

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

The screenshot shows the login page for the Redwoods Electronic Payment System. At the top is the Redwoods logo with the tagline 'A CRUM & FORSTER COMPANY'. Below the logo are links for 'Privacy', 'Customer Service', and 'Exit'. The main heading is 'Welcome to the Electronic Payment System'. A note states 'Bold fields with * are required.' The 'User Log In' section prompts the user to enter their 'User ID/Account #' and 'Password', then click 'Log In'. There is a 'Forgot Password' link. The 'User ID/Account #' and 'Password' fields are marked with an asterisk. A green 'Log In' button is at the bottom. The footer text reads 'Release 18.9_9 © 2002 - 2020 JPMorgan Chase Bank, N.A. [Browser Requirements](#)'.


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: welcome**YOURZIPCODE** (welcome**27560**)

The screenshot shows the 'One-Time Update of Log In Credentials' page. At the top is the Redwoods logo with the tagline 'A CRUM & FORSTER COMPANY'. Below the logo are links for 'Privacy', 'Customer Service', and 'Exit'. The main heading is 'One-Time Update of Log In Credentials'. A note states 'Bold fields with * are required.' A message box says 'Our recent electronic payments system update requires you to change your user log in credentials.' Below this is a 'Current First Time Password*' field. The 'WEB PASSWORD' section has a link for 'Guidelines for creating a strong password:' and a 'Password must:' list: 'Be 8 to 20 characters long', 'Contain at least 1 upper case letter, 1 lower case letter and 1 number', and 'Contain at least one of the following special characters: ! @ # \$ % ^ & * ()'. Below the list are 'New Password *' and 'Re-Enter New Password *' fields. There are 'Update' and 'Cancel' buttons. The footer text reads 'Release 18.9_9 © 2002 - 2020 JPMorgan Chase Bank, N.A. [Browser Requirements](#)'.

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.

The screenshot shows the 'Update of Log In Credentials Complete' page. At the top is the Redwoods logo with the tagline 'A CRUM & FORSTER COMPANY'. Below the logo are links for 'Privacy', 'Customer Service', and 'Exit'. The main heading is 'Update of Log In Credentials Complete'. A message box says 'Changes to your log in credentials are complete.' Below this is a green 'Continue' button. The footer text reads 'Release 18.9_9 © 2002 - 2020 JPMorgan Chase Bank, N.A. [Browser Requirements](#)'.

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



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Complete User Profile

Bold fields with * are required.

Please provide information below and select Continue to complete your User Profile.

COMPLETE USER PROFILE

Email Address*:

FIRST SHARED SECRET QUESTION AND ANSWER

Shared Secret Question*:

Shared Secret Answer*:

Re-Enter Shared Secret Answer*:

SECOND SHARED SECRET QUESTION AND ANSWER

Shared Secret Question*:

Shared Secret Answer*:

Re-Enter Shared Secret Answer*:

Password*:

Password is required in order to make changes.


[Continue](#)

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CHASE

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



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[Privacy](#) [Customer Service](#) [Exit](#)

Make a Payment - Single Statement

Bold fields with * are required.

Thank you for allowing Redwoods to serve your mission. We provide this online bill payment system to help make the invoicing process as efficient as possible.

Please note that it can take up to 2 business days before a payment appears on your account—so please check the due date on your invoice and schedule payments appropriately.

Please note that the credit card max is \$2,500 and ACH max is \$225,000.

Please let us know if you need any help by clicking on the Customer Service link.

PAYMENT INFORMATION

Amount Due: \$10.00 Due Date: Feb-13-2020

Policy Account #*:

Policy Account Balance:

PAYMENT DETAILS

Payment Amount*:




Payment Date*:

PAYMENT METHOD

New Account*:

☒ eCheck

☐ Credit/Debit Card

ECHECK ACCOUNT INFORMATION

Bank Routing Number*:

Bank Account Number*:

Re-enter Bank Account Number*:

Bank Account Type*:

☐ Checking ☐ Savings

Bank Account Category*:

☐ Consumer ☐ Business

Save this account*:

☐ Yes ☒ No

Bank Account Nickname:

[Continue](#) [Cancel](#)

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CHASE

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

The screenshot shows the 'Manage Accounts' tab selected in the left sidebar. The main content area is titled 'Account List' and contains a table with columns: Account Nickname, Payment Method, Account Type, and Account Number. Below the table are two green buttons: 'Add eCheck Account' and 'Add Credit/Debit Card'. The sidebar includes links for 'Make Payment', 'Manage Accounts', 'Pending Payments', 'Recurring Payments', 'Payment History', 'Statement History', and 'Update Profile'. The Chase logo is at the bottom left.

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.

The screenshot shows the 'Add New eCheck Account' form. It includes a section for 'eCHECK ACCOUNT INFORMATION' with fields for Bank Routing Number*, Bank Account Number*, Re-enter Bank Account Number*, Bank Account Nickname, Bank Account Type* (Checking/Savings), and Bank Account Category* (Consumer/Business). There are 'Submit' and 'Cancel' buttons at the bottom. The sidebar is the same as the previous screenshot.

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

The screenshot shows the 'Add Credit/Debit Card' form. It includes a section for 'CARD ACCOUNT INFORMATION' with fields for Card Number*, Card Type* (dropdown), Cardholder Name*, Expiration Date* (dropdowns), and Card Account Nickname. Below this is a section for 'CARD BILLING ADDRESS' with a radio button to 'Use New Billing Address Entered Below' and fields for Country*, Address 1*, Address 2*, Address 3*, City*, State* (dropdown), and Zip Code*. There are 'Submit' and 'Cancel' buttons at the bottom. The sidebar is the same as the previous screenshots.

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

View/Edit/Cancel Pending Payments

The screenshot shows the Redwoods online bill pay interface. On the left is a navigation menu with buttons: Make Payment, Manage Accounts, Pending Payments (highlighted), Recurring Payments, Payment History, Statement History, and Update Profile. The main content area is titled "Pending Payments" and contains a "Pending Payment List" table. The table has columns: Confirmation Number, Description, Payment Date, Amount, and Account Number. Below the table, it states "You do not have any pending payments at this time." At the bottom, there is a release date "Release 18.9_9 © 2002 - 2020 JPMorgan Chase Bank, N.A." and a link to "Browser Requirements". The Chase logo is in the bottom left corner.

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 screenshot shows the Redwoods online bill pay interface with the "Recurring Payments" tab selected. The navigation menu on the left is the same, but "Recurring Payments" is highlighted. The main content area is titled "Recurring Payments" and contains a "Recurring Payment List" table. The table has columns: Reference Number, Description, Next Payment Date, Amount, Frequency, and Status. Below the table, it states "You do not have any recurring payments at this time." At the bottom, there is a release date "Release 18.9_9 © 2002 - 2020 JPMorgan Chase Bank, N.A." and a link to "Browser Requirements". The Chase logo is in the bottom left corner.

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 screenshot shows the Redwoods online bill pay interface with the "Payment History" tab selected. The navigation menu on the left is the same, but "Payment History" is highlighted. The main content area is titled "Payment History" and contains a "Historical Payment List" table. The table has columns: Confirmation Number, Description, Payment Date, Amount, Account Number, and Status. Below the table, it states "You do not have any released or cancelled payments at this time." At the bottom, there is a release date "Release 18.9_9 © 2002 - 2020 JPMorgan Chase Bank, N.A." and a link to "Browser Requirements". The Chase logo is in the bottom left corner.

The online bill pay system also allows you to see any payments you’ve previously made under “Payment History.”

Statement History

The screenshot shows the Redwoods online bill pay system interface. On the left is a navigation menu with links: Make Payment, Manage Accounts, Pending Payments, Recurring Payments, Payment History, Statement History (highlighted), and Update Profile. The main content area is titled "Statement History" and contains a "Historical Statement List" table with columns: Description, Statement Number, Statement Date, and Statement Amount. The table is empty, with a message: "You do not have any statements to view at this time." Below the table is an Adobe Reader icon and a link to "Get ADOBE® READER®". At the bottom, there is a release date "Release 18.9.9 © 2002 - 2020 JPMorgan Chase Bank, N.A." and a link to "Browser Requirements". The Chase logo is visible in the bottom left corner.


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

Profile Updates


The screenshot shows the "Edit User Profile" page in the Redwoods online bill pay system. The left navigation menu is the same as in the previous screenshot, with "Update Profile" highlighted. The main content area is titled "Edit User Profile" and includes a note: "Bold fields with * are required." The form is divided into several sections: "USER IDENTIFICATION" with a "User ID/Account #" field; "USER PROFILE" with fields for "First Name*", "Last Name*", "Company Name", "Country*", "Street Address 1*", "Street Address 2", "Street Address 3", "City*", "State*", "Zip Code*", and "Email Address*" (pre-filled with "billing.inquiry@redwoodsgroup.com"); and "Phone Number". Below these is a "VALIDATION QUESTION" section with the question "What is your Zip/Postal code?". This is followed by two "SHARED SECRET QUESTION AND ANSWER" sections. The first section has a question "What is your favorite game?" and the second has "What is the name of your favorite city?". Both sections have fields for the answer and a "Re-Enter Shared Secret Answer*" field. At the bottom, there is a "Password*" field with a note: "If you make changes to your profile, please enter your Password below and select Save Changes." and a final note: "If you are changing this address and wish to use it as the billing address for any of your saved credit cards, you must update those accounts by clicking 'Manage Accounts'." The form has three buttons: "Save Changes", "Cancel", and "Change Password". The Chase logo is visible in the bottom left corner.

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



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Customer Service

Phone Number: [919-462-1292](tel:919-462-1292)

Hours of Operation: [Hours of Operation: Monday to Friday 8:30AM to 5PM, Eastern Standard Time](#)

Email Address: Billing.Inquiry@redwoodsgroup.com

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