

iSupplier Portal Claims Network Shops Procedures Manual



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Claims Network Shops Procedures Manual

Overview Introduction	2 2
General Information	3
Supplier Privacy	4
Navigation Tips	7
Supplier Login	8
iSupplier Homepage	9
Notifications	9
Homepage Links	9
Actions by Tab	10
View Supplier Details	11
View Address Book Detail	12
Add/Delete User	13
Sample Add/Delete User Form	14
Add/Remove Address	15
Change/Correct Address	16
View Invoices	18
Export Invoice Search Results	19
View Payments	21
Export Payment Search Results	22
Supplier Entry of Banking Information	25
Entering a New Bank Account	25
Routing Number Exists	25
Routing Number Does Not Exist	27
Add Bank to Address Using Existing Bank	29
View Bank Account	32
Inactivate Bank Account for a Specific Address	33
View Bank Account Address Assignments	35
Sample of Claims EFT Notification of Deposit	36
Proof of Insurance Deliverable Notices	37
Responding to the Deliverable	37
Correcting the Deliverable	39
Contacts Directory	40
Business Classifications	41
Products and Services	42
Self –Service Password Reset	44
Troubleshooting	46
Internet Browser Issues	46
Progressive PDF Files	46



Overview

Introduction

Progressive will be eliminating most paper claim draft payments and will begin paying our Suppliers by Electronic Funds Transfer (EFT). EFT is where payments for goods or services are sent directly to your bank account. There is no need to wait for the check to clear. Other benefits include:

- Fewer paper payments and less paperwork to process
- EFT confirmation by e-mail
- Ease in payment/accounting reconciliation through iSupplier

What is iSupplier?

iSupplier is a self-service, web based application that can be accessed through a secure interface with Progressive. iSupplier will allow you to manage your bank account information with Progressive and view payment remittance information. iSupplier will be the primary way that you will be able to answer the following questions:

- What has been ordered from Progressive?
- When did I invoice Progressive?
- How much was I paid?
- When was I paid?
- What was I paid for?
- Who from my company has access to iSupplier?

iSupplier allows Progressive to provide added security regarding your bank account and other private data. By using iSupplier, your information will not be shared with other persons or companies. We limit access to your information and use safeguards to protect it. We restrict access to your non-public personal information to our employees who must use it to provide a service. Our employee use of the information is limited by law and written agreements where appropriate. In addition, our employees are also required to adhere to high standards of ethics and integrity in performing their jobs as documented in Progressive's employee code of conduct. Progressive's Claims personnel will not have access to your bank account information. These security measures help ensure that your data is secured and encrypted.



General Information

The intent of this manual is to act as a desk top assistant or user guide for the iSupplier application.

Any questions can be directed to the Progressive iSupplier Support Team by phone or email.

Hours of Operation: Monday through Friday, 8:00am - 5:30pm EST.

External Phone Number: 1-877-616-7473

Fax Number: 440-603-5560

By E-mail: isuppliersupport@progressive.com

The iSupplier System is available 24/7. The system will prompt you to change your password every 120 days.

Address:

Progressive Casualty Insurance Company Attention: Supplier Maintenance PO Box 94505 Cleveland, OH 44101

The following information is available at http://progressive.com/Suppliers/Suppliers.aspx

- iSupplier User Guide
- FAQ's
- Add/Delete User form

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Claims Network Shops Procedures Manual

Supplier Privacy

Clicking on the Privacy Statement from the home page will take you to the document outlined below which explains Progressive's privacy practices.

PRU	IGR	ESS	IVE"	iSupplier Portal						-
							^	Navigator 🔻	😪 Favorites 🔻	Home Logout Personalize Page
Home 0	orders	Admin	Finance							
Need help?	Send an	email to iS	upplierSupp	ort@progressive.com or call the	iSupplier Support To	eam at 1-877-6	516-7473.			
	Notifica	ations							Payments	
								Full List	Payments	()
Subje	ct					Da	ite			
No resu	ults found	1.								
				/						
About this Pa	age F	Privacy St	atement	Но	me Orders Admi	n Finance H	ome Logo	ut Personalize	Page	Copyright (c) 2008, Oracle. All rights reserved.

About this notice

Your privacy is important to us. This explains Progressive's privacy practices for Suppliers of Progressive who utilize this site. Different privacy policies may apply to Web sites owned or offered by Progressive. This Web site is owned and operated by Progressive Casualty Insurance Company, 6300 Wilson Mills Road, Mayfield Village, OH 44143.

What information do you collect about me?

This site allows you to submit and update information, such as you and/or your company's name, address, bank, and bank account number, so that we may facilitate the electronic payment of funds that we owe you for services you have provided to us. We only collect this information if you choose to provide it to us.

Who might get information about me from Progressive?

We will not share the information that you provide through this site, other than as follows: to the bank to whom you have authorized us to make payment; to service providers that help us fulfill the electronic fund transfer; and as required to cooperate with law enforcement or regulatory (including, but not limited to, tax) authorities, detect or prevent fraud, comply with legal process or court orders, and as otherwise required or permitted by law.

How do you protect my information?

We restrict access to your information that you provide through this site to our employees and others who we feel must use it to facilitate the electronic payment of funds. Their use of the information is limited by law, our employee code of business conduct and ethics, and written agreements where appropriate. We also maintain physical, electronic and procedural safeguards to protect this information.

TERMS AND CONDITIONS FOR USE OF THIS SITE

Your use of this site is expressly conditioned on your acceptance of the terms and conditions below. By using this site, you signify your assent to these Terms and Conditions and agree to be bound thereby. If you do not agree with any part of the following Terms and Conditions, you must not use this site.

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Claims Network Shops Procedures Manual

Use of This Website

The purpose of this site is to facilitate the electronic payment of funds that we owe you for services you have provided to us. You agree not to disrupt, modify or interfere with this site, or impede or interfere with others' use of this site, or its associated software, hardware and servers in any way. You further agree not to alter or tamper with any information on or associated with this site. This site and the content provided in this site, including the text, graphics, button icons, and data compilations, may not be copied, reproduced, republished, uploaded, posted, transmitted or distributed without the written permission of Progressive, except that you may display and print the materials presented on this site for the specific business purpose set forth herein. Systematic retrieval of data or other content from this site to create or compile, directly or indirectly, a collection, compilation, database or directory, without prior written permission from Progressive, is prohibited.

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You are responsible for maintaining the confidentiality of your password and/or PIN. You agree to accept responsibility for all activities that occur under your Password/PIN. Progressive is not liable for any unauthorized access to your personal information that is not the direct result of gross negligence on the part of Progressive. You will notify Progressive immediately if you believe someone else has obtained your password/PIN or any unauthorized access under your account has occurred or may occur. Progressive may block access to your password/PIN without prior notice if we believe your password/PIN is being used by someone other than you, if any unauthorized access to your personal information has occurred or may occur, or for other reasons, including, without limitation, system upgrades and/or modifications.

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Revised 6-2013

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Indemnification

You agree to defend and indemnify Progressive, including all corporate affiliates, and their respective officers, directors, employees and agents from and against any claim, cause of action or demand, including without limitation reasonable legal and accounting fees, brought by or on your behalf or by third parties as a result of your breach of these Terms and Conditions.

Attorney's Fees

In the event Progressive takes legal action against you in order to enforce, protect or defend any of its rights pursuant to these Terms and Conditions and prevails, you agree to pay all reasonable costs and fees incurred by Progressive, including but not limited attorneys' fees, in addition to any other relief to which Progressive may be entitled.



Navigation Tips

The following information will assist you while navigating through iSupplier.

Back Button



Do not use the Back button on your browser. This can cause errors in the application.

lcons

An asterisk {*} prior to a field name indicates that the field is required and must be populated with the information requested.

Bank Account			
	\rightarrow	* Account Number	

The pencil icon allows you to make field updates.



Click on the calendar icon to select a date.

Start Date	End Date		
26-Feb-2013			

The magnifying glass icon allows you to search a field for a list of values. If you know the field value, begin typing it and click the tab key. The field will populate. If you do not know the value, click the magnifying glass icon. The Search and Select screen will populate. Click Go for the list of values. Click Quick Select to populate the <u>value in</u> the field.



[%] Use the percent sign % to perform a search with incomplete information.

Example: To search for Jim Smith, type either: Jim% or %Smith. We refer to this functionality as a Wildcard search.

PROGRESSIVE Claims Network Shops Procedures Manual

Supplier Login

You will receive an e-mail from Progressive that contains the URL to iSupplier, containing the subject line: FYI: Progressive Insurance Supplier Collaboration Network: Confirmation of Registration.

1. Click on the log on link within the email.

	Workflow Mailer EBSQ04 <system_wrkf_notifications@progress [%none number: NA 04/24/2013 03:03 PM Please respond to System_WRKF_Notifications@ Progressive com</system_wrkf_notifications@progress 	ive.com> CC bcc Subject	STEVEN TYLER <steven@yahoo.com> FYI: Progressive Insurance Supplier Collaboration Network: Confirmation of Registration</steven@yahoo.com>
Time Zone You h https://supj When contact ou Thank you	e (GMT -05:00/-04:00) Eastern Time To Sent ID 1 Have been registered at Progressive Insurance pliersqa.progressive.com:443/oa servlets/ora or you first log on, you will be required to chan r administrator or call the support staff at 1-87	STEVEN TYLER 21409629 e for access to the Sup cle.apps.fnd.sso.AppsL ge your password for s 77-616-7473	plier Self Service Network. You can <u>log on to ogin</u> with the username STEVEN@YAHOO.COM and the password Zb1#3F. ecurity purposes. If you have any further questions or require additional information please

2. Log on to iSupplier using your Username and your password that was provided to you in the Registration Notice sent via email.



3. You will be immediately prompted to change your password. Enter the current password.

NOTE: Passwords must be at least 5 characters long and will expire every 120 days.

4. Enter a new password. Re-enter the new password. Click Apply.



iSupplier Homepage

You are now at your iSupplier Home Page.

PR	OGI	RESS	IVE"	iSupplier Portal				
					1	Navigator 🔻	🚱 Favorites 🔻	Home Logout Personalize Page
Home	Orders	Admin	Finance					
Need he	p? Send a	n email to 15 ications	upplierSupp	ort@progressive.com or call the iSupplier Support Team at	t 1-877-616-7473.	Full List	Payments Payments 	
Sul No	oject results fou	nd.			Date			
About this	s Page	Privacy St	atement	Home Orders Admin Fin	nance Home Log	out Personalize	Page	Copyright (c) 2006, Oracle, All rights reserved.

Notifications

Notifications are a way of communicating information to you. Notifications will be available on iSupplier when changes are made that impact the Supplier (Bank Changes, Address Changes, etc.). In addition to these notifications you will receive an e-mail notification.

The Notifications view on the Home tab will display your five most recent Notifications. The full list of Notifications can be viewed by clicking Full List.

1. To view the notification, click the Subject hyperlink.

Homepage Links

Documents or information can be accessed from the tabs across the top left or from the navigation menu to the right of the Home Page for Payments. Click on the hyperlink to access specific information on Payments.

PROGRESSIVE	iSupplier Portal			and the second second
		🔒 Navigator 🔻	😽 Favorites 🔻	Home Logout Personalize Page
Home Orders Admin Finance	—			
Need help? Send an email to iSupplierSuppo	rt@progressive.com or call the iSupplier Support Team at 1-877-6	16-7473.		
				_
Notifications		Call Link	Payments	
Subject	Da	Full List	Payments	-
No results found.				
	Harry Orders Admin Finance I		D	
About this Page Privacy Statement	Home Orders Admin Finance F	ome Logour Personalize	Page	Copyright (c) 2006, Oracle. All rights reserved.



Actions by Tab

From the **Home Tab**, the following actions can occur:

- View and search for Payments
- View Notifications

From the Orders Tab, the following actions can occur:

• View and manage deliverables

From the Admin Tab, the following information is available:

- Only available to user with Claims ISP Auto Manager Responsibility.
- View, add or update the following information: Address Book, Contact Directory, Business Classifications, Products & Services, Bank Accounts & User Accounts.

From the Finance Tab the following actions can occur:

- View and search invoices
- View and search payments





1. Click on the Admin tab.



This view will produce your Supplier name as listed in our system, your Progressive Supplier Number and your Taxpayer ID.

General

Organization Name Supplier Number Taxpayer ID **MY AUTO SHOP 529603 342256756**





1. Click on the Admin tab.







The system will display all addresses assigned to your account.

Address Book					
Site Name 🔺	Address Details	Country	Update	Remove	
6550 FORD AVE	6550 FORD AVE OCALA, FL	United States	1	Î	
987678 CHEVY CI	987678 CHEVY CIRCLE MARICOPA, AZ	United States	1	Î	



Add/Delete User

To add or remove a user from access to iSupplier for your company, you must complete a request form.

The request must be made by a current Authorized User with the ability to edit and view. If the Authorized User is no longer employed, the owner of the company must complete the form. You may request that the additional user be added with the ability to edit and view or view only.

Claims ISP Auto Manager Responsibility - Edit and View:

- Manage bank account information
- Search/view payment remittance advice information
- Create Invoices

Claims ISP Auto Representative View Responsibility - View Only:

• Search/view payment remittance advice information

An electronic copy of this form is available at www.progressive.com/Suppliers/Suppliers.aspx.

The completed form must be mailed or faxed back to Progressive.

Return by mail: Progressive Casualty Insurance Company Attention: Supplier Maintenance PO Box 94505 Cleveland, OH 44101

Fax: 440-603-5560

If you have any questions contact the iSupplier Support Line at 877-616-7473 or send an email to <u>isuppliersupport@progressive.com</u>.



Sample Add/Delete User Form

Progres	sive Network Shop Request to A	dd/Delete a	user to iSupplie	r			
Instructions: This form must b Auto Manager responsibility. If are several ways to complete 8	Instructions: This form must be filled out in its entirety and be signed by an Authorized User already on the account with the Claims ISP Auto Manager responsibility, if the Authorized User is no longer employed, the owner of the Network Shop must complete the form. There are several ways to complete & submit the form.						
 Complete on-line, sign, print Print the form, complete, sig fax to above #. Complete on-line, sign, print 	& fax to: 440-603-5560, Attn: Supplier Maintenan n & send to: Progressive Insurance, Attn: Suppli , scan and send via Email to: Isuppliersupport@s	ce er Maintenance, F progressive.com	PO Box 94505, Cleveland	, OH 44101 or			
Please choose one of the	ollowing: Add User D	elete User					
Requestor's Information (this is information on the u	user submitting this request						
Supplier Name							
Progressive Supplier #							
Requestor's Name							
Supplier's Address							
Requestor's Email							
Requestor's Title							
Supplier's Tax ID							
User's Information (this is information on the u	user to be added to the account						
First, Last Name							
Phone #							
Email Address							
User ID (will be fill in by Pr	ogressive after form is submitted)						
Liser Access Type - W	hat level of access should the new (iser have?					
VIEW ONLY ACCESS/Cla	ilms ISP Auto Representative - view remittan	ce advice & payr	ment information				
VIEW/EDIT ACCESS/Cla	ins ISP Auto Manager - same access as above	plus user can r	nodify bank account in	formation			
If this request is to DELET	E a user complete the following fields						
User Name							
Date to Delete							
Authorized Representative Signature	fs		Date				
NEP Add-Delete User Form Rev 10-1	2						

••• 14



Add/Remove Address

All requests for address additions or removals to a Supplier's account must be in a written format and emailed to the following address: <u>iSuppliersupport@progressive.com</u>.

The following information is required:

- Name of Supplier
- Progressive Supplier Number
- New Address, City, State, Zip
- Contact Name and Telephone Number
- Effective Date
- Reason for addition

Once the request is approved by the Progressive Corporate Claims Management Team, the new address will be processed within iSupplier. A confirmation will be sent to the Supplier.



Change/Correct Address

For a change or a correction such as adding a Suite number or a PO Box number, etc., follow the steps below to change or correct an address listed on your account.

1. Click on the Admin tab.



3. Click on the Update icon for the address to change/correct.

ddress Book						
Site Name 🔺	Address Details	Country	Update	Remove		
5550 FORD AVE	6550 FORD AVE OCALA, FL	United States	→ /	Î		
987678 CHEVY CI	987678 CHEVY CIRCLE MARICOPA, AZ	United States	1	Î		

4. Make necessary changes to your Address. In the Note field, document any comments that are applicable. Click on the Save button.

update Address			
* Indicates required field		Cancel	Save
S	upplier Name	Supplier Number	
Site Name	6550 FORD AVE	Fax Area Code	
Country	United States	Enc. Manhar	
* Address Line 1	6550 FORD AVE STE 125	Pax Number	
Address Line 2			
Address Line 3			
Address Line 4			
* City/Town/Locality	OCALA		
State/Region	FL		
* Postal Code			
Phone Area Code			
Phone Number			
Note			
Note please an	Id Suite #125 to my address		
	a some sizes to my observes.		
Include any a when change	iddtonal details about the address such as the type of address no address information.	. This will be visible to other buyers within your organization as well as to the supplier. Also, include brief notes to buyer about the cho	aude



6. You will receive a confirmation that your address has been modified. The request will be routed to the Buyer Admin for approval. You will receive a confirmation email once the change has been approved/processed by Progressive.

Confirmation Details for your address have been modified.						
Address Book						
Site Name 🔺	Address Details	Country	Update	Remove		
6550 FORD AVE	6550 FORD AVE STE 125 OCALA, FL 44124	United States	/	Û		
987678 CHEVY CI	987678 CHEVY CIRCLE MARICOPA, AZ	United States	1	Û		

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Claims Network Shops Procedures Manual

View Invoices

1. Click on the Finance tab.



2. Enter a specific Invoice Number and click Go. To search for all invoices add the % sign to the Invoice Number field and click Go.

						Export
TIP Enter at least one Search crit	eria to search. Use % to per	form a search with inco	mplete information. E	xample: To search fo	r Jim Smith, type either: %Jim o	r %Smi
Invoice Number EFT/Payment number \$ Amount From \$ Amount To	100645 Go Clear	Payment Status Invoice Date From Invoice Date To		Claim Customer Nam	#	

NOTE: The Export button is used when you want to export your invoice details to a separate file. This button is not used to process your payment.

3. View the invoice details. You can also click on the EFT/Payment Number hyperlink to view payment details on this invoice.

✓TIP Enter at least one Search crit	eria to search. Use % to perf	orm a search with incomple	te information. Exan	nple: To search for Jim	Smith, type either	: %Jim or %Smi				
Invoice Number	100645	Payment Status	•	Claim#						
EFT/Payment number		Invoice Date From		Customer Name						
\$ Amount From		Invoice Date To		VIN						
\$ Amount To										
	Go Clear									
Invoice Number			Current	Thusico Amount	Invoice Date	EET/Dourmont Number	Cumplion Cito			
invoice number Description			Curren	icy movice Amount	invoice Date	EFT/Payment Number	Supplier Site			
100645 A 08-1213799/M	CCOY, MARTHA/03 LEXUS IS	300 4D/JTHBD1925300724	166 USD	15936.40	02-Jun-2008	710063869 - Electronic	9490 9TH			

4. Click on the Invoice Number hyperlink for a different view of the invoice details.

Standard Invoice	a: 100645 (Total USD 15936.40)												
Currency=USD												[r	Evport
													export
General		1 I	Amount Summ	arv			.)	Paymer	t Informatio	on			
General		1 1	7411041.2	ur y					F	Paid 159	36.40		
Invoice Date	02-Jun-2008		Ite	m 1	.5936.40				Sta	atus Pai	d		
Status	Approved		Prepayme	nt 0.	.00				Payment D	ate 03-	JUN-2008		
On Hold			Retainag	je O .	.00					00:	00:00		
Attachments	None		Withholding Ta	x 0.	.00			EFT/	Payment Num	ber <u>710</u>	063869		
Supplier	CALIBER COLLISION CENTERS CALIFORNIA		Tot	al 1	5936.40				Te	erm DUE	ON RECEIPT		
Supplier Site	9490 9TH												
Address	9490 9TH ST												
	RANCHO CUCAMONGA, CA 91730												ļ
Invoice Lines	Scheduled Payments Hold Reasons												
Line A Type Dr	escription		Oby UOM	Price	Tax Included	Amount	Retainage Sta	tus	PO Number	PO Line	PO Shinment	Buver	Receint
1 Item 08	-1213799/MCCOY,MARTHA/03 LEXUS IS 300 4D/JTHBD19253	30072466	Qcy oom	Theo	Tax Included	15936.40	0.00 App	proved	ro number	PU Luic	ro ompinene	buye.	Receipt

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Claims Network Shops Procedures Manual

Export Invoice Search Results

1. Click on the Finance tab.



2. Enter your invoice number and click Go.

invoice summary										
							Export			
TIP Enter at least one Search criteria to search. Use % to perform a search with incomplete information. Example: To search for Jim Smith, type either: %Jim or %Smi										
Invoice Number	100189	Payment Status	_	Claim#						
EFT/Payment number		Invoice Date From		Customer Name						
\$ Amount From		Invoice Date To		VIN						
\$ Amount To										
	Go Clear									

3. Click on the Export button.

Search criteria t	to search. Use % to perform	n a search with incomp	lete information. Example	To search f	for Jim Smith, type e	either: %Jim or %	6Smi	Export
e Number 10 nt number punt From mount To	00189	Payment Status Invoice Date From Invoice Date To		Customer	Claim# r Name VIN			
	Go Clear							
ription			7577760207200	Currency	Invoice Amount	Invoice Date	EFT/Payment Number	Supplier Site
se nt m	Number 10 number 10 nt From 0 ount To 0 ption .8248/PALME	Auroch criteria to search. Use % to perform Number I00189 number Int From Go Clear Ption .8248/PALMER,SHARROD/06 DODGE MU	Aurch criteria to search. Use % to perform a search with incomp Number 100189 Payment Status number Invoice Date From Invoice Date To Go Clear Ption IS248/PALMER,SHARROD/06 DODGE MAGNUM R4X4SW/2D4G	Arch criteria to search. Use % to perform a search with incomplete information. Example: Number 100189 Payment Status number Invoice Date From Invoice Date To ount To Invoice Date To Invoice Date To go Clear Clear	Aurch criteria to search. Use % to perform a search with incomplete information. Example: To search in the search invoice Date From Custome Invoice Date To Go Clear Custome Invoice Date To Search invoice Da	earch criteria to search. Use % to perform a search with incomplete information. Example: To search for Jim Smith, type of the search criteria to search for Jim Smith, type of the search criteria to search for Jim Smith, type of the search criteria to search for Jim Smith, type of the search criteria to search for Jim Smith, type of the search criteria to search for Jim Smith, type of the search criteria to search for Jim Smith, type of the search criteria to search for Jim Smith, type of the search criteria to search for Jim Smith, type of the search criteria to search for Jim Smith, type of the search criteria to search for Jim Smith, type of the search criteria to se	Auroch criteria to search. Use % to perform a search with incomplete information. Example: To search for Jim Smith, type ether: %Jim or % Number 100189 Payment Status Claim#	earch criteria to search. Use % to perform a search with incomplete information. Example: To search for Jim Smith, type either: %Jim or %Smi Number 100189 Payment Status Claim# Claim# Customer Name Invoice Date From Customer Name Customer Name Go Clear ption Clear Currency Invoice Amount Invoice Date To Currency Invoice Amount Invoice Date EFT/Payment Number 18248/PALMER,SHARROD/06 DODGE MAGNUM R4X4SW/2D4GZ572X68382280 USD 1065.61 01-Jun-2008 710063072 - Electronic

4. The file download box will appear, click Save to save your information in .csv format. Click Open to open the file.

File Down	oad			×					
Do you	want to open	or save this file?							
Xa,	Name: export.csv Type: Microsoft Excel Comma Separated Values File From: supplierspsit.progressive.com								
		Open	Save	Cancel					
2	While files from your compute	m the Internet can be r. If you do not trust th	useful, some files c le source, do not op	an potentially harm en or save this file.					



	Invoice results example.										
I	А	В	С	D	E	F	G				
	Invoice Nu	Description	Currency	Invoice An	Invoice Date	EFT/Payment Number	Supplier Site				
I	100189	08-3518248/JONES,MARY/06 DODGE MAGNUI	USD	1065.61	01-Jun-08	710063072 - Electronic	200 S WINEVILLE				

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Claims Network Shops Procedures Manual

View Payments

1. Click on the Finance tab.



2. Enter a specific Payment Number and click Go. To search for all payments add the % sign to the EFT/Payment Number field and click Go.

Invoice Number		Payment Status	•	Claim#	
EFT/Payment number	710618576	Invoice Date From		Customer Name	
\$ Amount From		Invoice Date To		VIN	
\$ Amount To		_			

NOTE: The Export button is used when you want to export your payment details to a separate file. This button is not used to process your payment.

3. View the payment details. You can also click on the Invoice Number hyperlink to view invoice details on this payment. Click on the EFT/Payment Number hyperlink.

✓TIP Enter at least (one Search crite	eria to search. Use % to perfo	rm a search with incor	nplete information	n. Example	e: To search for Jim	Smith, type eithe	r: %Jim or %Smi	
Inv EFT/Payr \$ /	voice Number ment number Amount From \$ Amount To	710618576	Payment Status Invoice Date From Invoice Date To			Claim# Customer Name VIN			
		Go Clear							1
Turreiten Niemberg I	Description				C		Terreites Data		Cumulture Cite
1000E70	10 EROCACE/DA			001707	Currency	FOR CO	25 Eab 2010	Z10610E76 Electronia	Supplier Site
1000570	10-5806466/DA	VIS, DAINIEL/09 TOYOT SCIO	IN TO LE/JTKDE16/89	0291737	050	363.02	25-Feb-2010	710018576 - Electronic	2007 IN TOWINE

4. Click on the EFT/Payment Number hyperlink again

Payments								
Invoice	EFT/Payment Number	Currency	\$ Amount					
1000570	710618576	USD	585.62					
			Export					

5. This produces a separate view of the payment details.

EFT/	Payment Number	710618576	5	
2	Payment Date	26-Feb-201	10	
	Currency	USD		
	Total Amount	585.62		
	Void Date			
Ba	ink Account Name	CTB EFT Ac	count	
	Supplier Address	POMONA C	A	
		2607 N TO	WNE AVE	
	City	POMONA		
	State	CA		
	Zip	91767		
Expo	rt Invoices			
Invoice	e \$ Amou	nt	Description	
1000570	585.62		10-5806466/DAVIS,DANIEL/09 TOYOT SCION TC LB/JTKDE167890291737	
				Export Payment



Export Payment Search Results

1. Click on the Home tab.



2. Click on the Payments hyperlink on the right of the Home page.

PROGRESSIVE	iSupplier Portal			
		🏦 Navigator 🔻	🚱 Favorites 🔻	Home Logout Diagnostics
Home Orders Admin Finance				
Need help? Send an email to ISupplerSuppo	vrt@progressive.com or call the iSupplier Support Team at 1-877-616-7473.	Full List	Payments Payments 	
Subject	Date			
Password Reset Notification	12-Jun-2013 13:02:08			
			`	

3. Enter a specific Payment Number and then click Go. You can also enter a payment amount or date range.

Simple Search	
Note that the search is case insensi	ive
EFT/Payment Number	711355310
Payment Amount From	то
Payment Date From	
	(example: 26-May-2013) Go Clear

4. Click on the Export button.

Home >							
View Payments							
Simple Search							Export
Simple Search						-	
Note that the search is case insensi	tive						
EFT/Payment Number	711355310						
Payment Amount From	То						
Payment Date From	(overaphy 28:Maye 2012) To						
	Go Clear						
EFT/Payment Number	Payment Date 🔻	Currency	\$ Amount Supplier Site	Method	Status	Status Date	Invoice
711355310	24-Feb-2013	USD	6478.58 82279 AVENUE 44	Electronic	Negotiable	24-Feb-2013	Multiple

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Claims Network Shops Procedures Manual

6. The file download box will appear, click Save to save your information in .csv format. Click Open to open the file in Excel.



Payment results example.

А	В	С	D	E	F	G	Н	-
EFT/Payment Number	Payment Date	Currency	\$ Amount	Supplier Site	Method	Status	Status Date	Invoice
711355310	24-Feb-13	USD	6478.58	82559 AVENUE 44	Electronic	Negotiable	24-Feb-13	Multiple

7. You can also click on the EFT/Payment Number hyperlink.

Simple Search							
Note that the search is case insens EFT/Payment Number	itive 711355310						
Payment Amount From	То						
Payment Date From	То То						
	Go Clear						
EFT/Payment Number	Payment Date 🔻	Currency	\$ Amount Supplier Site	Method	Status	Status Date	Invoice
711355310	24-Feb-2013	USD	6478.58 82279 AVENUE 44	Electronic	Negotiable	24-Feb-2013	Multiple

8. This will produce a new view which can also be exported by clicking on the Export button.

EFT/Payment Number	711355310	
Payment Date	24-Feb-2013	3
Currency	USD	
Total Amount	6478.58	
Void Date	a	
Bank Account Name	CTB EFT Acc	count
Supplier Address	INDIO CA	
1	82279 AVEN	IUE 44
Cib		
City		
Sidit	CA	
Zip	92201	
Export Invoices		
Invoice \$ Am	ount	Description
8862828 929.0	6	13-5306721/SANCHEZ,LEONOR/99 HONDA ACCORD LX CP/1HGCG3148XA002645
<u>8864267</u> 5549.	52	13-1105885/GANDARILLA,REYNA/12 NISSA VERSA BASE/4D/3N1CN7AP1CL935654
I		Export Payment



10. The file download box will appear, click Save to save your information in .csv format. Click Open to open the file.

File Down	load			x
Do you	want to oper	or save this file?		
Xa,	Name: Type: From:	export.csv Microsoft Excel Comr supplierspsit.prog i	na Separated Value: r essive.com	s File
		Open	Save	Cancel
0	While files fro your compute	m the Internet can be er. If you do not trust th	useful, some files c e source, do not op	an potentially harm en or save this file.

Payment results example.

EFT/Payment Number	Payment Date	Currency	Total Amo	Void Date	Bank Account Name	Supplier Ac	ldress		City	State	Zip
711355310	24-Feb-13	USD	6478.58		CTB EFT Account	INDIO CA	82559 AVE	INUE 44	INDIO	CA	92201
]				
Invoice	\$ Amount	Descriptio	n								
8862828	929.06	13-530672	21/SMITH,N	1ARY/99 H0	ONDA ACCORD LX CP,	/1HGCG314	8XA002645				
8864267	5549.52	13-110588	1105885/JONES,JOE/12 NISSA VERSA BASE/4D/3N1CN7AP1CL935654								



Supplier Entry of Banking Information

Follow the steps below to enter your banking information. To enter banking information you must have the Claims Auto Manager Responsibility. This responsibility allows you to edit/view banking information. Bank Accounts should always be associated to a specific address. If you need to add banking information to multiple sites, use the process Add Bank to Address Using Existing Bank and repeat the steps for each of your addresses.

Entering a New Bank Account

Entering banking information includes entering your bank routing number and your bank account number along with other specific information related to your account. <u>Bank routing numbers are always 9 digits long</u> and start with 0, 1, 2 or 3. Routing numbers are universal and are shared by different customers affiliated with the same bank. The routing number you enter may be an existing routing number within Progressive's system that is being used across other Suppliers who bank at the same Financial Institution.

Routing Number Exists

In order to add your bank account for a specific address you must first determine if the routing number is already listed within Progressive's system. The following steps will show an example of how to set up your bank account information if the Routing number already exists and what to do if the Routing Number does not exist within Progressive's system.

1. Click on the Admin tab.



2. Click on the Banking Details link.



3. **Important Step** - Choose All Assignments from the drop down View box and then click Go. This step will allow you to associate your banking information to your individual addresses.

Ba	inking uetais							
VI	ew [A	All Assignments	- GO					
D	etails	Туре 🔻	Name	Details	Assignments			
±	<u>Show</u>	General	PIZZA PALACE	General accounts used at all supplier addresses.				
+	<u>Show</u>	Address	4545 MUSHROOM RD	4545 MUSHROOM RD STE 100,SAUCY,OH,45654,United States	Ē			
±) <u>Show</u>	Address	8989 PEPPERONI	8989 PEPPERONI ST, CHEESE, OH, 44555, United States				

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4. Find the address to add the banking information to and click on the Assignments icon.

Banking Details							
View All Assignments Go							
Details Type 🔻	Name	Details	Assignments				
🕀 <u>Show</u> General	PIZZA PALACE	General accounts used at all supplier addresses.					
🕀 Show Address	4545 MUSHROOM RD	4545 MUSHROOM RD STE 100, SAUCY, OH, 45654, United States					
<u> </u>	8989 PEPPERONI	8989 PEPPERONI ST, CHEESE, OH, 44555, United States					

5. Click on the Create button.

Manage Bank Account Assignments										
Addres	ss Name s Details	4545 MUSHROO 4545 MUSHROO	M RD M RD STE 100,SAUC	Y,OH,45654,United	l States				Cance	eļ <u>S</u> ave
Add Create										
Details Account Number	IBAN	Currency	Bank Name	Start Date	End Date	Priority	Increase Priority	Decrease Priority	Status	Update
No results found.										

6. Start to type the Routing number in the Routing number field. As you type Routing Numbers should start to populate below the field after a slight delay. Choose the correct Routing Number by clicking on the number populated by the system.

вапк		Branch
C New Bank		C New Branch
 Existing Bank 		Existing Branch
* Routing Number	04100012	* Confirm Routing Number 🔄 🚽 🔍
Show Bank Details	Routing Number	BIC
	<u>04100012</u> 4	Branch Type ABA
	Q © 1-1 >>	Show Branch Details

7. Enter your Routing Number again in the Confirm Routing Number field. As you type Routing Numbers should start to populate below the field after a slight delay. Choose the correct Routing Number by clicking on the number populated by the system.

Bank	Branch
C New Bank	C New Branch
 Existing Bank 	Existing Branch
* Routing Number 041000124	* Confirm Routing Number 04100012
Show Bank Details	BIC Branch Name Branch Number Bank Number BIC Bran
	Branch Type ABA V 041000124 PNC 041000124
	E Show Branch Details

8. Enter your Bank Account Number in the Account Number field. Click on the Show Account Details link.

Bank Account		
* Account Number 987	7654 Currency	US Dollar
IBAN	Account Status	new
Your Company Name		
Show Account Details		

9. Enter your Account Name (Nickname) in the Account Name field. Enter Checking or Savings in the Description field. Add any necessary notes in the Note to Buyer field. Click the Save button.

Bank Account		
* Account Number IBAN	87654	Currency US Dollar Account Status New
Account Name	My Company Account	
✓TIP i.e. College Account, Savings Account, Business Checkin → Hido Account Datain].	
Deterile		
Alternate Account Name Account Suffix Agency Location Code		Description Checking Plase enter Checking or Savings End Date (example: 26-Jun-2013)
Comments		
Note to Buyer	<u>×</u>	
		Cance] Save
ad 6 2012	26	iSupplier Port

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10. The system will display a confirmation notice that the bank information has been added to your profile. Click on the Show hyperlink.

Confirmation Bank account 987654, with the routing number , has been added to your profile. The account information will be routed to an administrator who will review the details and carry out any account verification that is required. You will be notified once the review is complete.									
Manage Bank Account Assignments									
Address Name 4545 MUSHROOM RD Address Details 4545 MUSHROOM RD STE 100,SAUCY,OH,45654,United States									
Add Create									
Details Account Number IBA	N Currency	Bank Name	Start Date	End Date	Priority	Increase Priority	Decrease Priority	Status	Update
<u>H Show</u> 987654	US Dollar		26-Jun-2013		1	S	\heartsuit	New	1

11. Your bank information request will be routed to the Buyer Admin for approval. Click the Save button.

Manage Bank Account Assignments									
									Save
Address Name 4545 MUSHROOM RD Address Details 4545 MUSHROOM RD STE 100,SAUCY,OH,45654,United States									
Add Create									/
Details Account Number IBAN Currence	Bank Name	Start Date	End Date	1	Priority	Increase Priority	Decrease Priority	Status	Update
Hide 987654 US Dollar		26-Jun-2013 同			1	\bigcirc	\odot	New	1
Your Company Name My Company Account Routing Number 041000124						Account Type Branch Name			
Assignment Status Awaiting approval for general use of account									

12. Once your bank information is approved you will receive an email confirmation and the Assignment Status will change to approved.

Routing Number Does Not Exist

If your bank Routing Number does not exist in Progressive's system cancel out of the request.

1. Click on the Banking Details link again.

Pre	Profile Management					
		Conoral				
		scheral				
٠	(Company Profile				
	0	Address Book				
	0	Contact Directory				
	0	Business				
	Cla	ssifications				
	0	Product & Services				
	0	Banking Details				

2. Choose All Assignments and then click Go.

Banking Details									
View All Assignments Go								Cancel	Save
✓TIP Date format example: 22-Apr-	2013								
Add Create									
Details Account Number	IBAN	Currency	Start Date	End Date	Priority	Increase Priority	Decrease Priority	Status	Update
No results found.									

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3. Find the address to add the banking information to and click on the Assignments icon.

			<u> </u>					
Banking	Banking Details							
View	View All Assignments Go							
Details	Type 🔻	Name	Details	Assignments				
+ Show	<u>(</u> General	PIZZA PALACE	General accounts used at all supplier addresses.					
+ Show	Address	4545 MUSHROOM RD	4545 MUSHROOM RD STE 100, SAUCY, OH, 45654, United States					
+ Show	Address	8989 PEPPERONI	8989 PEPPERONI ST, CHEESE, OH, 44555, United States					

4. Click on the Create button.

Manage Bank Account Assignments										
Address Name 8989 PEPPERONI Address Details 8989 PEPPERONI ST, CHEESE, OH, 44555, United States										Save
Add Create	Add Create									
Details Account Number	IBAN	Currency	Bank Name	Start Date	End Date	Priority	Increase Priority	Decrease Priority	Status	Update
No results found.										

5. Select the New Bank radio button. Choosing this option will also enable the New Branch radio button.

Dalik	Dialici
New Bank	New Branch
C Existing Bank	O Existing Branch
* Routing Number	* Confirm Routing Number

6. Enter the Routing Number in the Routing Number field and in the Confirm Routing Number field.

Bank		Branch
New Bank Existing Bank		© New Branch © Existing Branch
	Routing Number 041555263	Confirm Routing Number 041555263

7. Enter your Bank Account Number in the Account Number field. Click on the Show Account Details link.

Bank Account		
* Account Number	2666696	Currency US Dollar
IBAN		
Your Company Name		
Show Account Details		

8. Enter your Account Name (Nickname) in the Account Name field. Enter Checking or Savings in the Description field. Add any necessary notes in the Note to Buyer field. Click the Save button.

Bank Account			
* Account Number IBAN Account Name TIP i.e. Colege Account, Savings Account, Busine Hide Account Details Details	2666696 My Company Account ess Checking.	Currency Account Status	US Dolar 💌 New
Alternate Account Name Account Suffix Agency Location Code		Description End Date	Checking Please enter Checking or Savings (example: 26-Jun-2013)

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9. The system will display a confirmation notice that the bank information has been added to your profile. Click on the Show hyperlink.

Confirmation Bank account 2666696, with the routing number , has been added to your profile. The account information will be routed to an administrator who will review the details and carry out any account verification that is required. You will be notified once the review is complete.														
nage Bank Account Assignments														
Address Name 8989 PEPPERONI Address Details 8989 PEPPERONI ST, CHEESE, OH, 44555, United States														
Add Create														
Details Account Number IBAN Currency Bank Name Start Date End Date Priority Increase Priority Decrease Priority Status Update														
•• Show 2666696 US Dollar 26-Jun-2013 □ 1 ○ New														

10. Your bank information request will be routed to the Buyer Admin for approval. Once your bank information is approved you will receive an email confirmation. Click the Save button.

			Address Address	Name Details	8989 P 8989 P	EPPERONI EPPERONI S	ST,CHEESE,OH,	,4455	55,United States	;			Can	e <u>l</u>	<u>S</u> ave
[Add	Crea	te												
C	etails	Account	t Number	IBAN	Currency	Bank Name	Start Date		End Date		Priority	Increase Priority	Decrease Priority	Status	Update
G	<u>Hide</u>	2666696			US Dollar		26-Jun-2013				1	\bigcirc	\odot	New	1
			Your	Compa	iny Name	My Compan	y Account					Account Type			
				Routing	g Number							Branch Name			
	Assignment Status Awaiting approval for general use of account														

11. Once your bank information is approved you will receive an email confirmation and the Assignment Status will change to approved

Add Bank to Address Using Existing Bank

This example will show you how to use the bank existing information associated to one of your addresses and attach that same bank information to an existing address that does not currently have any bank information associated to it.

1. Click on the Banking Details link again.



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Claims Network Shops Procedures Manual

2. Choose All Assignments and then click Go.

	<u> </u>												
Banking Details													
iew All Assignments Go													
≪TIP Date format example: 22-Apr-2013													
Add Create													
Details Account Number	IBAN	Currency	Start Date	End Date	Priority	Increase Priority	Decrease Priority	Status	Update				
No results found.													

3. Click on the Assignments icon for the address that requires the banking information to be associated to it.

Banking	Banking Details													
View Al Assignments Co														
Details	Details Type v Name Details Assignments													
⊞ <u>Show</u>	General	FLOWERS R US	General accounts used at all supplier addresses.											
⊞ <u>Show</u>	Address	25255 LAVENDER	25255 LAVENDER ST, PURPLE, CA, 33465, United States											
⊞ <u>Show</u>	Address	12345 DAISY CIR	12345 DAISY CIRCLE,ROSE,OH,44345,United States											
⊞ <u>Show</u>	Address	77878 TULIP RD	77878 TULIP RD,CARNATION,FL,44356,United States											

4. Click on the Add button.

Manage	ianage Bank Account Assignments													
Ļ	Address Name 25255 LAVENDER Address Detais 25255 LAVENDER ST,PURPLE,CA,33465,United States													
Add	Create													
Details	etails Account Number IBAN Currency Bank Name Start Date End Date Priority Increase Priority Decrease Priority Status Update													
	No results found.													

5. Select the Account Number (banking information) to be associated to the address and then click on the Save button.

Add Account						
						Cancel Save
Select All Select None						
Select Account Number	Account Name	IBAN	Currency	Bank Name	Branch Name	Status
□ <u>₩</u> 2xxxx3333			US Dollar	051123456	051123456	New
▼ XXXX7566			US Dollar	PNC	041000124	Approved

6. The system will display a confirmation that the general account assignments have been updated. Click on the Show hyperlink.

Conf	Confirmation The general account assignments have been updated.														
Manage	lanage Bank Account Assignments														
	Address Name 25255 LAVENDER Address Details 25255 LAVENDER ST,PURPLE,CA,33465,United States														
Add	Create														
Details	Account Number	IBAN	Currency	Bank Name	Start Date		End Date		Priority	Increase Priority	Decrease Priority	Status	Update		
⊞ <u>Show</u>	XXXX7566		US Dollar	PNC	24-Apr-2013				1	0	\odot	Approved	1		

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Aanage !	OUR DANK Bank Account	ACCOUNT INFOI	mation i	s now rout	ing	to the Bu	iyer A	Admin	for approva	I. Click on the	e Save	butt
		Address Name Address Details	25255 LA	VENDER VENDER ST.PUI	RPLE.	CA.33465.Un	ited Sta	ates		0	Cancel	Save
Add Details	Create Account Num	ber IBAN Currency	Bank Name	Start Date		End Date		Priority	Increase Priority	V Decrease Priority	Status	Updat
a Hide	xxxxx7566	US Dollar	PNC	24-Apr-2013				1	0	<u>ی</u>	Approved	1
		Your Company Name Routing Number	04100012	4					Account Type Branch Name	Checking 041000124		

8. Once your bank information is approved you will receive an email confirmation and the Assignment Status will change to approved



View Bank Account

1. Click on the Admin tab.



2. Click on the Banking Details link.



3. Choose All Assignments from the drop down list and then click Go.

Banking Details													
/iew All Assignments 🔽 Go Cancel Si													
Ø TIP Date format example: 24-Apr-2013													
Add Create	Add Create												
Details Account Number	IBAN	Currency	Start Date	End Date	Priority	Increase Priority	Decrease Priority	Status	Update				
No results found.													

4. Click on the Assignments icon to view the banking information for that address.

	3anking Details												
	View All Assignments C Go												
	Details Type 🔻	Name	Details	Assignments									
	🕀 Show General	FLOWERS R US	General accounts used at all supplier addresses.										
	Show Address	12345 DAISY CIR	12345 DAISY CIRCLE, ROSE, OH, 44345, United States										
I	Show Address	77878 TULIP RD	77878 TULIP RD,CARNATION,FL,44356,United States										

5. You bank information will display and show approved.

Manage Bank Account Assignments														
	Address Name 77878 TULIP RD Address Details 77878 TULIP RD,CARNATION,FL,44356,United States													
Add Create														
Details Account Number	IBAN	Currency	Bank Name	Start Date		End Date		Priority	Increase Priority	Decrease Priority	Status	Update		
Hide XXXX7566		US Dollar	PNC	24-Apr-2013				1	\odot	\odot	Approved	1		
	You	ur Company N Routing Nur	lame mber 0410001		Account Type C Branch Name C	Checking 141000124								
	Assignment Status Priority and effectivity dates approved													



Inactivate Bank Account for a Specific Address

1. Click on the Admin tab.



2. Click on the Banking Details link.



3. Choose All Assignments from the drop down list and then click Go.

Banking Details														
View All Assignments 🔽 Go 👉 Cancel Save														
✓TIP Date format example: 24-Apr-	Ø TIP Date format example: 24-Apr-2013													
Add Create														
Details Account Number	IBAN	Currency	Start Date	End Date	Priority	Increase Priority	Decrease Priority	Status	Update					
No results found.														

4. Click on the Assignments icon for the address that requires the banking to be inactive.

Bankir	Banking Details												
View All Assignments Go													
Detail	s Type 🔻	Name	Details	Assignments									
	w General	FLOWERS R US	General accounts used at all supplier addresses.										
<u> </u>	w Address	12345 DAISY CIR	12345 DAISY CIRCLE,ROSE,OH,44345,United States	P									
<u> </u>	w Address	77878 TULIP RD	77878 TULIP RD,CARNATION,FL,44356,United States										

5. Click on the calendar icon and choose the date to end date the banking information and then click on the Save button.

Manage Bank	ik Account Assignm	ients									
										Cance <u>l</u>	Save
			Address I Address D	Vame 77878 T etails 77878 T	ULIP RD ULIP RD,CARNATION,FL,						
Add C	reate										
Details Acco	ount Number	IBAN	Currency	Bank Name	Start Date	End Date	Priority	Increase Priority	Decrease Priority	Status	Update
	×7566		US Dollar	PNC	24-Apr-2013	25-Apr-2013	1	(A)	\odot	Approved	1

PROGRESSIVE*

6. The sy	5. The system will display a Confirmation message that your account has been updated.											
Confirmation The general account assignments have been updated.												
Manage Bank Ac	Manage Bank Account Assignments											
	Cancel Save											
		Address N Address De	ame 77878 T tails 77878 T	ULIP RD ULIP RD,CARNATIO	N,FL,443	356,United States						
Add Crea	Add Create											
Details Account	ımber IBA	N Currency	Bank Name	Start Date		End Date	Priority	Increase Priority	Decrease Priority	Status	Update	
		US Dollar	PNC	24-Apr-2013		25-Apr-2013	1	\odot	\odot	Approved	1	

NOTE: If you are deactivating your banking information for a specific address because it has changed, be sure to set up the new banking information for the same address immediately after you submit your deactivation request. This will ensure that there is no disruption in your EFT payments.



View Bank Account Address Assignments

1. Click on the Admin tab.



Banking Details

3. Choose All Assignments from the drop down list and then click Go.

Banking Details View All Assignments Gi Giu	a Details All Assignments Go									
Add Create										
Details Account Number	IBAN	Currency	Start Date	End Date	Priority	Increase Priority	Decrease Priority	Status	Update	
No results found.										

4. Click on the Show links to see a partial view of the bank account information associated to the address.

Banking Detail	Banking Details											
View All Assig	View All Assignments 🔽 Go											
Details Type VI Name Details												
🕀 <u>Show</u> Genera	Show General FLOWERS R US General accounts used at all supplier addresses.											
E Show Addres	Show Address 12345 DAISY CIR 12345 DAISY CIRCLE,ROSE,OH,44345,United States											
⊟ <u>Hide</u> Addres	5 77878 TULIP RD	77878 TULIP RD,CAF	RNATION, FL, 4435	6,United States								
Account Nur	iber Your Company Name	IBAN	Currency	Start Date	End Date	Priority						
<u>XXXX7566</u>			US Dollar	24-Apr-2013		1						

5. Click on the Assignments icon to see a full view of the banking information associated to the address.

manago	Address Name 77878 TULIP RD Address Details 77878 TULIP RD,CARNATION,FL,44356,United States											Save
Add	Create											
Details	Account Number	IBAN	Currency	Bank Name	Start Date		End Date	Priority	Increase Priority	Decrease Priority	Status	Update
<u>Show</u>	XXXX7566		US Dollar	PNC	24-Apr-2013			1	\odot	\odot	Approved	1



Sample of Claims EFT Notification of Deposit

You will receive an e-mail from Progressive which contains an EFT Notification of Deposit each time an EFT payment has been made to your bank account. This will be in the form of a .pdf file.

PROL	GRESSIVE"						Page 1 of 1				
		NOTIC	E OF DEPOSIT: ELECTR	ONIC FUNDS TR	ANSFER # 710001078						
CS PAYMENTS 141725 SOUTH COLORADO SPI	COLORADO MAIN RINGS, CO 80901					The Progressive Group of In 6 Mayfiek	surance Companies 300 Wilson Mills Rd. d Village, OH 44143				
(147) 3891111 Notice of Deposit: 08/14/2007 Account Number: ****0770											
Progressive's Supplier Number: 206046 Routing Number: 101000019 Total Payment Amount: \$52,639.24 Total Number of Invoices: 7											
This amount sho iSupplier Support	This amount should appear in your bank account within 3 business days from the notice date. If you have any questions regarding this payment, please contact Progressive's Supplier Support Team at 1-877-616-7473. If you have questions regarding a specific claim, please contact the assigned claims adjuster.										
			ſ	Details:							
CLAIM #	CUSTOMER NAME	VEHICLE DESCRIPTION	VIN	COVERAGE	INVOICE #	COMPANY	AMOUNT				
07-3441427	VINCENT P SCHAAD	97 PONTI GRAND PRIX CP	1G2WP12K275076444	COLL	6230	Progressive Casualty Insurance Company	\$500.00				
07-3501434	MARTHA RINKER	02 FORD EXPLORER4X4 SW	1FMZU73E675060500	COLL	6196	Progressive Direct Insurance Company	\$10,461.86				
07-3641362	KIMBERLY L LOWE	06 JEEP LIBERTY 4X4SW	1J4GL58KX75038983	COLL	6192	Progressive Classic Insurance Company	\$10,514.86				
07-3661383	ALBERT L PERRIEN	95 FORD TAURUS GL/S4D	1FALP52UX75060453	COLL	6194	Progressive Northwestern Insurance Company	\$10,766.78				
07-3761397	KEITH SMART	05 HONDA CIVIC EX 4D	1HGES267X75061861	COLL	6182	Progressive Casualty Insurance Company	\$9,730.49				
07-3781304	DOROTHY MCCLURE	02 MERCE \$430 4D	WDBNG70J775060662	COLL	6187	Progressive Casualty Insurance Company	\$10,580.25				
07-3941425	JON EIKANAS	97 MITSU ECLIPSE GS 2H	4A3AK44Y275061882	COLL,PD	6223	Progressive Northwestern Insurance Company	\$85.00				



Proof of Insurance Deliverable Notices

Participation in the Progressive Network Shop program requires body shops to maintain specific levels of Garage Keepers, Liability and Workers Compensation coverage. As the additional insured, a copy of proof of insurance is required by Progressive.

7 days prior to certificate expiration, Progressive will generate reminder notices to the email account registered with Progressive. The email will be sent from a general account System_WRKF_Notifications@progressive.com.

Responding to the Deliverable

1. To attach the insurance certificate to the reminder notice in iSupplier, log into iSupplier and click on the Orders tab.



2. On the Deliverables page, select the status of Open then click Go.

Manage Deliverables	
Search	
Search	
Deliverable Name	Document Type
Status	Open Document Number
Due Date From	
Due Date To	
	Go
▲ Indicates deliverable is overdue	× Indicates responsible party failed to perform the deliverable

3. The system will display all Open deliverables.

Search									
Deliverable Name			Document Type	2	•				
Status Open	•	[Oocument Numbe	r 🗌					
Due Date From									
Due Date To									
Go									
🔺 Indicates deliverable is overdue 🛛 🗙 Ind	, dicates responsible par	ty failed to perform th	e deliverable						
	Deliverable		Document						
Deliverable Name	Туре	Document Type	Number	Party Name	Contact	Due Date	Status	Alert	Update
Garage Liability, Garage Keeper and Worker	<u>s</u> Contractual	Contract Purchase	<u>10477, 1</u>	ESTABROOK MOTOR	KM	01-Apr-2013	Open	A	1
Compensation Proof of Insurance Required		Agreement		COMPANY INC	Katona				
Garage Liability and Garage Keeper Proof of	Contractual	Contract Purchase	<u>10478, 0</u>	ESTABROOK MOTOR	KM	08-May-2013	Open		1
Insurance Required		Agreement		COMPANY INC	Katona				~
Garage Liability, Garage Keeper and Worker	s Contractual	Contract Purchase	<u>10478, 0</u>	ESTABROOK MOTOR	KM	08-May-2013	Open		1
Compensation Proof of Insurance Required		Agreement		COMPANY INC	Katona				6
Workers Compensation Proof of Insurance	Contractual	Contract Purchase	<u>10478, 0</u>	ESTABROOK MOTOR	KM	08-May-2013	Open		
Required		Agreement		COMPANY INC	Katona				-
Garage Liability and Garage Keeper Proof of	Contractual	Contract Purchase	<u>10477, 1</u>	ESTABROOK MOTOR	KM	01-Apr-2014	Open		
Insurance Required		Agreement		COMPANY INC	Katona				1

4. For the deliverable that matches the insurance certificate(s) that will be expiring, click on the Update icon.

Deliverable		Document						
Туре	Document Type	Number	Party Name	Contact	Due Date	Status	Alert	Update
Contractual	Contract Purchase	<u>10477, 1</u>	ESTABROOK MOTOR	KM	01-Apr-2013	Open		
	Agreement		COMPANY INC	Katona				6
	Deliverable Type Contractual	Deliverable Type Document Type Contractual Contract Purchase Agreement	Deliverable Type Document Type Document Number Contractual Contract Purchase Agreement 10477, 1	Deliverable Type Document Type Document Number Party Name Contractual Contract Purchase Agreement 10477, 1 ESTABROOK MOTOR COMPANY INC	Deliverable Type Document Type Document Number Party Name Contact Contractual Contract Purchase Agreement 10477, 1 ESTABROOK MOTOR COMPANY INC KM	Deliverable Type Document Type Document Number Party Name Contact Due Date Contractual Contract Purchase Agreement 10477, 1 ESTABROOK MOTOR COMPANY INC KM 01-Apr-2013	Deliverable Type Document Type Document Number Party Name Contact Due Date Status Contractual Agreement Contract Purchase Agreement 10477, 1 ESTABROOK MOTOR COMPANY INC KM Katona 01-Apr-2013 Open	Deliverable Type Document Type Document Number Party Name Contact Due Date Status Mert Contractual Contract Purchase Agreement 10477, 1 ESTABROOK MOTOR COMPANY INC KM 01-Apr-2013 Open A

PROGRESSIVE°

Claims Network Shops Procedures Manual

5. Change the status to Submitted and add any notes to clarify the update, notes are optional.

Contract Purchase Agreement 10477	, 1: Update Deliverable					
Deliverable Name Due Date	Garage Liability, Garage Keeper and Workers Compensation Proof of Insurance Required 01-Apr-2013		Status Current Status Notes	Submitted - Open	4	Cance <u>I</u> Apply
Description	Your updated insurance certificate is due on or before current document expires. Refer to the attached "NWS Ins Requirements_2012" document in	•			¥	

6. To attach and add your certificate of insurance click on Add Attachment button.

4	Attachmen	its				and the second se					
	Add Attachment										
	MarkView	Title	Туре	Description	Last Updated By	Last Updated	Update	Delete			
		NWS Ins Requirements_2012.docx	File	Progressive Network Shop Insurance Requirements	TUSR78E	01-May-2013	1	Î			

7. Add a Title and a Description of what you are attaching. Click on Browse and navigate to the location where the electronic insurance certificate document is stored and select the document. The system will return you to the Add Attachment window in iSupplier. Click the Apply button.

Attachment Summary Informat	ion
Title Description Category	Certification New Garage Keepers certificate
Define Attachment	
Type © File ⊂ URL ⊂ Text	C:\Documents and Settings\LHENKEL1\Desktop\certificate.c Browse
	Cance <u>I</u> Add Another Apply

8. Click Apply again to complete the transaction. The system will display the following message at the top of the window:

Confirmation	
Commation 2	
Delivership Connect Liebility, Connect Kenner and Western Connected the Dreef of Jacometer Devided has been undeted	
Deliverable Garage Liability, Garage Reeper and workers Compensation Proof of Insurance Required has been updated.	

9. The Progressive Claims Compliance team has been notified of the update to your insurance certificate.



Jorrecting the Deliverable						
Scenario	Actions to Take					
Attached the	Use the Delete (trash can icon) to remove the file. Follow the previous					
wrong	steps to attach the correct file.					
document						
Forgot to	If you have not been contacted by the Claims Compliance Team:					
attach the	Search for the item on the Orders > Deliverables tab.					
document	In the Search options, change the Status to Submitted. Click Go to					
	search.					
	Click on the Update icon for the appropriate deliverable.					
	Follow the previous steps to attach the document(s)					
Forgot to	If you have not been contacted by the Claims Compliance Team:					

Correcting the Deliverable

change the

status

Manual	Process to	Provide	Proof of	Insurance

A paper copy of the insurance certificate should be faxed to 866-744-5542, attention: NWS Compliance.

In the Search options, change the Status to Open. Click Go to search.

Search for the item on the Orders > Deliverables tab.

Click on the Update icon for the appropriate deliverable. Follow the previous steps to attach the document(s)



Contacts Directory

The iSupplier application allows Suppliers to provide Contact information to Progressive via the iSupplier portal.

If you choose to include this information in the application, it will be submitted to our Supplier Maintenance group for approval. Once approved, this information will be a permanent part of your Supplier record with Progressive until it is changed or updated by you, the Supplier.

1. Click on the Admin tab.



2. Click on the Contact Directory link.



3. The system will display all Contacts listed on your Supplier Account. Actual iSupplier Users are noted on your account by having a in the User Account field, otherwise the person listed is just a contact on your account and will not have access to iSupplier under any responsibility.

Contact Directo	Contact Directory : Active Contacts							
Create	Create							
First Name	Last Name	Phone Number	Email	Status	User Account	Remove	Addresses	Update
Sue	Donatelli	440-603-5818	sdonatel@progressive.com	Current	~	I		1
ANNE	GRCITZER	216 663-8181		Current		Î		1
LISA	HENKEL		LHENKEL@ALT.COM	Current	~	Î		1
Karen	Katona		KMKTEST@YAHOO.COM	Current	~	Î		1

NOTE: To add an iSupplier User to your account an Add/Delete User from must be completed by the person with the correct authority and then submitted to Progressive for processing and approval.



Business Classifications

The iSupplier application allows Suppliers to provide their Business Classification information to Progressive via the iSupplier portal. Inclusion of this information is strictly voluntary and not required by Progressive.

If you choose to include this information in the application, it will be submitted to our Supplier Maintenance group for approval. Once approved, this information will be a permanent part of your Supplier record with Progressive until it is changed or updated by you, the Supplier.

1. Click on the Admin tab.



2. Click on the Business Classifications link.



3. Enter your Business Classification, Certificate Number, Certifying Agency and Expiration date, if all are applicable. Next enable the certification statement, then click the Save button.

					Cance <u>I</u> Save
Certification					
I certify that I have reviewed the classif	ication below and t	hey are current and accurate.			
Last Certified By					
✓ TIP Date format example: 26-Mar-2013					
Classification	Applicable	Minority Type	Certificate Number	Certifying Agency	Expiration Date
Hub Zone					
Minority Owned		T			
Service-disabled Veteran Owned					
Small Business					
Veteran Owned	☑ 🤞			Self-certification	
Women Owned					
					Cancel Save



Products and Services

The iSupplier application allows Suppliers to provide their Products and Services information to Progressive via the iSupplier portal. Inclusion of this information is strictly voluntary and not required by Progressive.

If you choose to include this information in the application, it will be submitted to our Supplier Maintenance group for approval. Once approved, this information will be a permanent part of your Supplier record with Progressive until it is changed or updated by you, the Supplier.

1. To start click on the Admin tab.



2. Click on the Products and Services link.



3. Click the Add button to review codes.

Produc	Products and Services					
Add						
Turu						
Select	Code	Products and Services	Date Added	Approval Status	View Sub-Category	
	No results found.					

4. Enable the Browse All Products & Services button or enable the Search for a Specific Product & Service

Gervice.	
Add Products and Services: : (APPLIED LASER TECHNOLOGIES)	
	Cance <u>l</u> Apply
Browse All Products & Services	
C Search for Specific Product & Service	
6	Previous 1-10 💌 Next 10 📀
	View Sub-
Code Products and Services	Categories Applicable
14111500 Printing and writing paper	Applicable
14111504 Tractor feed paper	Applicable
14111537Label papers	C Applicable
14111700 Personal paper products	Applicable
14111815Tent cards	C Applicable
14111821 Order form or order books	Applicable
14121800 Coated papers	Applicable
14121806 Waxed paper	Applicable
14121808 Freezer paper	Applicable
24131501 Combined Refrigerator/Freezer	C Applicable
٢	Previous 1-10 💌 Next 10 📀

PROGRESSIVE°

Claims Network Shops Procedures Manual

5. Choose your Products and Services code(s) and then click Apply.

Code	Products and Services	View Sub- Categories	Applicable
44102414	Self-inking stamp		Applicable
44103119	Heat transfer paper for copiers		Applicable
44111513	Supports for diaries or calendars		Applicable
44111522	Book holder		C Applicable
44111804	Drafting papers		Applicable
44111808	T squares		Applicable
44111909	Board cleaning kits or accessories		C Applicable
44111912	Whiteboard eraser		Applicable
44120000	Office supplies		Applicable
44121510	Mailing seals		C Applicable
	© Previous 1	0 61-70 -	. Next 10 📀
		Cancel	Apply

6. You will receive a confirmation note that the Products and Services codes were added to your profile. Click the Return to Products and Services link.



Your submission is now in a Pending Approval status.

Products and Services					
Remove Add					
Select All Select None					
Select Code	Products and Services	Date Added	Approval Status	View Sub-Category	
44120000	Office supplies	10-Apr-2013	Pending Approval		

Once approved by Progressive's Supplier Maintenance group your submission will show in an Approved status.

Troutes and Services	Todacts and Services				
Remove Add					
Select All Select None					
Select Code	Products and Services	Date Added	Approval Status	View Sub-Category	
44120000	Office supplies	10-Apr-2013	Approved		



Self – Service Password Reset

Follow the steps below to reset your user password.

- 1. Access the iSupplier Login Page.
- 2. Click Login Assistance, located directly below the Login button.



3. Enter your User Name and click the Forgot Password button.

Login Assistance	
* Indicates required field	
Forgot Password	
Enter your user name, instructions for how to	reset your password will be emailed to you.
User Name jab0020	Forgot Password

4. The following Confirmation message will appear. Click OK.

PROGRESSIVE			
	🏦 Navigator 🔻	🎯 Favorites 🔻	Diagnostics
Confirmation Your password-reset request has been submitted. An email with instructions will be sent shortly. Please contact the System Administrator if you do not receive an email within the next 10-15 minutes.			Ōĸ

5. Open your email and click on the Reset your Password hyperlink.

From:	Workflow Mailer EBSQ01 <noreplyto@progressive.com></noreplyto@progressive.com>	Sent:	Mon 06/17/2013 10:5
To:	🖓 38 A Lansky		
Cc			
Subject:	FYE Password Reset		
8	2	1011-00	9 1 10
12 0			1 17 10
Time Zon To	e (GMT -05:00/-04:00) Eastern Time LANSKY, JILL		
Sent	17-JUN-2013 10:53:37		
ID	122076927		
Reset you	r password and follow the on-screen instructions. This email can be innored in case you didn't request a password reset, the link is only	availal	ble for a short time.
Lines a Los	and the second	an e altrefat	Concernance and Constant



6. The following screen will appear. Enter your user name, your new password and confirm your new password.

Reset Password		
* Indicates required field		
Please enter your username an	passwords below. The password you en	ter below will be used to replace your old password.
* User Name	jab0020	
* Password		
	(5 characters or more)	
* Confirm Your Password		
	Confirm Password	

7. The following Confirmation message will display. Click OK.

PROGRESSIVE	
	Diagnostics Home Preferences
Confirmation The password has been reset; use the new password to login to the system.	
	ŌK

8. Login to iSupplier using your newly created password.

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Claims Network Shops Procedures Manual

Troubleshooting

Internet Browser Issues

If you are experiencing issues logging into iSupplier you may need to utilize another browser other another version of Internet Explorer.

The following browsers are certified by Oracle as compatible with Release 12 e-Business Suite – iSupplier Portal.

- IE 9, 8, and only select IE 7 and 6 Windows configurations
- Firefox for Windows Users
- Safari for Mac Users

If you are still experiencing issues logging in after using one of the compatible browsers or Internet Explorer versions above, please send an email to <u>isuppliersupport@progressive.com</u> with the issue details along with a print screen of any errors you are receiving.

Progressive PDF Files

Progressive initially and periodically will be sending your company .pdf files. These files will typically contain information related to the iSupplier program and/or they can be your payment details. Payment detail .pdf files are sent every time a payment is made to your company.

Some Internet Providers, particularly AOL will automatically encode and translate the attachment using a system called MIME (Multipurpose Internet Mail Extensions) when they are transferred to your computer.

MIME converts the binary attachment to a text format that can be handled by Internet email. The message's recipient needs a program that can decode a MIME e-mail and turn it back into a binary file that the computer can work with.

The program most often used is WinZip. It is recommended though, that you contact your Internet Provider for additional help on opening/converting the file attachments that Progressive sends if you are experiencing difficulty opening them.