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Revised 6-2013
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
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.

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.

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Password/PIN
This site is a restricted use site, requiring the use of a password and/or personal identification number (PIN) for access. Unauthorized use of or access to any restricted area is strictly prohibited. Actual or attempted unauthorized use of or access to such areas may result in criminal and/or civil prosecution. Attempts to access such areas without proper authorization may be viewed, monitored and recorded and any information obtained may be given to law enforcement agencies in connection with any investigation or prosecution of possible criminal and/or unlawful activity on this system. If you are not an authorized user of such areas or do not consent to continued monitoring, you should not attempt to access such areas.

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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Jurisdiction/Enforceability
Use of this site shall be governed by and construed in accordance with the laws of the State of Ohio without giving effect to any principles of conflict of laws. Any dispute concerning this site or these Terms and Conditions shall be subject to the exclusive venue of a court of competent jurisdiction in Cuyahoga County, Ohio. Your use of this site constitutes your express consent to the personal jurisdiction of such courts for the purpose of resolving any such dispute. Should any provision of these Terms and Conditions of use be held invalid, unlawful or for any reason unenforceable, then the invalid, unlawful or unenforceable provision shall be severable from the remaining provisions. Such invalid, unlawful or unenforceable provision shall not affect the validity or enforceability of the remaining provisions.

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.

**Icons**

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

![Bank Account](image)

The pencil icon allows you to make field updates.

Click on the calendar icon to select a date.

![Calendar Icon](image)

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.
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.

   ![Email Example]

   **To:** STEVEN TYLER
   **Sent:** 12/14/09629

   You have been registered at Progressive Insurance for access to the Supplier Self Service Network. You can log on to https://supplier.progressive.com/ppservlet/oracle/apps.fid.sso.AppsLogin with the username STEVEN@YAHOO.COM and the password Zbi163F.

   When you first log on, you will be required to change your password for security purposes. If you have any further questions or require additional information please contact our administrator or call the support staff at 1-877-616-7473

   Thank you

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

   ![Login Example]

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.

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.
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
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.

<table>
<thead>
<tr>
<th>General</th>
</tr>
</thead>
<tbody>
<tr>
<td>Organization Name</td>
</tr>
<tr>
<td>Supplier Number</td>
</tr>
<tr>
<td>Taxpayer ID</td>
</tr>
</tbody>
</table>
View Address Book Detail

1. Click on the Admin tab.

   ![Admin Tab]

2. Click on the Address Book link.

   ![Profile Management]

The system will display all addresses assigned to your account.

<table>
<thead>
<tr>
<th>Site Name</th>
<th>Address Details</th>
<th>Country</th>
<th>Update</th>
<th>Remove</th>
</tr>
</thead>
<tbody>
<tr>
<td>6550 FORD AVE</td>
<td>6550 FORD AVE</td>
<td>United States</td>
<td></td>
<td></td>
</tr>
<tr>
<td>987678 CHEVY CI</td>
<td>987678 CHEVY CIRCLE MARICOPA, AZ</td>
<td>United States</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
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


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 Network Shop Request to Add/Delete a user to iSupplier

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.

1. Complete on-line, sign, print & fax to: 440-483-5980, Attn: Supplier Maintenance
2. Print the form, complete, sign & send to: Progressive Insurance, Attn: Supplier Maintenance, PO Box 94568, Cleveland, OH 44101 or fax to above #.
3. Complete on-line, sign, print, scan and send via Email to: isupplierasupport@progressive.com

Please choose one of the following: [ ] Add User [ ] Delete User

#### Requestor's Information

(this is information on the user submitting this request)

<table>
<thead>
<tr>
<th>Supplier Name</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Progressive Supplier #</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Requestor's Name</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Supplier's Address</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Requestor's Email</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Requestor's Title</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Supplier's Tax ID</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

#### User's Information

(this is information on the user to be added to the account)

<table>
<thead>
<tr>
<th>First, Last Name</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Phone #</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Email Address</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

User ID (will be fill in by Progressive after form is submitted)

#### User Access Type - What level of access should the new user have?

- [ ] VIEW ONLY ACCESS/Claims ISP Auto Representative - view remittance advice & payment information
- [ ] VIEW/EDIT ACCESS/Claims ISP Auto Manager - same access as above plus user can modify bank account information

If this request is to DELETE a user complete the following fields

<table>
<thead>
<tr>
<th>User Name</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Date to Delete</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

Authorized Representative's Signature

Date

NET Add/Delete User Form Rev 10-12
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: 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 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.

2. Click on the Address Book link.

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

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

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.

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

1. Click on the Finance tab.

2. Enter your invoice number and click Go.

3. Click on the Export button.

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

<table>
<thead>
<tr>
<th></th>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
<th>F</th>
<th>G</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Invoice #</td>
<td>Description</td>
<td>Currency</td>
<td>Invoice #</td>
<td>Invoice Date</td>
<td>EFT/Payment Number</td>
<td>Supplier Site</td>
</tr>
<tr>
<td>100189 08-3518248/JONES,MARY/05 DODGE MAGNUM USD</td>
<td>1065.61</td>
<td>01-Jun-08</td>
<td>710063072</td>
<td>Electronic 200 S WINEVILLE</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
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.

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.

4. Click on the EFT/Payment Number hyperlink again

5. This produces a separate view of the payment details.
Export Payment Search Results

1. Click on the Home tab.

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

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

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

![File Download](image)

While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file.

Payment results example.

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
<th>F</th>
<th>G</th>
<th>H</th>
<th>I</th>
</tr>
</thead>
<tbody>
<tr>
<td>EFT/Payment Number</td>
<td>Payment Date</td>
<td>Currency</td>
<td>$ Amount</td>
<td>Supplier Site</td>
<td>Method</td>
<td>Status</td>
<td>Status Date</td>
<td>Invoice</td>
</tr>
<tr>
<td>711355310</td>
<td>24-Feb-13</td>
<td>USD</td>
<td>6478.58</td>
<td>82559 AVENUE 44</td>
<td>Electronic</td>
<td>Negotiable</td>
<td>24-Feb-13</td>
<td>Multiple</td>
</tr>
</tbody>
</table>

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

![Payment results example](image)

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

![Export Payment](image)
10. The file download box will appear, click Save to save your information in .csv format. Click Open to open the file.

Payment results example.

<table>
<thead>
<tr>
<th>EFT/Payment Number</th>
<th>Payment Date</th>
<th>Currency</th>
<th>Total Amo Void Date</th>
<th>Bank Account Name</th>
<th>Supplier Address</th>
<th>City</th>
<th>State</th>
<th>Zip</th>
</tr>
</thead>
<tbody>
<tr>
<td>711355310</td>
<td>24-Feb-13</td>
<td>USD</td>
<td>6478.58</td>
<td>CTB EFT Account</td>
<td>INDIO CA</td>
<td>INDIO</td>
<td>CA</td>
<td>92201</td>
</tr>
<tr>
<td>Invoice</td>
<td>Amount</td>
<td>Description</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8862828</td>
<td>929.06</td>
<td>13-3306721/SMITH,MARY/99 HONDA ACCORD LX C9/1HGCG3148XA002645</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8864267</td>
<td>5549.52</td>
<td>13-1105845/JONES,JOE/12 NISSA VERSA BASE/4D/JN1CN7AP1CL935654</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

While files from the internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file.
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. Bank routing numbers are always 9 digits long 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.
4. Find the address to add the banking information to and click on the Assignments icon.

<table>
<thead>
<tr>
<th>Details</th>
<th>Type</th>
<th>Name</th>
<th>Details</th>
<th>Assignments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address</td>
<td></td>
<td>PIZZA PALACE</td>
<td>General accounts used at all supplier addresses</td>
<td></td>
</tr>
<tr>
<td>Address</td>
<td></td>
<td>4545 HUSHROOM RD</td>
<td>4545 HUSHROOM RD STE 100, SAUCY, OH, 45654, United States</td>
<td></td>
</tr>
<tr>
<td>Address</td>
<td></td>
<td>8669 PEPPERONI</td>
<td>8669 PEPPERONI ST, CHEESE, OH, 44555, United States</td>
<td></td>
</tr>
</tbody>
</table>

5. Click on the Create button.

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.

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.

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

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

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

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.

2. Choose All Assignments and then click Go.
3. Find the address to add the banking information to and click on the Assignments icon.

4. Click on the Create button.

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

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

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

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

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.

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.
2. Choose All Assignments and then click Go.

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

4. Click on the Add button.

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

6. The system will display a confirmation that the general account assignments have been updated. Click on the Show hyperlink.
7. Your bank account information is now routing to the Buyer Admin for approval. Click on the Save button.

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.

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

5. Your bank information will display and show 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.

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

5. Click on the calendar icon and choose the date to end date the banking information and then click on the Save button.
6. The system will display a Confirmation message that your account has been updated.

![Confirmation message](image)

**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.

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 information associated to the address.

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

<table>
<thead>
<tr>
<th>CLAIM #</th>
<th>CUSTOMER NAME</th>
<th>VEHICLE DESCRIPTION</th>
<th>VIN</th>
<th>COVERAGE</th>
<th>INVOICE #</th>
<th>COMPANY</th>
<th>AMOUNT</th>
</tr>
</thead>
<tbody>
<tr>
<td>07-541427</td>
<td>VINCENT F SCHAAD</td>
<td>97 PONTI GRAND PRIX GR</td>
<td>1G2YF12914206004644</td>
<td>COLL</td>
<td>0230</td>
<td>Progressive Casualty Insurance Company</td>
<td>$560.03</td>
</tr>
<tr>
<td>07-551494</td>
<td>MARSHA RINKER</td>
<td>02 FORD EXPLORER SUV</td>
<td>1FMZU73E02D000202</td>
<td>COLL</td>
<td>0160</td>
<td>Progressive Direct Insurance Company</td>
<td>$10,461.20</td>
</tr>
<tr>
<td>07-551202</td>
<td>HARVEY L LOVE</td>
<td>99 JEEP LIBERTY 4WD</td>
<td>1J4GC0981X9533662</td>
<td>COLL</td>
<td>0192</td>
<td>Progressive Classic Insurance Company</td>
<td>$39,314.20</td>
</tr>
<tr>
<td>07-551300</td>
<td>ALBERT T RIFRAN</td>
<td>95 FORD TAURUS SEDAN</td>
<td>1FALP52Z1F5000453</td>
<td>COLL</td>
<td>0194</td>
<td>Progressive Northwestern Insurance Company</td>
<td>$10,768.75</td>
</tr>
<tr>
<td>07-551207</td>
<td>KEITH SMART</td>
<td>95 HONDA CIVIC EX 4D</td>
<td>1HGGE267W5B100181</td>
<td>COLL</td>
<td>0192</td>
<td>Progressive Casualty Insurance Company</td>
<td>$5,740.00</td>
</tr>
<tr>
<td>07-551204</td>
<td>DOROTHY MCGUIRE</td>
<td>92 MERCEDES 4D</td>
<td>WDB27404751053539</td>
<td>COLL</td>
<td>0197</td>
<td>Progressive Casualty Insurance Company</td>
<td>$10,560.25</td>
</tr>
<tr>
<td>07-551406</td>
<td>JON RIEINA</td>
<td>07 MITSU ECLIPSE 6224</td>
<td>4G4AM1312710851592</td>
<td>COLL</td>
<td>0223</td>
<td>Progressive Northwestern Insurance Company</td>
<td>$495.20</td>
</tr>
</tbody>
</table>
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.

3. The system will display all Open deliverables.

4. For the deliverable that matches the insurance certificate(s) that will be expiring, click on the Update icon.
5. Change the status to Submitted and add any notes to clarify the update, notes are optional.

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

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.

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

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

<table>
<thead>
<tr>
<th>Scenario</th>
<th>Actions to Take</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attached the wrong document</td>
<td>Use the Delete (trash can icon) to remove the file. Follow the previous steps to attach the correct file.</td>
</tr>
<tr>
<td>Forgot to attach the document</td>
<td>If you have not been contacted by the Claims Compliance Team: Search for the item on the Orders &gt; Deliverables tab. 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)</td>
</tr>
<tr>
<td>Forgot to change the status</td>
<td>If you have not been contacted by the Claims Compliance Team: Search for the item on the Orders &gt; Deliverables tab. In the Search options, change the Status to Open. Click Go to search. Click on the Update icon for the appropriate deliverable. Follow the previous steps to attach the document(s)</td>
</tr>
</tbody>
</table>

### Manual Process to Provide Proof of Insurance

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

**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.
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.

<table>
<thead>
<tr>
<th>Code</th>
<th>Products and Services</th>
<th>View Sub-Category</th>
<th>Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>44120000</td>
<td>Office supplies</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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.

Once approved by Progressive’s Supplier Maintenance group your submission will show in an Approved status.
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.
6. The following screen will appear. Enter your user name, your new password and confirm your new password.

![Reset Password Screen](image)

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

![Confirmation Message](image)

8. Login to iSupplier using your newly created password.
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 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 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.