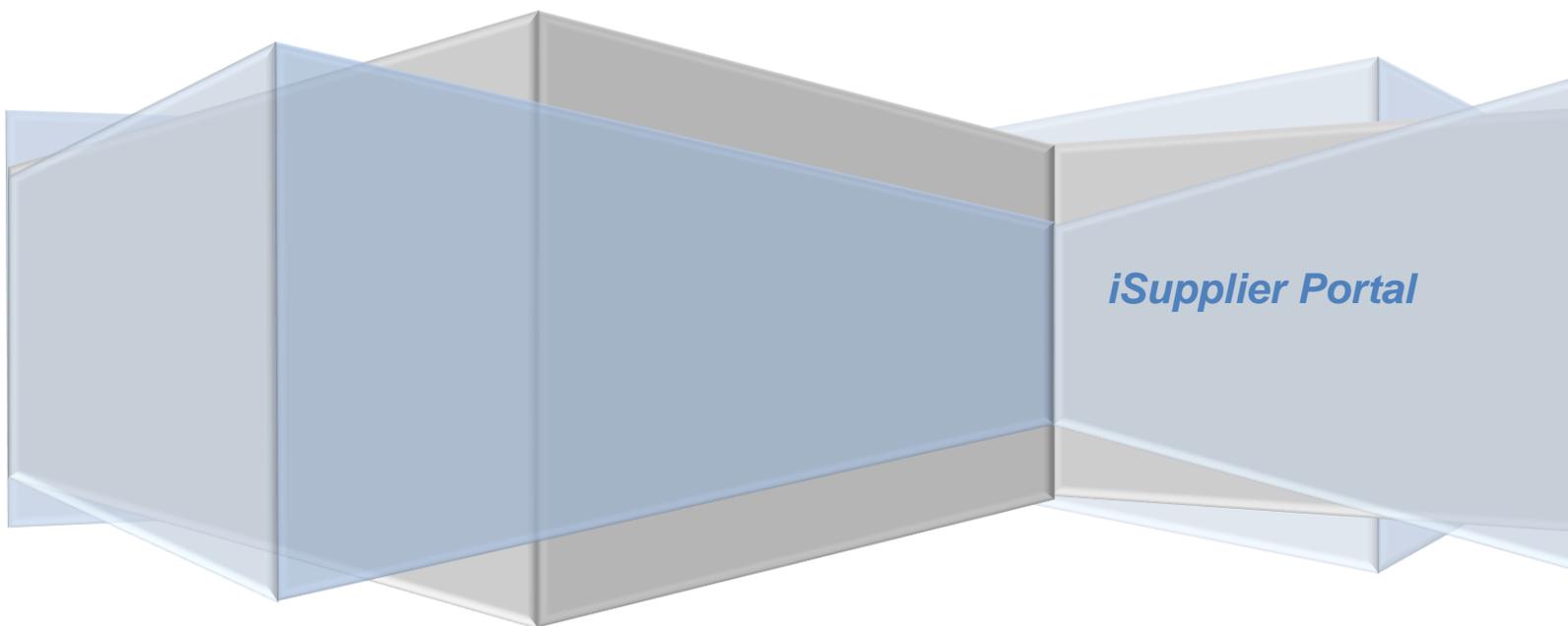


PROGRESSIVE[®]

iSupplier Portal
Claims Procedure Manual



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Overview

Introduction

Progressive is introducing payments via Electronic Funds Transfer (EFT) to Claims-related suppliers. EFT payments are payments that are electronically deposited into the bank account of your choice rather than Progressive sending you a check in the mail. iSupplier will be the tool you utilize to manage your bank account. It also provides additional information regarding your invoices and payments for reconciliation purposes, if you desire utilizing iSupplier for that purpose.

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 add and manage your bank account information with Progressive. It also provides payment remittance information. iSupplier will be the primary way that you will be able to answer the following questions:

- What bank account do I have set up with Progressive to receive electronic payments?
- When was I paid?
- What was I paid for?
- How much was I paid?
- What was the payment number?
- Who from my company has access to iSupplier?

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 Claims FAQ
- iSupplier Claims Procedure Manual
- iSupplier Claims Add/Delete User Form
- Form W9 – Request for Taxpayer Identification Number
- EFT Request Form

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.

Icons

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



The pencil icon allows you to make field updates.



Click on the calendar icon to select a date.



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 value in 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.

Login to iSupplier

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.



***Note:** If you no longer have the email, you can also log in at <https://suppliers.progressive.com>

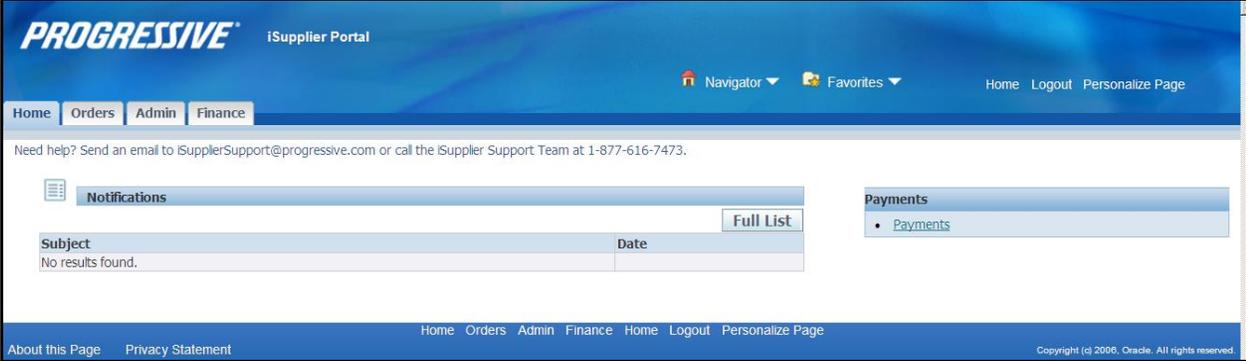
2. Log on to iSupplier using the Username and temporary password provided to you in the Registration Notice sent via email.



3. You will be immediately prompted to change your password.
4. Enter the temporary password.
5. Enter a new password.
NOTE: Passwords must be at least 5 characters long and will expire every 120 days.
6. Re-enter the new password and click Apply.

iSupplier Homepage

You are now at your iSupplier Home Page.



Notifications

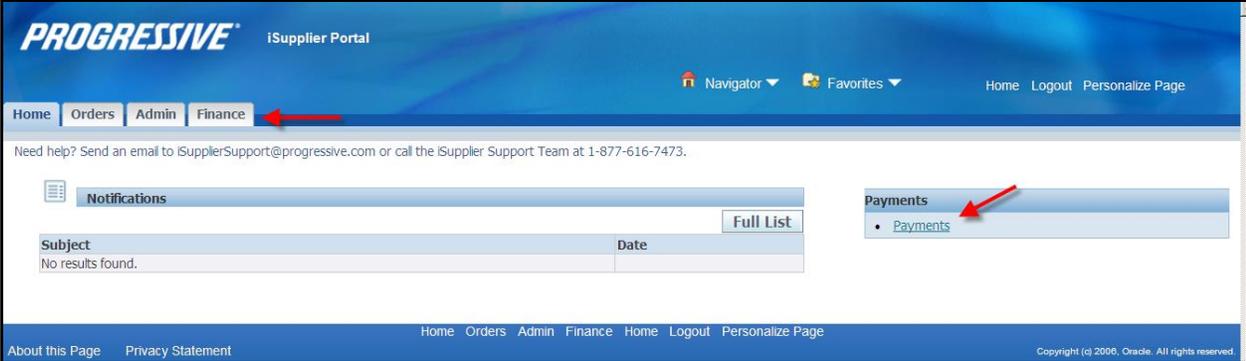
Notifications are a way of communicating information to you. Notifications will be available to view in iSupplier when changes are made that impact your supplier account (Bank Account Change Completed, Address Changes, etc). In addition to these notifications you will also receive an e-mail notification with this same information.

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.



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:

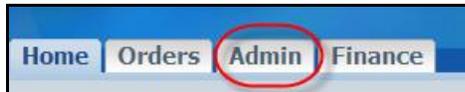
- Only available to user with Claims ISP Manager Responsibility.
- View, add or update the following information: Address Book, Contact Directory, Business Classifications, Products & Services, Bank Accounts & User Accounts.

From the **Finance Tab** the following actions can occur:

- View and search invoices
- View and search payments

View Supplier Details

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.

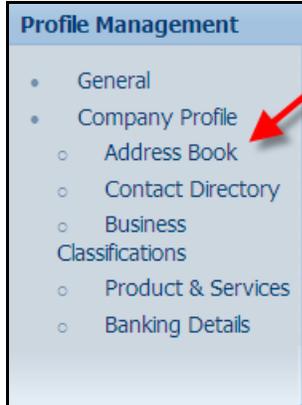
General	
Organization Name	MY AUTO SHOP
Supplier Number	529603
Taxpayer ID	342256756

Address Book

1. Click on the Admin tab.



2. Click on the Address Book link.



The system will display all addresses assigned to your account.

Site Name ^v	Address Details	Country	Update	Remove
6550 FORD AVE	6550 FORD AVE OCALA, FL	United States		
987678 CHEVY CI	987678 CHEVY CIRCLE MARICOPA, AZ	United States		

Add/Remove Address

All requests for address additions must be in a written format and emailed to the following address: iSuppliersupport@progressive.com.

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 Progressive, the new address will be processed within iSupplier. A confirmation will be sent to you when completed.

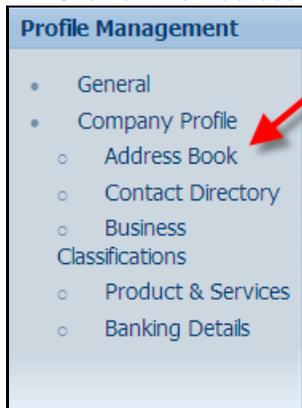
Change/Correct Address

For a change or a correction to your address, such as adding a Suite number or a PO Box number, etc., follow the steps below:

1. Click on the Admin tab.



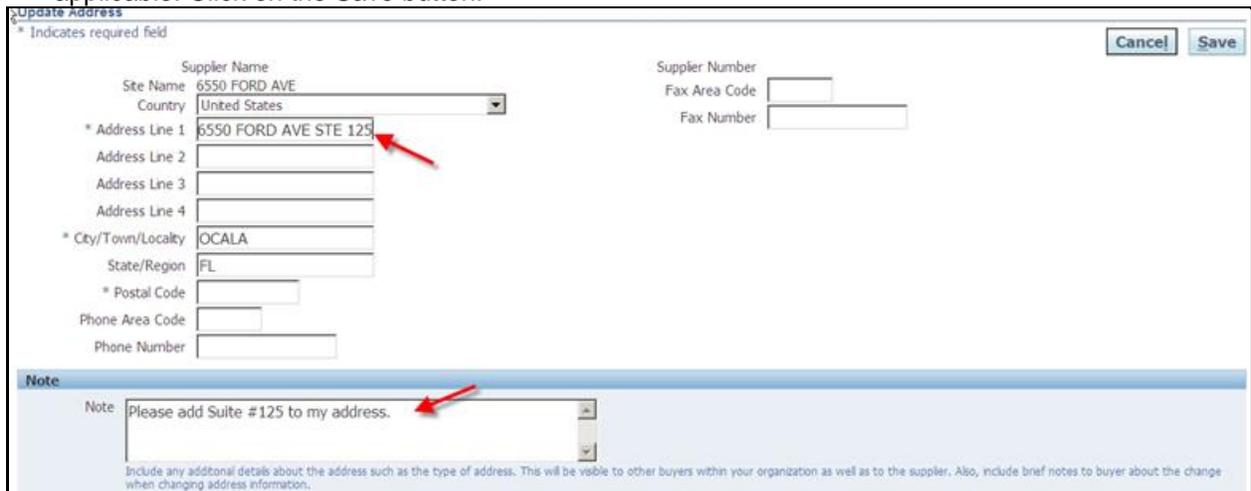
2. Click on the Address Book link.



3. Click on the Update icon next to the address you want to change/correct.

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

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



The 'Update Address' form contains the following fields:

- Supplier Name
- Site Name: 6550 FORD AVE
- Country: United States
- * Address Line 1: 6550 FORD AVE STE 125
- Address Line 2
- Address Line 3
- Address Line 4
- * City/Town/Locality: OCALA
- State/Region: FL
- * Postal Code
- Phone Area Code
- Phone Number
- Supplier Number
- Fax Area Code
- Fax Number
- Note: Please add Suite #125 to my address.

Buttons: Cancel, Save

Include any additional details about the address such as the type of address. This will be visible to other buyers within your organization as well as to the supplier. Also, include brief notes to buyer about the change when changing address information.

6. 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

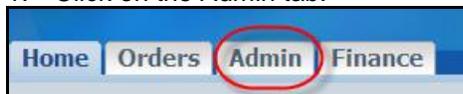
Site Name ^	Address Details	Country	Update	Remove
6550 FORD AVE	6550 FORD AVE STE 125 OCALA, FL 44124	United States		
987678 CHEVY CI	987678 CHEVY CIRCLE MARICOPA, AZ	United States		

Contact Directory

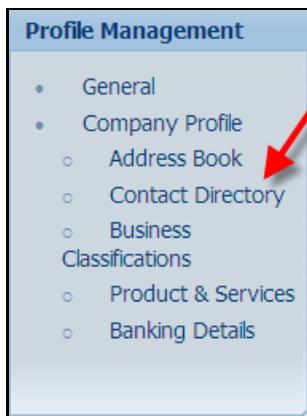
The iSupplier application allows Suppliers to provide Contact information to Progressive via the iSupplier portal.

If you choose to include this information in the application, it will be submitted to Progressive’s 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 Directory : Active Contacts									
<input type="button" value="Create"/>									
First Name	Last Name	Phone Number	Email	Status	User Account	Remove	Addresses	Update	
Sue	Donatelli	440-603-5818	sdonatel@progressive.com	Current	<input checked="" type="checkbox"/>				
ANNE	GRITZER	216 663-8181		Current	<input type="checkbox"/>				
LISA	HENKEL		LHENKEL@ALT.COM	Current	<input checked="" type="checkbox"/>				
Karen	Katona		KMKTEST@YAHOO.COM	Current	<input checked="" type="checkbox"/>				

NOTE: To add an iSupplier User to your account an Add/Delete User form must be completed by the person with the correct authority and then submitted to Progressive for processing and approval. (see “Add/Delete User” process steps for more information)

Add/Delete User

To add or remove a user's access from iSupplier, you must complete a request form. An electronic copy of this form is available at www.progressive.com/Suppliers/Suppliers.aspx.

Note: The request must be submitted by an Authorized User with the “Claims ISP Manager” responsibility in iSupplier. If the Authorized User is no longer employed, the Owner of the company must complete the form. The Owner may request that the additional user be added with either of the below responsibilities:

Claims ISP Manager - View & Edit Bank Account/User Contact Info

- Manage bank account information
- Search/view payment information

Claims ISP Inquiry - View Only:

- Search/view payment information

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 isuppliersupport@progressive.com.

Sample Add/Delete User Form

Progressive Add/Delete User Form for ISupplier

Instructions: This form must be filled out and signed by an Authorized User already on the account with the Claims ISP Manager responsibility. If the Authorized User is no longer employed, the owner of the company must complete the form.

Submit the form using one of the below options.

- 1. Email to: isuppliersupport@progressive.com
- 2. Fax to: 440-603-5560, Attn: Supplier Maintenance
- 3. Mail to: Progressive Insurance
Attn: Supplier Maintenance
PO Box 94505
Cleveland, OH 44101

Requestor Information

Supplier Name: _____

Supplier Address: _____
Street Address *Apartment/Unit #*

City *State* *ZIP Code*

Progressive Supplier #: _____ Tax ID# _____

Add User Information

Full Name: _____
First *Last* *M.I.*

Email Address: _____

Phone: _____

User Access: Claims ISP Manager – Manage Bank Account Information + View Payment Information
 Claims ISP Inquiry – View Payment Information Only

User ID (Office Use Only): _____

Delete User Information

Full Name: _____
Last *First* *M.I.*

Delete Date: _____

Authorized User Information

Authorized User Name: _____ Title: _____

Authorized User Signature _____ Date: _____

Business Classifications

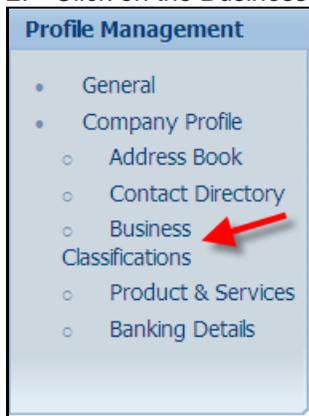
The iSupplier application allows Suppliers to provide their Business Classification information to Progressive via the iSupplier portal. Inclusion of this information is strictly voluntary and not required by Progressive.

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.

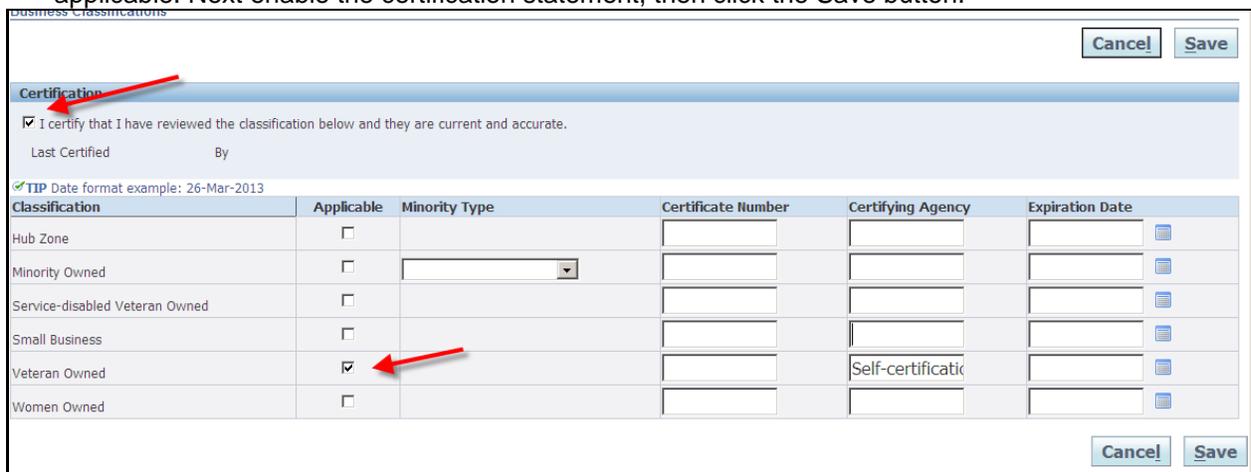
1. Click on the Admin tab.



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.



Classification	Applicable	Minority Type	Certificate Number	Certifying Agency	Expiration Date
Hub Zone	<input type="checkbox"/>				
Minority Owned	<input type="checkbox"/>				
Service-disabled Veteran Owned	<input type="checkbox"/>				
Small Business	<input type="checkbox"/>				
Veteran Owned	<input checked="" type="checkbox"/>			Self-certificati	
Women Owned	<input type="checkbox"/>				

Products and Services

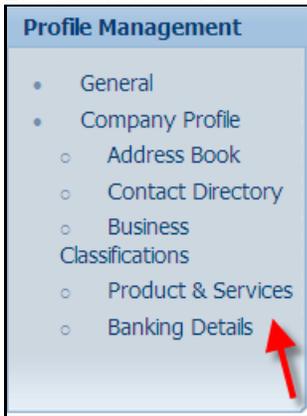
The iSupplier application allows Suppliers to provide their Products and Services information to Progressive via the iSupplier portal. Inclusion of this information is strictly voluntary and not required by Progressive.

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.

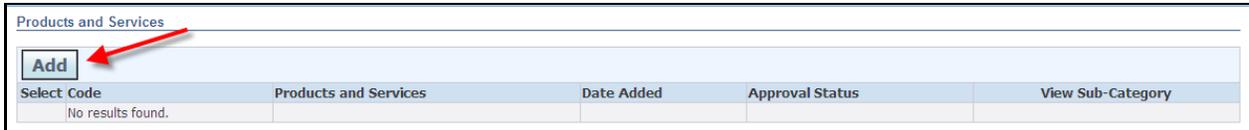
1. To start click on the Admin tab.



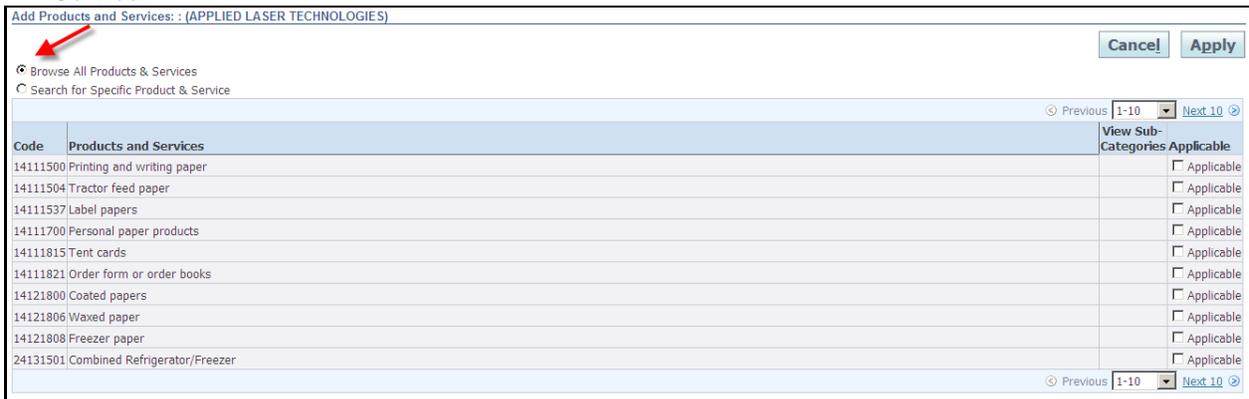
2. Click on the Products and Services link.



3. Click the Add button to review codes.



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



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

Code	Products and Services	View Sub-Categories	Applicable
44102414	Self-inking stamp		<input type="checkbox"/> Applicable
44103119	Heat transfer paper for copiers		<input type="checkbox"/> Applicable
44111513	Supports for diaries or calendars		<input type="checkbox"/> Applicable
44111522	Book holder		<input type="checkbox"/> Applicable
44111804	Drafting papers		<input type="checkbox"/> Applicable
44111808	T squares		<input type="checkbox"/> Applicable
44111909	Board cleaning kits or accessories		<input type="checkbox"/> Applicable
44111912	Whiteboard eraser		<input type="checkbox"/> Applicable
44120000	Office supplies		<input checked="" type="checkbox"/> Applicable
44121510	Mailing seals		<input type="checkbox"/> Applicable

Previous 10 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.

Confirmation
The following Product and Service categories have been added to your profile.
Office supplies
[Return to Products and Services](#)

7. Your submission is now in a Pending Approval status.

Select	Code	Products and Services	Date Added	Approval Status	View Sub-Category
<input type="checkbox"/>	44120000	Office supplies	10-Apr-2013	Pending Approval	

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

Select	Code	Products and Services	Date Added	Approval Status	View Sub-Category
<input type="checkbox"/>	44120000	Office supplies	10-Apr-2013	Approved	

Bank Account Setup (Electronic Funds Transfer (EFT))

Follow the steps below to enter and assign your bank account information. To perform these steps you must have the “Claims ISP Manager” responsibility, which allows for view/edit of bank accounts.

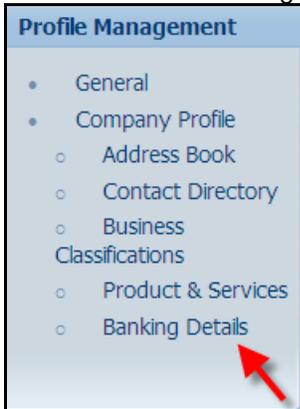
Note: Bank Accounts should always be assigned to a specific payment address (aka site). If you need to add bank account information to multiple sites, this can be done using the “Adding Bank Account to Multiple Payment Addresses” process steps below.

View Bank Account(s)

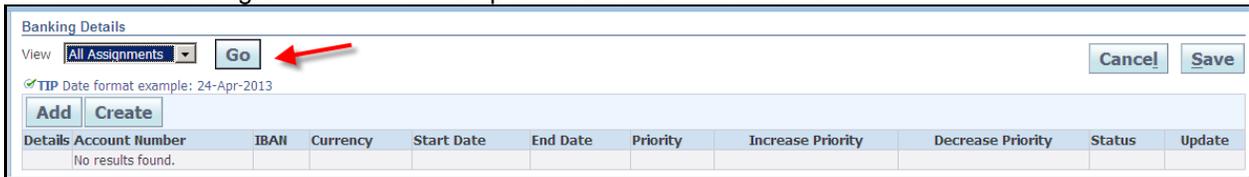
1. Click on the Admin tab.



2. Click on the Banking Details link.



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



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



5. Click on the Assignments icon to see a full view of the bank account associated to the address.

Banking Details			
View	All Assignments	Go	
Details	Type	Name	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
Show	Address	77878 TULIP RD	77878 TULIP RD,CARNATION,FL,44356,United States

6. Your bank account information will display along with the status.

Manage Bank Account Assignments											
Address Name 77878 TULIP RD Address Details 77878 TULIP RD,CARNATION,FL,44356,United States										Cancel	Save
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	▲	▼	Approved	✎
Your Company Name				Routing Number 041000124				Account Type Checking Branch Name 041000124			
Assignment Status Priority and effectivity dates approved											

Account Statuses:

- New: Bank Account submitted for approval to Progressive
- Approved: Bank Account approved for use by Progressive

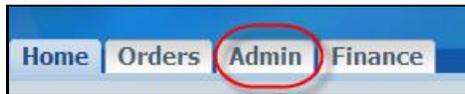
Enter a New Bank Account

What you need:

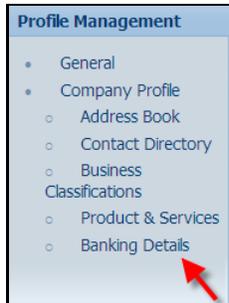
- Bank Routing Number (**Note:** Bank routing numbers are always 9 digits long and start with 0, 1, 2 or 3)
- Bank Account Number

In order to add your bank account to a specific address you must first determine if your routing number is already in use at Progressive. To do this:

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, Click Go. This step will allow you to associate your bank account to individual payment addresses.

Banking Details
View: All Assignments [Go]

Details	Type	Name	Details	Assignments
Show	General	PIZZA PALACE	General accounts used at all supplier addresses.	[Icon]
Show	Address	4545 MUSHROOM RD	4545 MUSHROOM RD STE 100, SAUCY, OH, 45654, United States	[Icon]
Show	Address	8989 PEPPERONI	8989 PEPPERONI ST, CHEESE, OH, 44555, United States	[Icon]

- 4. Find the address you want the banking information added to and click on the Assignments icon.

Banking Details
View: All Assignments [Go]

Details	Type	Name	Details	Assignments
Show	General	PIZZA PALACE	General accounts used at all supplier addresses.	[Icon]
Show	Address	4545 MUSHROOM RD	4545 MUSHROOM RD STE 100, SAUCY, OH, 45654, United States	[Icon]
Show	Address	8989 PEPPERONI	8989 PEPPERONI ST, CHEESE, OH, 44555, United States	[Icon]

- 5. Click on the Create button.

Manage Bank Account Assignments [Cancel] [Save]

Address Name: 4545 MUSHROOM RD
Address Details: 4545 MUSHROOM RD STE 100, SAUCY, OH, 45654, United States

[Add] [Create]

Details	Account Number	IBAN	Currency	Bank Name	Start Date	End Date	Priority	Increase Priority	Decrease Priority	Status	Update
No results found.											

- 6. Select the "Existing Bank" radio button (should auto default as selected)
- 7. Type the first 6 digits of your Routing number in the Routing number field and stop.
 - a. After keying these first several digits, a list of pre-existing routing numbers will populate. If your routing # does not populate in this drop down, select the magnifying glass and do a search.
 - i. If the routing number is there to select, proceed to step 8.
 - ii. If the routing number is not found, select the "New Bank" radio button, and re-enter your routing number as new.

Bank: New Bank Existing Bank
* Routing Number: 04100012 [Search]

Branch: New Branch Existing Branch
* Confirm Routing Number: [Search]
BIC: [Search]
Branch Type: ABA

Routing Number dropdown: 041000124 [Search]

- 8. Enter your Routing Number again in the Confirm Routing Number field.

Bank: New Bank Existing Bank
* Routing Number: 041000124 [Search]

Branch: New Branch Existing Branch
* Confirm Routing Number: 041000124 [Search]
BIC: [Search]
Branch Type: ABA

Search Results Table:
Branch Name: [Search] Branch Number: 041000124 Bank Name: [Search] Bank Number: 041000124 BIC: [Search]

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

Bank Account

* Account Number: 987654 [Search]
IBAN: [Search]
Your Company Name: [Search]

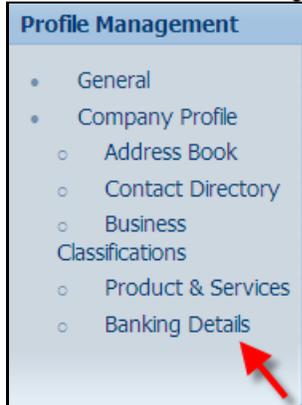
Currency: US Dollar
Account Status: New

[Show Account Details]

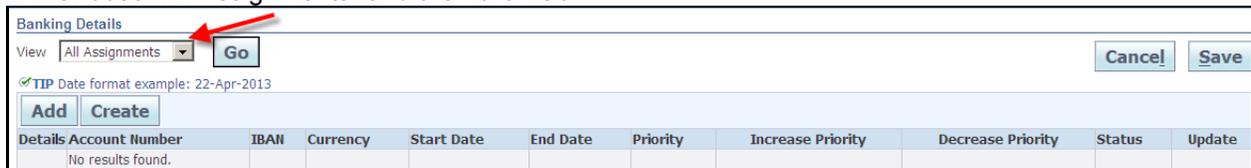
Add Bank Account to Multiple Payment Addresses

Once you have a bank account set up on your iSupplier account, you can add this same bank account to multiple payment addresses, if applicable.

1. Click on the "Banking Details" link



2. Choose "All Assignments" and then click Go.



3. Click on the Assignments icon next to the payment address you want to add the bank account to.



4. Click on the Add button.



5. Check the box next to the Account Number you want associated to your payment address. Click Save.



6. A confirmation notice will display stating the bank account has been updated via your Assignment request. (Your bank account information is now routing to Progressive for approval)

Confirmation
The general account assignments have been updated.

Manage Bank Account Assignments

Address Name 25255 LAVENDER
Address Details 25255 LAVENDER ST,PURPLE,CA,33465,United States

Cancel Save

Add Create

Details	Account Number	IBAN	Currency	Bank Name	Start Date	End Date	Priority	Increase Priority	Decrease Priority	Status	Update
Show	XXXX7566		US Dollar	PNC	24-Apr-2013		1	▲	▼	Approved	✎

7. Click on the “Show” hyperlink (above) to see the details of your request.
8. Click on the Save button.

Manage Bank Account Assignments

Address Name 25255 LAVENDER
Address Details 25255 LAVENDER ST,PURPLE,CA,33465,United States

Cancel Save

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	▲	▼	Approved	✎

Your Company Name
Routing Number 041000124

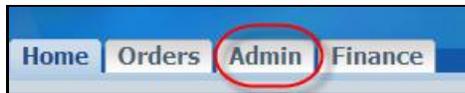
Account Type Checking
Branch Name 041000124

Assignment Status Awaiting approval for general use of account

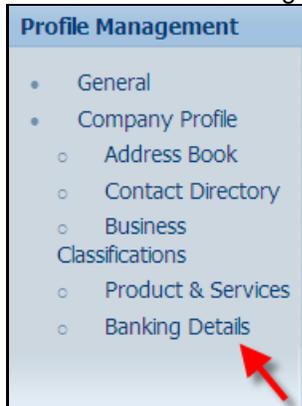
9. Once your bank account is approved you will receive an email confirmation and the Assignment Status will change to “Approved”

Inactivate Bank Account for a Specific Payment 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-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.

Banking Details

View: All Assignments 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	
Show	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 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
Show	XXXX7566		US Dollar	PNC	24-Apr-2013	25-Apr-2013	1	⬆	⬇	Approved	

6. The system will display a Confirmation message that your account has been updated.

Confirmation

The general account assignments have been updated.

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
Show	XXXX7566		US Dollar	PNC	24-Apr-2013	25-Apr-2013	1	⬆	⬇	Approved	

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.

Sample of Claims EFT Notification of Deposit

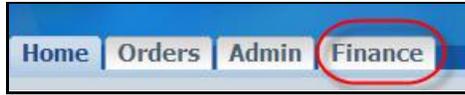
Depending on your company's specific setup with Progressive, you may either receive a consolidated payment file (this is only available to select companies) each time an EFT payment has been made to your bank account OR an EFT Notification of Deposit that is sent via email with an attached .pdf file.

A sample of the emailed EFT Notice of Deposit is below for your reference:

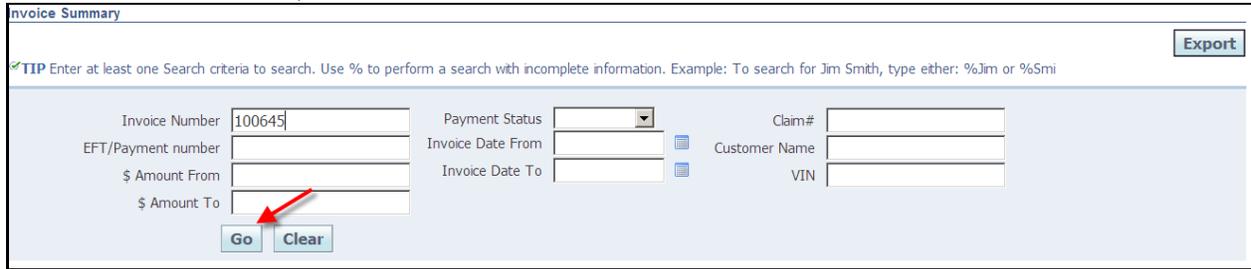
								Page 1 of 1
NOTICE OF DEPOSIT: ELECTRONIC FUNDS TRANSFER # 710001078								
CS PAYMENTS COLORADO 141725 SOUTH MAIN COLORADO SPRINGS, CO 80901 (147) 3891111				The Progressive Group of Insurance Companies 6300 Wilson Mills Rd. Mayfield Village, OH 44143				
Notice of Deposit:		09/14/2007		Account Number:		****0770		
Progressive's Supplier Number:		208048		Routing Number:		101000019		
Total Payment Amount:		\$52,639.24		Total Number of Invoices:		7		
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 iSupplier Support Team at 1-877-816-7473. If you have questions regarding a specific claim, please contact the assigned claims adjuster.								
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	1FMZU73E875080500	COLL	6198	Progressive Direct Insurance Company	\$10,461.86	
07-3841362	KIMBERLY L LOWE	08 JEEP LIBERTY 4X4SW	1J4GL58KX75038983	COLL	6192	Progressive Classic Insurance Company	\$10,514.86	
07-3861383	ALBERT L PERRIEN	96 FORD TAURUS GLS4D	1FALP52UX75060453	COLL	6194	Progressive Northwestern Insurance Company	\$10,766.78	
07-3761397	KEITH SMART	05 HONDA CIVIC EX 4D	1HGES267X75081861	COLL	6182	Progressive Casualty Insurance Company	\$9,730.49	
07-3781304	DOROTHY MCCLURE	02 MERCE S430 4D	WDBNG70J775060682	COLL	6187	Progressive Casualty Insurance Company	\$10,580.25	
07-3841425	JON EIKANAS	97 MITSU ECLIPSE GS 2H	4A3AK44Y275061882	COLL,PD	6223	Progressive Northwestern Insurance Company	\$85.00	

View/Export Invoice Details

1. Click on the Finance tab.



2. Enter a specific Invoice Number, Click Go. **Note:** To search for all invoices, enter the % sign in the Invoice Number field, Click Go.

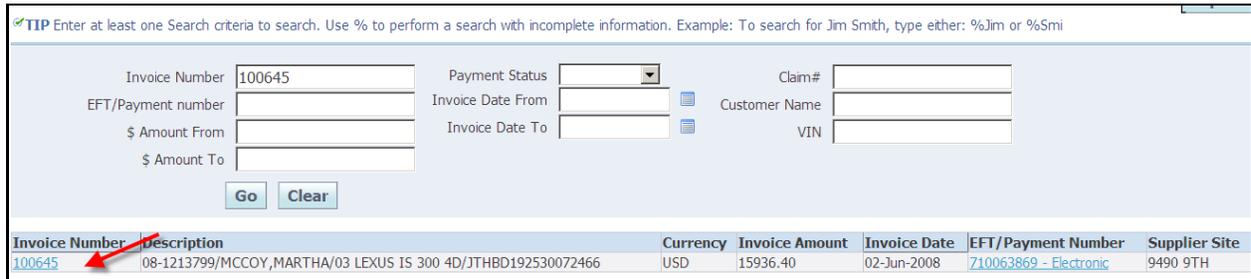


invoice Summary Export

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	<input type="text" value="100645"/>	Payment Status	<input type="text"/>	Claim#	<input type="text"/>
EFT/Payment number	<input type="text"/>	Invoice Date From	<input type="text"/>	Customer Name	<input type="text"/>
\$ Amount From	<input type="text"/>	Invoice Date To	<input type="text"/>	VIN	<input type="text"/>
\$ Amount To	<input type="text"/>				

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 criteria to search. Use % to perform a search with incomplete information. Example: To search for Jim Smith, type either: %Jim or %Smi

Invoice Number	<input type="text" value="100645"/>	Payment Status	<input type="text"/>	Claim#	<input type="text"/>
EFT/Payment number	<input type="text"/>	Invoice Date From	<input type="text"/>	Customer Name	<input type="text"/>
\$ Amount From	<input type="text"/>	Invoice Date To	<input type="text"/>	VIN	<input type="text"/>
\$ Amount To	<input type="text"/>				

Invoice Number	Description	Currency	Invoice Amount	Invoice Date	EFT/Payment Number	Supplier Site
100645	08-1213799/MCCOY,MARTHA/03 LEXUS IS 300 4D/JTHBD192530072466	USD	15936.40	02-Jun-2008	Z10063869 - Electronic	9490 9TH

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

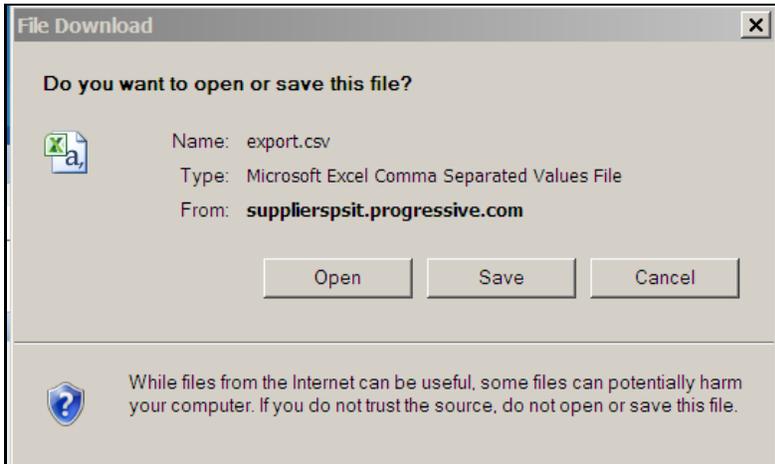


Standard Invoice: 100645 (Total USD 15936.40)
Currency=USD Export

General	Amount Summary	Payment Information
Invoice Date: 02-Jun-2008 Status: Approved On Hold: <input type="checkbox"/> Attachments: None Supplier: CALIBER COLLISION CENTERS CALIFORNIA Supplier Site: 9490 9TH Address: 9490 9TH ST RANCHO CUCAMONGA, CA 91730	Item: 15936.40 Prepayment: 0.00 Retainage: 0.00 Withholding Tax: 0.00 Total: 15936.40	Paid: 15936.40 Status: Paid Payment Date: 03-JUN-2008 00:00:00 EFT/Payment Number: Z10063869 Term: DUE ON RECEIPT

Line	Type	Description	Qty	UOM	Price	Tax Included	Amount	Retainage	Status	PO Number	PO Line	PO Shipment	Buyer	Receipt
1	Item	08-1213799/MCCOY,MARTHA/03 LEXUS IS 300 4D/JTHBD192530072466					15936.40	0.00	Approved					

5. Click on the Export button (upper right hand corner)
6. The file download box will appear, click Save to save your information in .csv format. Click Open to open the file.

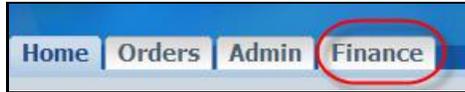


Invoice results example.

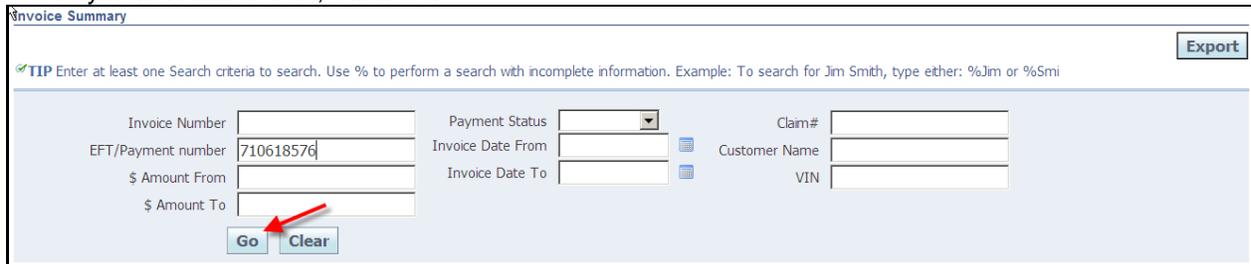
A	B	C	D	E	F	G
Invoice Nu	Description	Currency	Invoice Am	Invoice Date	EFT/Payment Number	Supplier Site
100189	08-3518248/JONES,MARY/06 DODGE MAGNUI	USD	1065.61	01-Jun-08	710063072 - Electronic	200 S WINEVILLE

View/Export Payment Details

1. Click on the Finance tab.



2. Enter a specific Payment Number, Click Go. **Note:** To search for all payments, enter the % sign in the Payment Number field, Click Go.

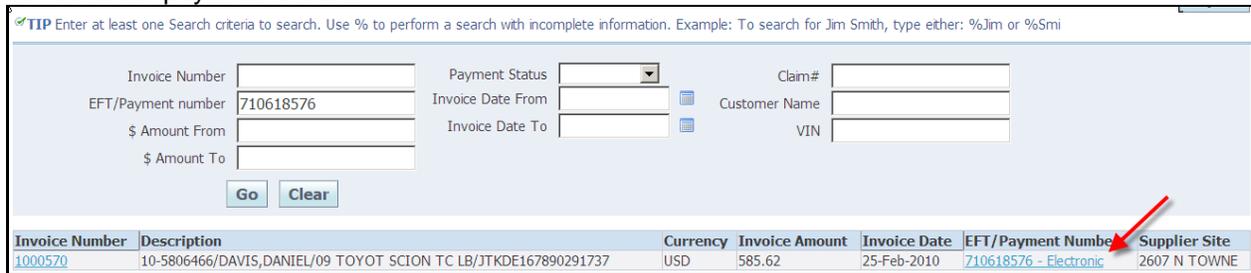


Invoice Summary Export

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	<input type="text"/>	Payment Status	<input type="text"/>	Claim#	<input type="text"/>
EFT/Payment number	710618576	Invoice Date From	<input type="text"/>	Customer Name	<input type="text"/>
\$ Amount From	<input type="text"/>	Invoice Date To	<input type="text"/>	VIN	<input type="text"/>
\$ Amount To	<input type="text"/>				

3. View the payment details.



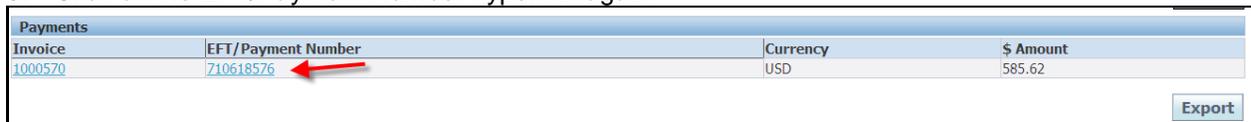
TIP Enter at least one Search criteria to search. Use % to perform a search with incomplete information. Example: To search for Jim Smith, type either: %Jim or %Smi

Invoice Number	<input type="text"/>	Payment Status	<input type="text"/>	Claim#	<input type="text"/>
EFT/Payment number	710618576	Invoice Date From	<input type="text"/>	Customer Name	<input type="text"/>
\$ Amount From	<input type="text"/>	Invoice Date To	<input type="text"/>	VIN	<input type="text"/>
\$ Amount To	<input type="text"/>				

Invoice Number	Description	Currency	Invoice Amount	Invoice Date	EFT/Payment Number	Supplier Site
1000570	10-5806466/DAVIS,DANIEL/09 TOYOT SCION TC LB/JTKDE167890291737	USD	585.62	25-Feb-2010	710618576 - Electronic	2607 N TOWNE

4. Click on the EFT/Payment Number hyperlink (see above arrow).

5. Click on the EFT/Payment Number hyperlink again



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

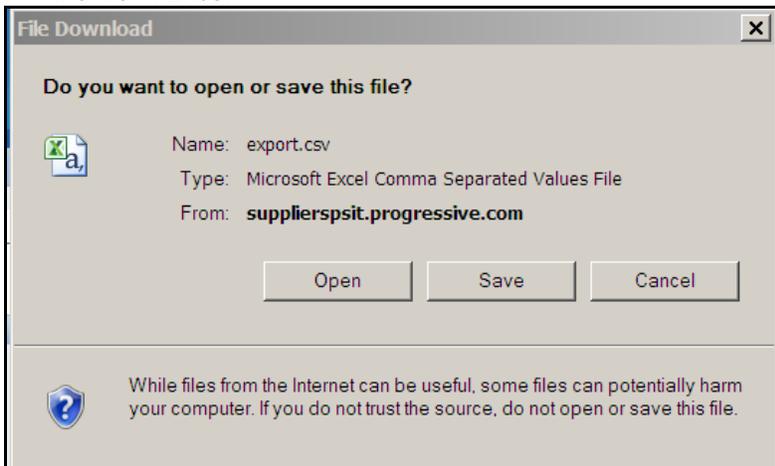
6. This produces a separate view of the payment details. **Note:** You can also click on the Invoice Number hyperlink to view invoice details on this payment.

EFT/Payment Number	711355310
Payment Date	24-Feb-2013
Currency	USD
Total Amount	6478.58
Void Date	
Bank Account Name	CTB EFT Account
Supplier Address	INDIO CA 82279 AVENUE 44
City	INDIO
State	CA
Zip	92201

Invoice	\$ Amount	Description
8862828	929.06	13-5306721/SANCHEZ,LEONOR/99 HONDA ACCORD LX CP/1HGCG3148XA002645
8864267	5549.52	13-1105885/GANDARILLA,REYNA/12 NISSA VERSA BASE/4D/3N1CN7AP1CL935654

 **Export Payment**

7. Click Export
8. 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.

EFT/Payment Number	Payment Date	Currency	Total Amo	Void Date	Bank Account Name	Supplier Address	City	State	Zip
711355310	24-Feb-13	USD	6478.58		CTB EFT Account	INDIO CA 82559 AVENUE 44	INDIO	CA	92201
Invoice	\$ Amount	Description							
8862828	929.06	13-5306721/SMITH,MARY/99 HONDA ACCORD LX CP/1HGCG3148XA002645							
8864267	5549.52	13-1105885/JONES,JOE/12 NISSA VERSA BASE/4D/3N1CN7AP1CL935654							

Troubleshooting

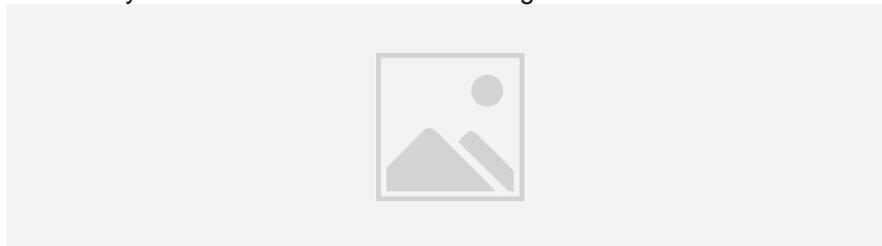
Self –Service Password Reset

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.



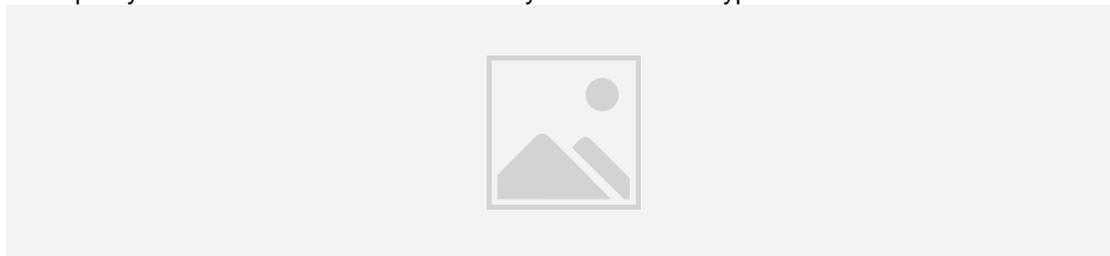
3. Enter your User Name and click the Forgot Password button.



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



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



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



- The following Confirmation message will display. Click OK.



- Login to iSupplier using your newly created password.

Internet Browser Issues

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

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

- IE 11, 10, 9, 8, and select IE 7 and 6 Windows configurations
- Firefox for Windows Users
- Safari for Mac Users
- Chrome

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 isuppliersupport@progressive.com 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 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.