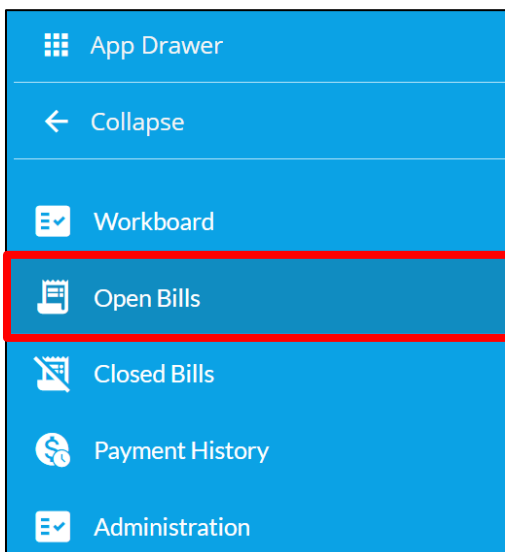
☐	Customer Number	Customer Name	Document Number	Invoice Number	PO Number	Invoice Date	Invoice Due Date	Past Due Days	Invoice Amount	Paid Amount	Payment Status
☐			7900242098	<u>2006816512</u>		02/07/2023	02/07/2023	1280	-257.66	0.00	Open
☒			7022667079	<u>2035872528</u>		06/24/2026	07/25/2026	16	915.63	915.63	Success
☐			7023275771	<u>2036460872</u>		07/29/2026	08/29/2026	-19	453.61	0.00	Open
☐			7023396968	<u>2036460933</u>		08/05/2026	09/05/2026	-26	103.92	0.00	Open



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"



The screenshot shows the 'Enable/Disable Auto Payment' form. It includes fields for 'Customer *' (EIPP US Dummy-3000184507-5930-), 'Auto Pay*' (radio buttons for 'Enable Auto Pay' and 'Disable Auto Pay'), 'Payment Frequency*' (Daily), 'Start Date*' (08/11/2026), 'Payment Type*' (CREDITCARD), and 'Card/Bank Account*'. A red note at the bottom states 'Fields marked with * are mandatory'. The form has 'Cancel' and 'Submit' buttons at the bottom right.

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.

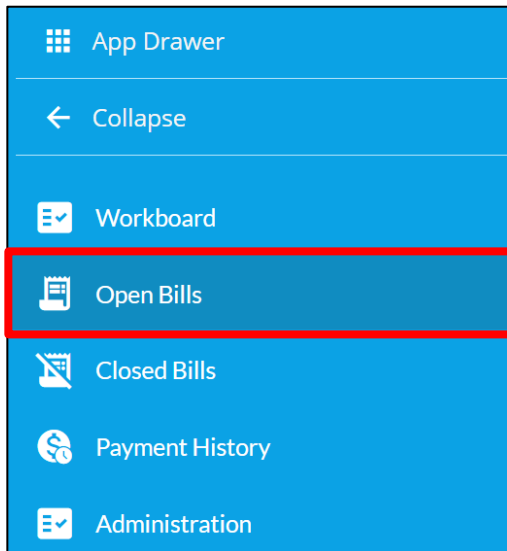
1. Select the account - auto pay will need to be enable for each entity on your account.
2. Payment frequency will always be daily.
3. Select start date – only tomorrow and after will be available.
4. Select Payment type and payment account.
5. If no payment account is showing in the dropdown, there 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



Enable/Disable Auto Payment

Customer *: EIPP US Dummy-3000184507-5930- 1

Auto Pay *: ☒ Enable Auto Pay ☐ Disable Auto Pay 2

Payment Frequency *: Daily 3 Start Date *: 08/11/2026 4

Payment Type *: CREDITCARD Card/Bank Account *: 5

Fields marked with * are mandatory

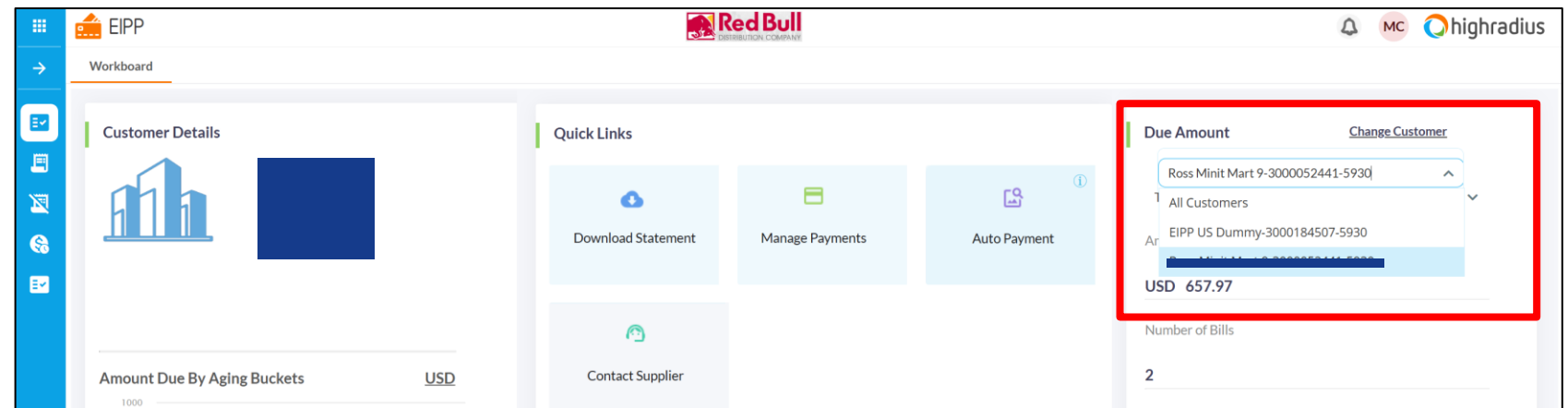
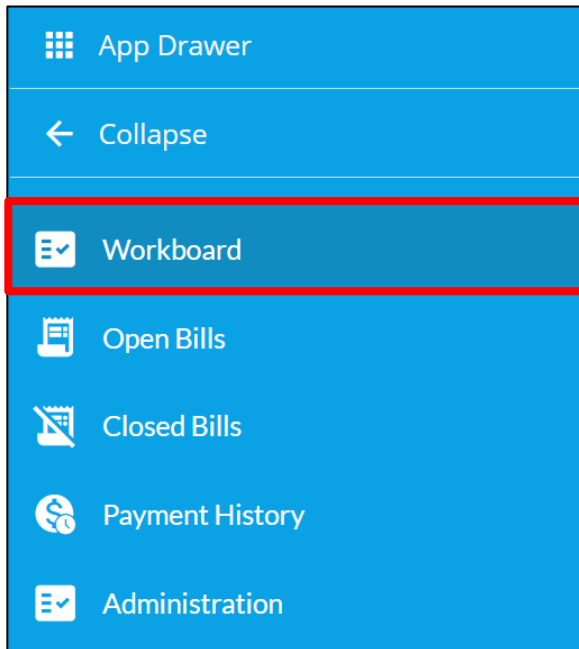
Cancel Submit



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.

The screenshot shows the EIPP Open Bills interface. At the top, there's a header with the EIPP logo, Red Bull Distribution Company logo, and user information (MC, highradius). Below the header, the 'Open Bills' section displays 'Total Open Amount : 1,215.50' and 'Selected Payable Amount: USD 0.00 (1 Invoice(s) selected)'. A search bar with a dropdown menu is visible. The 'Advanced Search' button is highlighted with a red box.

The 'Advanced Search' form is displayed, featuring a grid of search criteria fields. At the top right, there are buttons for 'Reset', 'Clear', 'Save Filter', and 'Search'. The search criteria include:

Field	Field	Field
Customer Number:	Document Number:	Create Date:
Customer Name:	Invoice Number:	Document Type:
Invoice Amount:	PO Number:	
Paid Amount:	Invoice Date:	
Payment Status:	Invoice Due Date:	
	Sales Invoice PDF:	



ADDITIONAL FUNCTIONS

STATEMENT DOWNLOAD

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

The screenshot displays the EIPP Workboard interface. The top navigation bar includes the EIPP logo and the Red Bull Distribution Company logo. The left sidebar contains various icons for navigation. The main content area is divided into two sections: 'Customer Details' and 'Quick Links'. The 'Quick Links' section contains four buttons: 'Download Statement' (highlighted with a red box), 'Manage Payments', 'Auto Payment', and 'Contact Supplier'. The 'Download Statement' button features a cloud download icon. The 'Auto Payment' button features a person icon with an information symbol. The 'Contact Supplier' button features a headset icon. The 'Customer Details' section shows a bar chart and a large blue rectangle. Below the chart, there is a section titled 'Amount Due By Aging Buckets' with a 'USD' dropdown and a '1000' value. A 'Select Customer' modal is open in the bottom right corner, showing a table with two columns: 'Customer Name' and 'Customer Number'. The table lists two customers: one with a blue name and customer number 3000184507, and another with a blue name and customer number 3000052441. The modal also includes a search bar, a 'Page 1 of 1' indicator, and a '1 - 2 of 2' status.

Customer Details

Quick Links

- Download Statement
- Manage Payments
- Auto Payment
- Contact Supplier

Select Customer

Customer Name	Customer Number
[Redacted]	3000184507
[Redacted]	3000052441



FURTHER QUESTIONS/NEED HELP?

EMAIL/CHAT/PHONE

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

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

Email: eippsupport@redbull.com

Phone: 303-388-0120