Online Bill Pay User Guide

We launched our Online Bill Pay system in order to make managing payments as easy and convenient as possible. Please review the following user guidelines, and let us know if you have any questions or concerns. Thank you, as always, for the trust you place in Redwoods to support your mission.

Setting Up Your Account

Initially you will log in using your account number, which is located on the top right of your invoice, and with your temporary password, which is formatted as follows: welcomeYOURZIPCODE (welcome27560)

From there, you will be prompted to set up your preferred password. Please note: This account is shared within your organization. The system can only be set up with one account/log-in per organization.

You will be notified when your log in credentials are complete.

Next, you will be prompted to enter the most convenient accounts payable email address for your organization, as well as security questions. You will need to re-enter your **new** password.

Making a Payment

The system will default to the "Make Payment" tab. From here, you will be able to set up a payment by ACH (e-check) or credit/debit card and save payment information for future use.

Please note: You can only make one payment per session. Once a payment is made, you must exit and log back in in order to make a second payment.

Please allow two business days for payment processing. If your bill is due on the 13th, enter in payment on the 11th to meet your due date.

If you are invoiced over $225,000 you are able to make an ACH (e-check) payment if you pay the exact invoice due amount. The credit card max is $2,500, regardless of invoice due amount.

Manage Accounts/Payment Methods

This tab allows you to add, edit, and remove payment methods. Please note: An email notification will be sent if your expiration date for your credit/debit card is near, or has expired.

This is what the screen will look like if you decide to "Add eCheck Account".

This is what the screen will look like if you decide to "Add Credit/Debit Card".

View/Edit/Cancel Pending Payments

The online bill pay system allows you to see any pending payments you may have on file under "Pending Payments". You are also able to cancel these payments if they are still in pending status under this tab.

View/Edit/Cancel Recurring Payments

The online bill pay system allows you to see what recurring payments you have on file, and the ability to cancel them under the tab labeled "Recurring Payments." It is best to handle all recurring payments through the recurring payments button on our website.

Payment History

The online bill pay system also allows you to see any payments you've previously made under "Payment History."

Statement History

The online bill pay system also allows you to see any current and previous statements under "Statement History."

Profile Updates

Updates to contact information, log-in information or security questions can be made under "Update Profile." Unfortunately, it is not possible to update your billing address through the online bill pay system. Instead, you will need to contact Redwoods' Customer Service.

Contact Us

If you have any concerns or questions please click on Customer Service to find our contact information.