iSupplier Portal

iSupplier Corporate Suppliers Procedures Manual

iSupplier Portal

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Overview

Introduction

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 view Purchase Orders, create invoices, view payment information, as well as manage your bank account 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 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 e-mail.

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

External Phone Number: 1-877-616-7473

Fax Number: 440-603-5560

System Availability: 24/7

E-mail: corporateiSuppliersupport@progressive.com

Address:

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

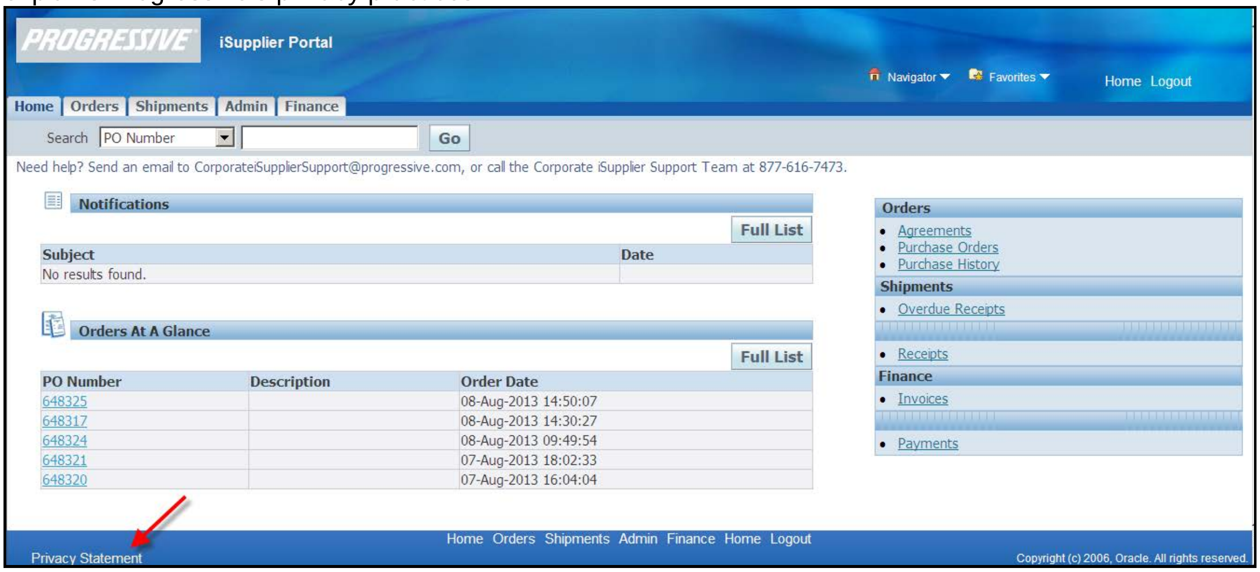
The following information is available at http://www.progressive.com/Suppliers/Suppliers.aspx

- iSupplier User Guide
- FAQ's – Frequently Asked Questions
- Add/Delete User Form

The direct link to the Login page of iSupplier is: https://suppliers.progressive.com/

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.



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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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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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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

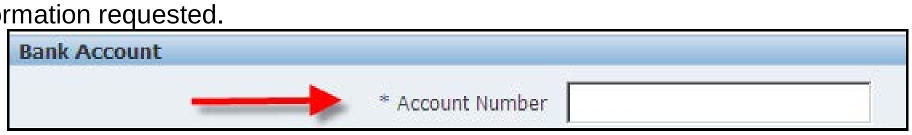
The following information will assist you while navigating through iSupplier.

Back Button

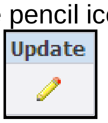
Do not use the Back button on your browser. This can cause errors in the application.

Icons

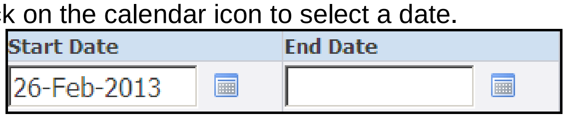
An asterisk {*} prior to a field name indicates that the field is required and must be populated with the information requested.



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.

Search Features

Simple Search: From the Home Page click the Full List button, located under Orders at a Glance. This feature allows you to search for the following: All Purchase Orders, Purchase Orders to Acknowledge and Purchase Orders Pending Supplier Change.

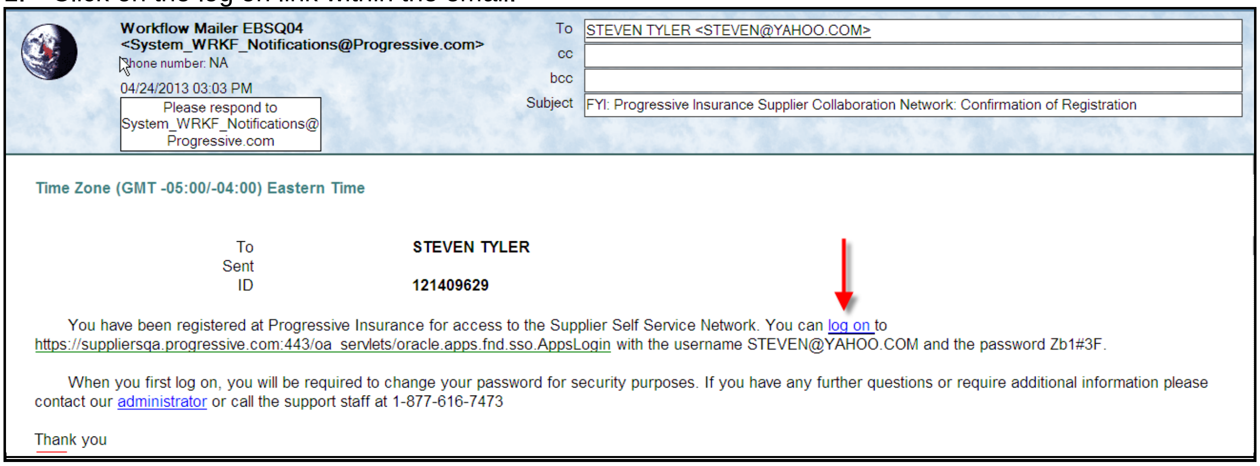
Advanced Search: From the Home Page click the Full List, located under Orders at a Glance, Then click on the Advanced Search button. Enter the search criteria. Select the applicable radio dial, show data when any/all conditions are met.

Introducing iSupplier

Supplier Login

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

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



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

NOTE: The direct link to the Login page of iSupplier is: : https://suppliers.progressive.com/

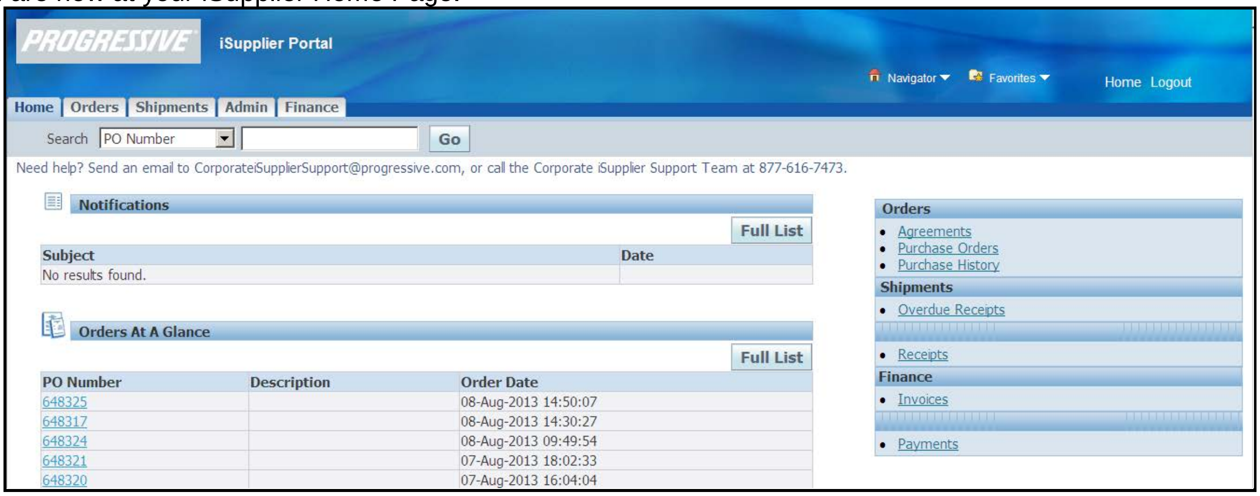
3. You will be immediately prompted to change your password. Enter the current password.

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.

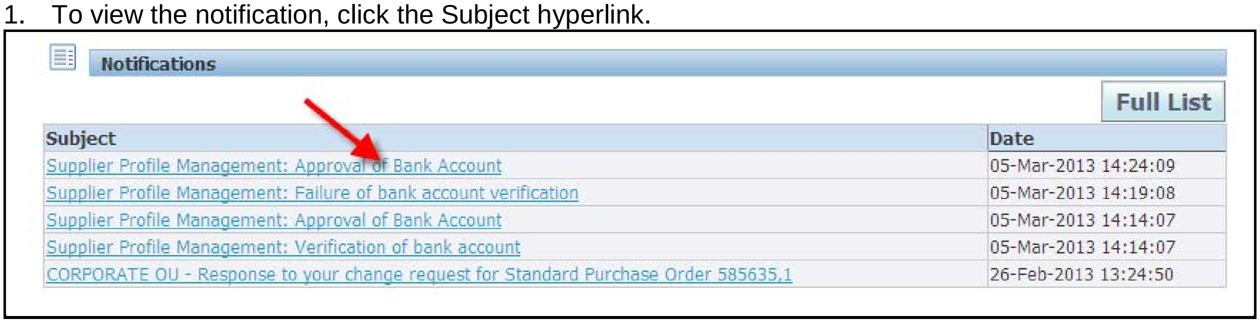


Notifications

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, Purchase Order 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.

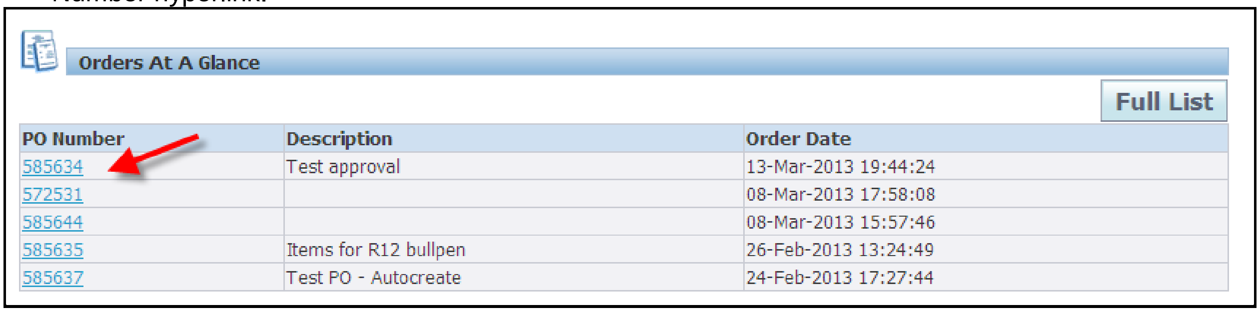
1. To view the notification, click the Subject hyperlink.



Orders at a Glance

Orders at A Glance displays your five most recent Orders.

1. Select the Full List button to display all Orders. The Export option is located within the Full List. This allows users to export information within the orders view. To view a Purchase, click the Purchase Order Number hyperlink.



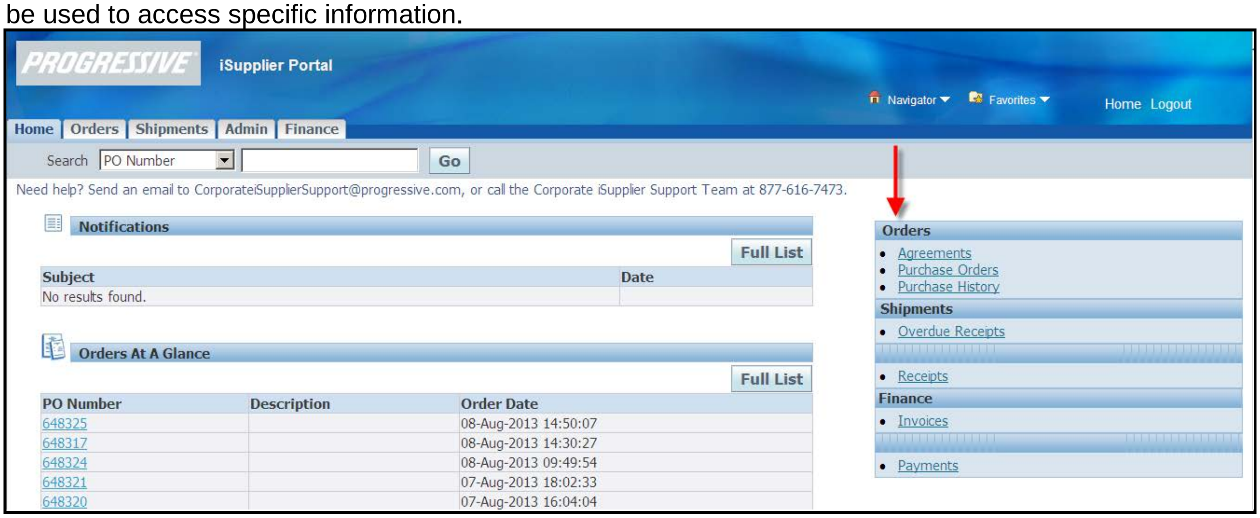
Orders At A Glance

Full List

PO Number	Description	Order Date
585634	Test approval	13-Mar-2013 19:44:24
572531		08-Mar-2013 17:58:08
585644		08-Mar-2013 15:57:46
585635	Items for R12 bullpen	26-Feb-2013 13:24:49
585637	Test PO - Autocreate	24-Feb-2013 17:27:44

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. You will see Orders, Shipments and Account. Within those sections are hyperlinks that can be used to access specific information.



Actions by Tab

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

- View and search by Purchase Order Number, Shipment Number, Invoice or Payment
- View Notifications
- View Orders At A Glance

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

- View Purchase Orders. Request changes or a cancellation to a Purchase Order.
- Acknowledge of Purchase Order *(not required).*
- View Change History

From the **Shipments Tab**, the following information is available:

- View and Search receipt information.
- In some cases, we require the Progressive Requester to complete a receipt before payment will be released. This tab will allow you to view this information.

From the **Admin Tab,** the following information is available:

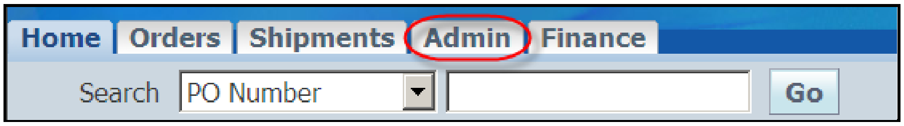
- Only available to user with Corp ISP Manager Responsibility.
- View, add or update the following information: Address Book, Contact Directory, Business Classifications, Products & Services, Bank Accounts & User Accounts.

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

- Create, search and view invoices
- View and search payments

View Supplier Details

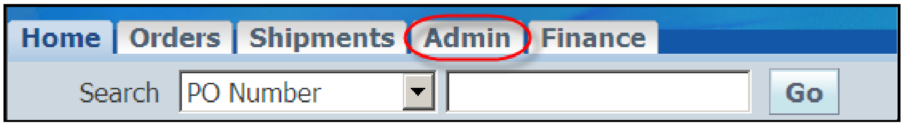
1. Click on the Admin tab.



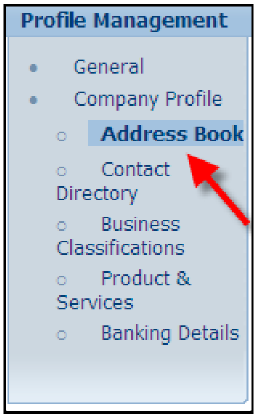
This view will produce your Supplier name as listed in our system, your Progressive Supplier Number and your Taxpayer ID.

View Address Book Detail

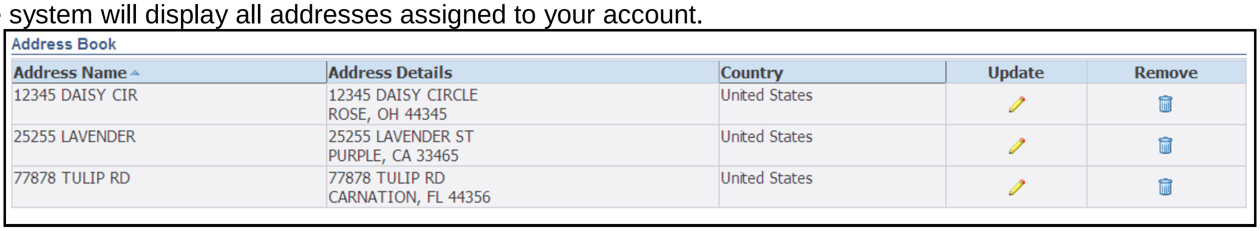
1. Click on the Admin tab.



2. Click on the Address Book link.



The system will display all addresses assigned to your account.



Address Book

Address Name	Address Details	Country	Update	Remove
12345 DAISY CIR	12345 DAISY CIRCLE ROSE, OH 44345	United States		
25255 LAVENDER	25255 LAVENDER ST PURPLE, CA 33465	United States		
77878 TULIP RD	77878 TULIP RD CARNATION, FL 44356	United States		

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.

Corp ISP Manager Responsibility - Edit and View:

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

Corp ISP External 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, faxed or emailed 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 corporateiSuppliersupport@progressive.com

Sample Add/Delete User Form

Progressive Corporate 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 Corporate ISP Manager responsibility. If the Authorized User is no longer employed, the owner of the Company must complete the form. There are several ways to complete & submit the form.

1. Complete on-line, sign, print & fax to: 440-603-5580, Attn: Supplier Maintenance
2. Print the form, complete, sign & send to: Progressive Insurance, Attn: Supplier Maintenance, PO Box 94505, Cleveland, OH 44101 or fax to above #.
3. Complete on-line, sign, print, scan and send via Email to: corporateisuppliersupport@progressive.com

Please choose one of the following: ☐ Add User ☐ Delete User

Requestor's Information
(this is information on the 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 user to be added to the account

First, Last Name

Phone #

Email Address

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**/Corp ISP External View - view invoice, PO, payment & bank information

☐ **VIEW/EDIT ACCESS**/Corp ISP Manager - same access as above plus user can create invoices & modify bank information

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

User Name

Date to Delete

Authorized Representative's Signature

Date

Corp 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 e-mailed to the following address: corporateiSuppliersupport@progressive.com.

The following information is required:

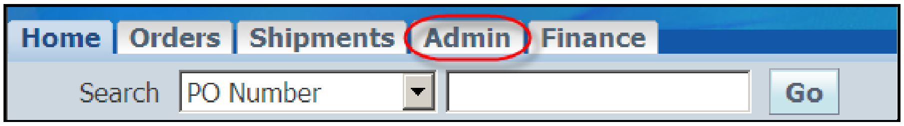
- Name of Supplier
- Progressive Supplier Number (See View Supplier Details)
- New Address, City, State, Zip
- Contact Name and Telephone Number
- Effective Date
- Reason for addition

Upon receipt of the above information, the new address will be processed within iSupplier. A confirmation will be sent to you.

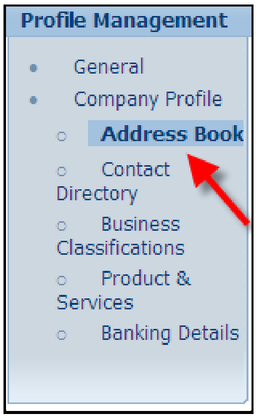
Change/Correct Address

For a full address 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.

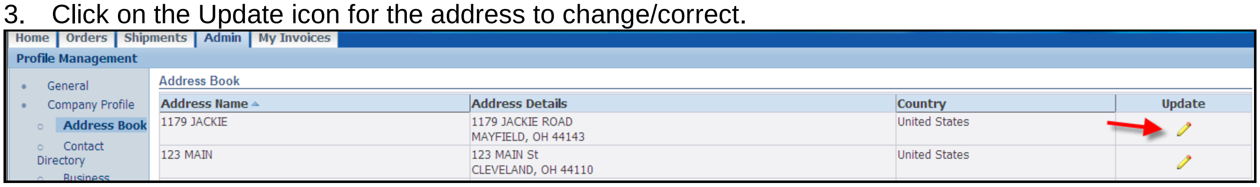
1. Click on the Admin tab.



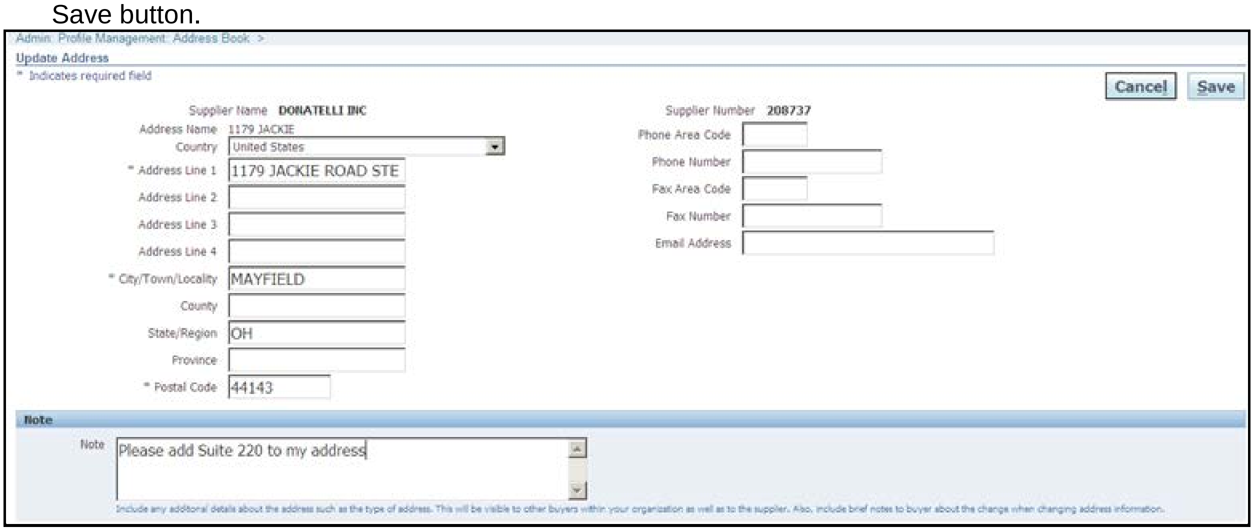
2. Click on the Address Book link.



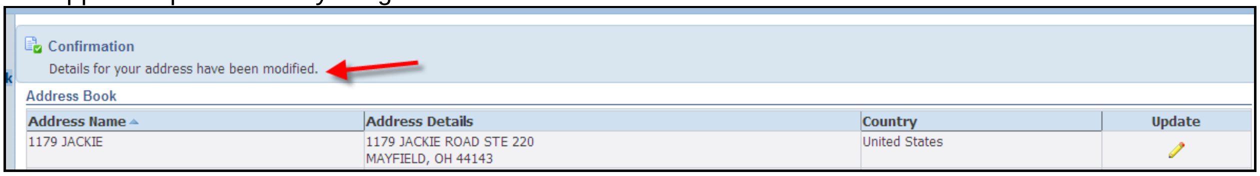
3. Click on the Update icon for the address to change/correct.



4. Make the necessary changes to your address. In the Note field add any applicable comments. Click the Save button.



5. 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.

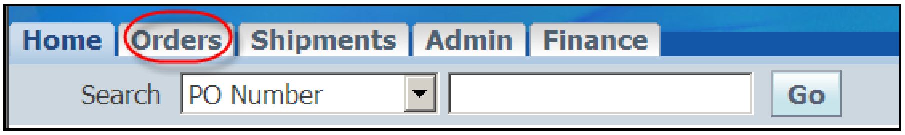


Viewing and Managing Purchase Orders

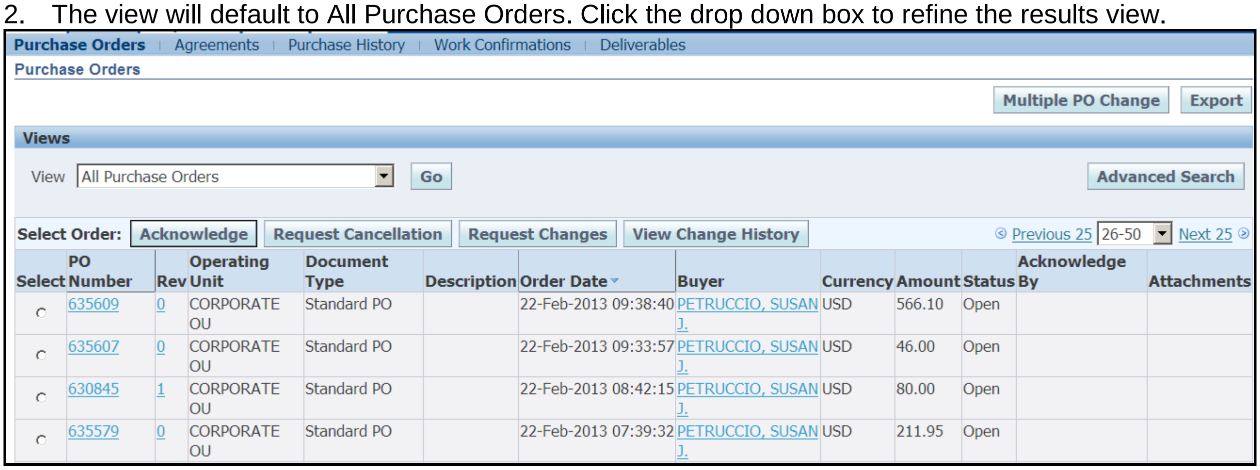
View Purchase Orders

Follow the steps below to view a Purchase Order, Print a Purchase Order or View a Buyer.

1. Click on the Orders tab.



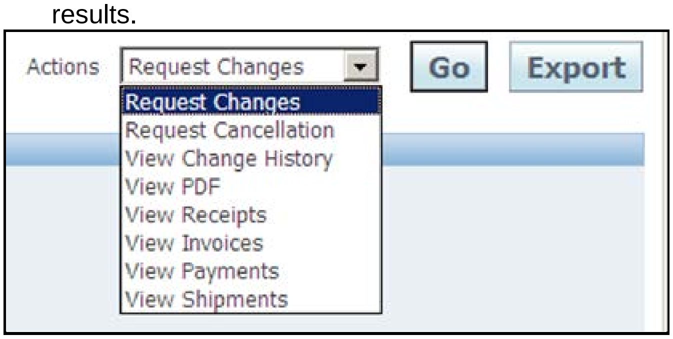
2. The view will default to All Purchase Orders. Click the drop down box to refine the results view.



3. Locate the Purchase Order to review. Click the Purchase Order number hyperlink to view Order Information and Purchase Order Details.

4. The Purchase Order Information and Details will populate.

5. The following Actions are available from the drop down list of values. If you are requesting changes that option is only available on Purchase Orders where the status is Open. You can also Export any of the results.



NOTE: The View PDF value allows the Supplier to view or print the Purchase Order The image provides you with the Requesters Name, Ship to Location and Desk Location.

6. The Buyer is listed on the Purchase Order. Click the Buyer hyperlink on the Purchase Order details page to view the Buyer's name, phone number and email address.

Purchase Order Status Definitions

The Orders tab provides you with a Full List of your Purchase Orders.

There are a variety of Purchase Order Statuses. The list below provides you with a brief definition. If you have questions regarding the status of a Purchase Order, please contact the Buyer indicated on the Purchase Order.


Select Order: Acknowledge | Request Cancellation | Request Changes | View Change History — Previous 1-25 Next 25

Select	PO Number	Rev	Operating Unit	Document Type	Description	Order Date	Buyer	Currency	Amount	Status	Acknowledge By	Attachments
	607071	2	CORPORATE OU	Standard PO		10-Apr-2013 10:12:35	CAUNTER, CAROL A	USD	860.00	Open		
	607076	1	CORPORATE OU	Standard PO		10-Apr-2013 09:45:11	CAUNTER, CAROL A	USD	211.26	Supplier Change Pending		
	607241	0	CORPORATE OU	Standard PO		04-Apr-2013 11:05:49	PETRUCCIO, SUSAN J.	USD	5616.00	Open		
	607235	0	CORPORATE OU	Standard PO		03-Apr-2013 14:47:02	PETRUCCIO, SUSAN J.	USD	1288.50	Open		
	607233	0	CORPORATE OU	Standard PO		03-Apr-2013 13:28:17	PETRUCCIO, SUSAN J.	USD	274.80	Open		
	607225	0	CORPORATE OU	Standard PO		28-Mar-2013 09:08:08	PETRUCCIO, SUSAN J.	USD	28.14	Open		
	607211	1	CORPORATE OU	Standard PO		13-Mar-2013 09:58:07	PETRUCCIO, SUSAN J.	USD	3579.00	Open		
	607200	1	CORPORATE OU	Standard PO		12-Mar-2013 21:30:13	PETRUCCIO, SUSAN J.	USD	4772.00	Open		
	607193	1	CORPORATE OU	Standard PO		11-Mar-2013 14:52:50	PETRUCCIO, SUSAN J.	USD	56.28	Open		
	607138	0	CORPORATE OU	Global Blanket Agreement	Contract renewal for remanufactured/OEM toner cartridge purchases (CPA #357698)	02-Feb-2013 07:18:10	MONASTRA, ANGELA	USD	0.00	Open		
	607131	0	CORPORATE OU	Standard PO		04-Jan-2013 11:12:35	TYRRELL, CHERYL LOIS	USD	74.31	Closed		
	607122	0	CORPORATE OU	Standard PO		03-Jan-2013 12:52:39	PETRUCCIO, SUSAN J.	USD	27.01	Open		
	607091	1	CORPORATE OU	Standard PO		10-Dec-2012 12:21:36	PETRUCCIO, SUSAN J.	USD	81.03	Open		
	607084	0	CORPORATE OU	Standard PO		07-Dec-2012 14:37:31	PETRUCCIO, SUSAN J.	USD	146.72	Open		

Purchase Order Status and Definitions

Open – The Purchase Order has been created. Payment has not yet been made.

Closed – The Purchase Order has been created and is closed for invoicing.

Cancelled – The Purchase Order has been cancelled. Goods/Services no longer needed.

Accepted – Contract record status. The document type will indicate Contract vs. Standard Purchase Order.

Supplier Change Pending – The Supplier has requested a change to a Purchase Order. The Buyer has not yet taken action.

Buyer Change Pending – The customer/buyer has requested a change, waiting on Buyer action.

Requesting Purchase Order Changes

Purchase Order Document Types

Global Blanket Agreement – this is a document type that is used to make Progressive's catalog items available to our internal customers within our Purchasing system. Please do not request any changes or cancellations to this type of document type.

Global Contract Agreement – this is a document type that is used to create a contract record within Progressive's Purchasing system. Please do not request any changes or cancellations to this type of document type.

Standard PO – this is a document type that is used to generate a Purchase Order from Progressive to the Supplier. Changes and/or cancellations can be submitted for this type of document.

NOTE: Any issues you may experience with the submission of price or quantity changes and/or cancellations should be directed to the Buyer listed on the Purchase Order.

Purchase Order Line Statuses

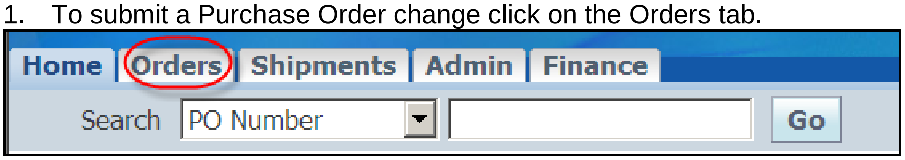
Closed - If the Purchase Order is fully matched, the status of the Purchase Order will be closed. If necessary, the Supplier can contact the Buyer to open the Purchase Order. When open, the Supplier may only submit a change to the following fields; Supplier Item, Quantity Ordered, Promised Date, and the Additional Change Requests field, the system will not allow a Price change.

Because the Purchase Order is fully matched it will not allow the Purchase Order to be canceled, even if the status has changed to open, because it is fully matched.

Closed for Invoicing - If the Purchase Order is partially matched, the status of the Purchase Order will be Closed for Invoicing. The Supplier may only submit a change to the following fields; Supplier Item, Quantity Ordered, Promised Date, and the Additional Change Requests field, the system will not allow a Price change.

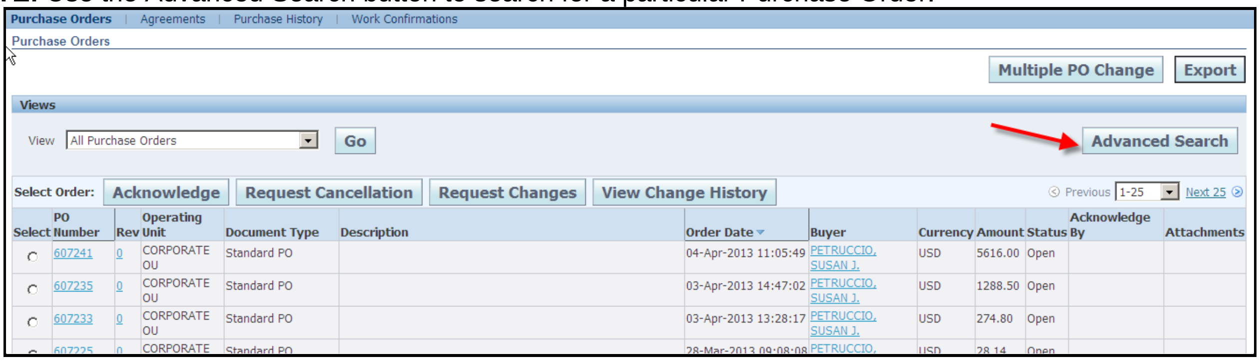
Closed for Receiving – If the Purchase Order has been fully received against for a 3-Way Match Level Purchase Order (receiving required) or if the Purchase Order is a 2-Way Match Level Purchase Order with no receiving, the status of the Purchase Order will be open but the line status will show Closed for Receiving. When open, the Supplier can submit a change to the following fields: Supplier Item, Price, Quantity Ordered, Promised Date, and the Additional Change Requests field.

1. To submit a Purchase Order change click on the Orders tab.

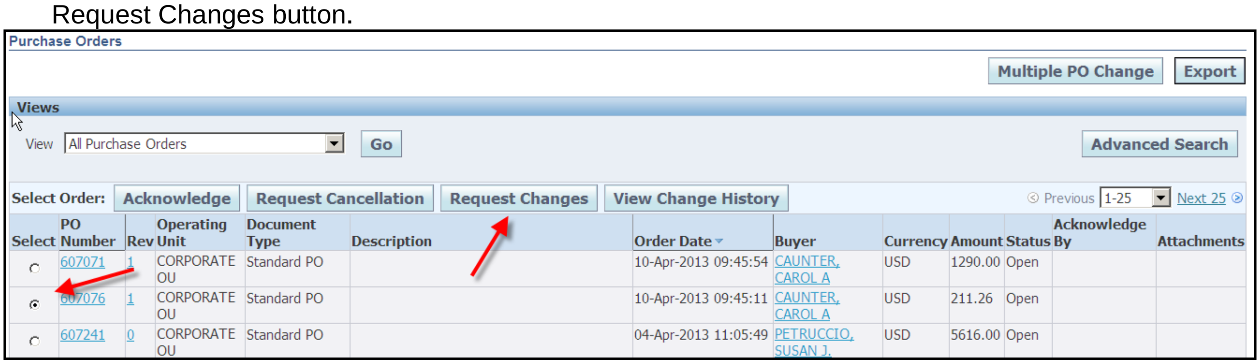


2. The default view is All Purchase Orders, click Go to display all Purchase Orders.

NOTE: Use the Advanced Search button to search for a particular Purchase Order.



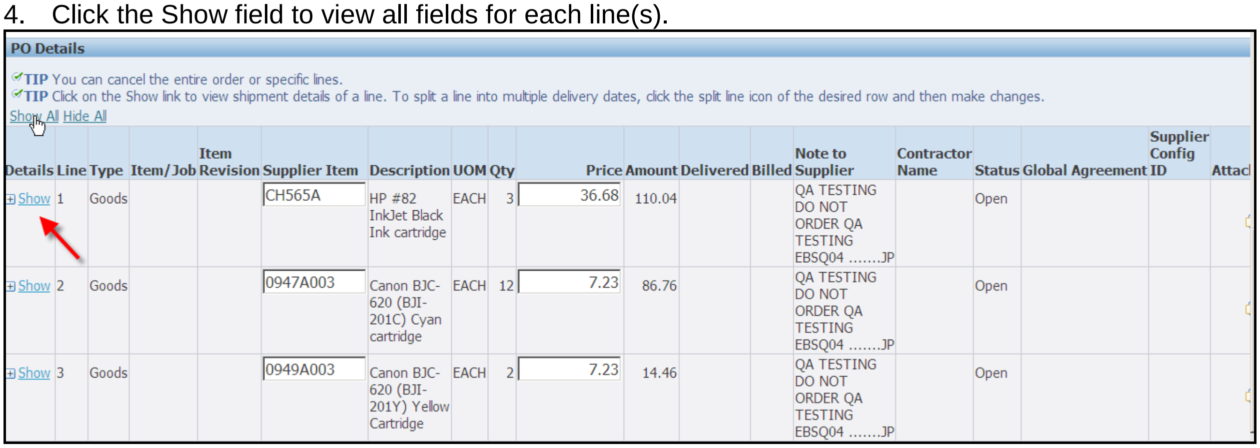
3. Select the Purchase Order to change by enabling the radio button next to the number, and then click the Request Changes button.



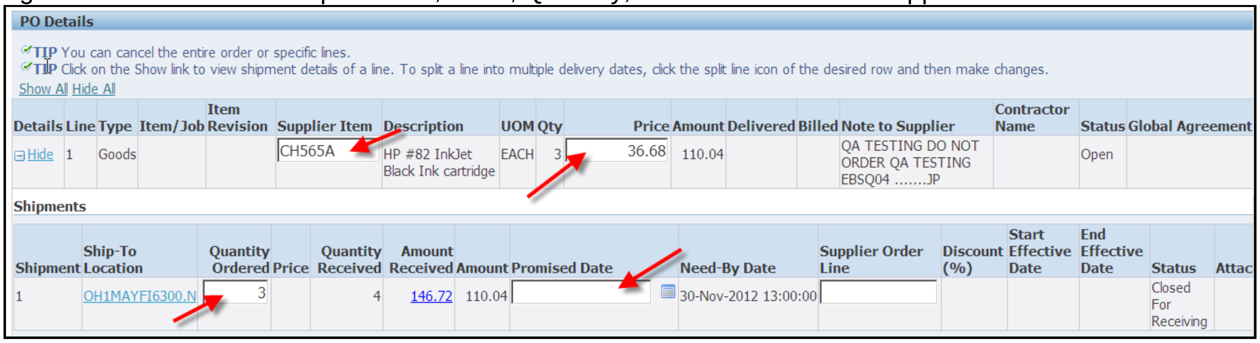
NOTE: The Request Change option is available on Purchase Orders with a status of Open. This option is not available on Purchase Orders with the following statuses: Cancelled, Closed, Supplier Changes Pending or Purchase Orders that have already been received.

NOTE: If an item is no longer available for ordering within Progressive's catalog the system will prohibit changes to a Purchase Order with that item number.

4. Click the Show field to view all fields for each line(s).

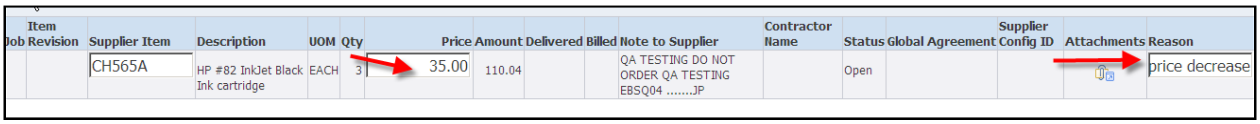


Changes can be made to the open fields, Price, Quantity, Promised Date and Supplier Item Number.



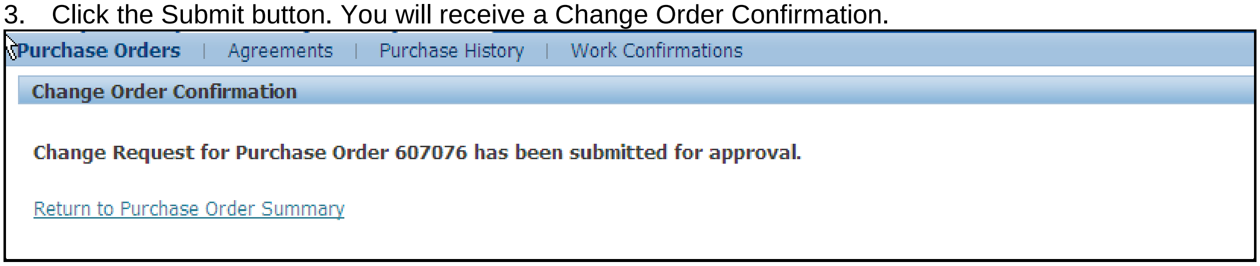
Price Purchase Order Change

1. For price changes enter the new price in the Price field and a reason for the price change in the Reason field.

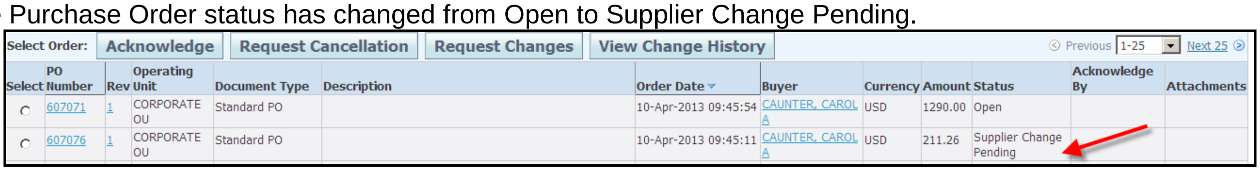


2. If additional changes are needed such as UOM or description, specify them in the Additional Change Requests field below before submitting the request.

3. Click the Submit button. You will receive a Change Order Confirmation.



The Purchase Order status has changed from Open to Supplier Change Pending.



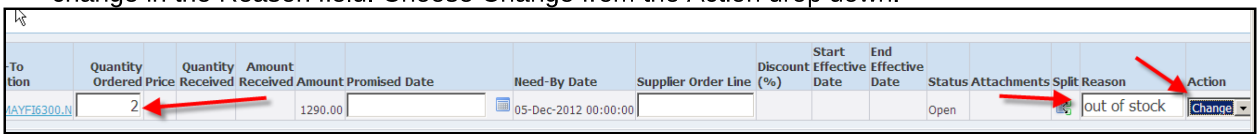
Your change request has routed to the Progressive Buyer for review. The Buyer is able to accept or reject the change request. Once action has been taken, you will receive a response notification via email and the status of the Purchase Order will return to Open.

The subject line on the email will indicate:
FYI: Response to your change request for Standard PO 398767 (PO Number)

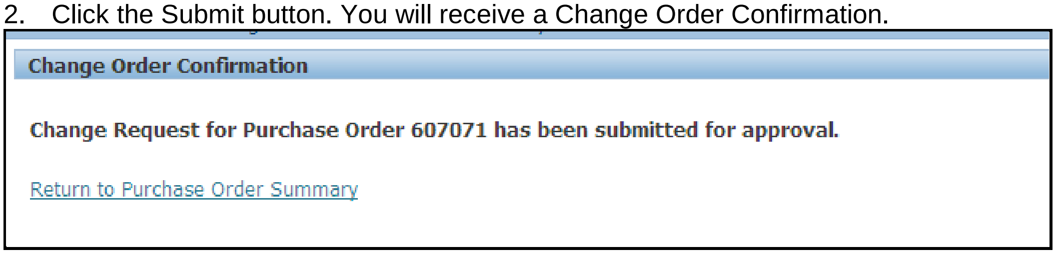
NOTE: If the Price, Quantity, Supplier Item and/or Promised Date change was accepted by the Buyer, a revised copy of the Purchase Order will automatically be sent to the Supplier, as long as they do not normally receive their Purchase Order's via OSN.

Quantity Purchase Order Change

1. For quantity changes, enter the new quantity in the Quantity Ordered field and a reason for the quantity change in the Reason field. Choose Change from the Action drop down.



2. Click the Submit button. You will receive a Change Order Confirmation.



The Purchase Order status has changed from Open to Supplier Change Pending

Your change request has routed to the Progressive Buyer for review. The Buyer is able to accept or reject the change request. Once action has been taken, you will receive a response notification via e-mail and the status of the Purchase Order will return to Open.

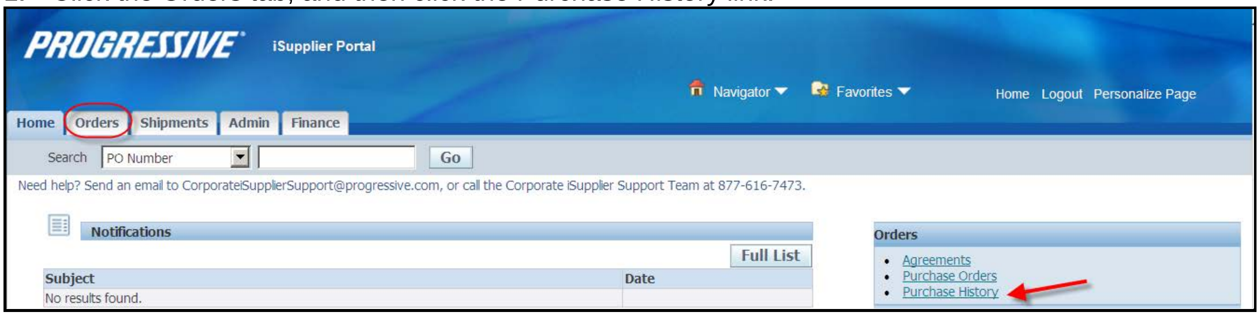
The subject line on the email will indicate:
FYI: Response to your change request for Standard PO 398767 (PO Number)

NOTE: If the Price, Quantity, Supplier Item and/or Promised Date change was accepted by the Buyer, a revised copy of the Purchase Order will automatically be sent to the Supplier, as long as they do not normally receive their Purchase Order's via OSN.

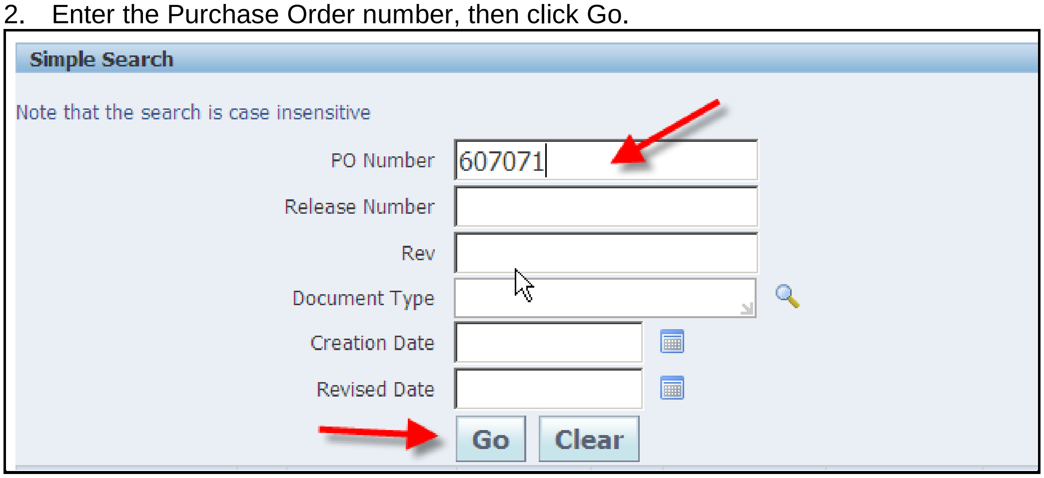
View Purchase Order Change History

View of Purchase Order Change History

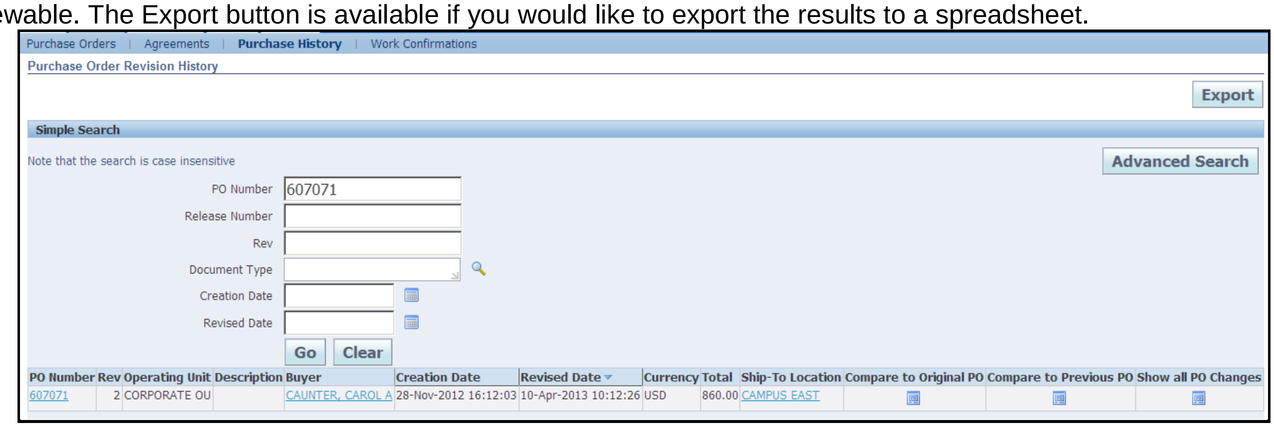
1. Click the Orders tab, and then click the Purchase History link.



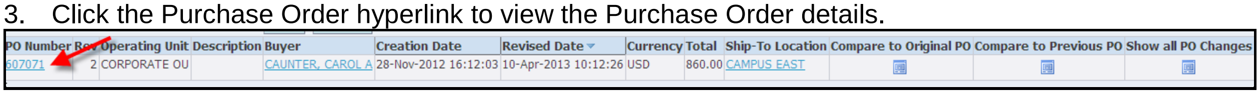
2. Enter the Purchase Order number, then click Go.



This view provides you with three options outlining the Purchase Order changes. Only approved changes will be viewable. The Export button is available if you would like to export the results to a spreadsheet.



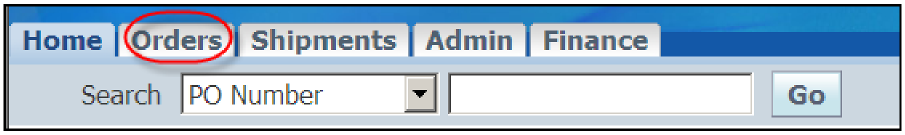
3. Click the Purchase Order hyperlink to view the Purchase Order details.



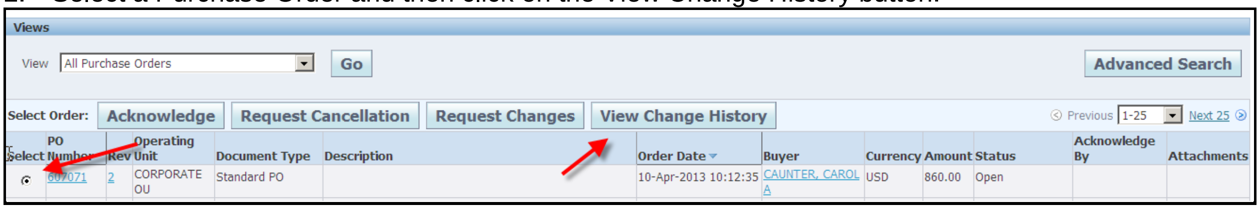
NOTE: This view will display those requests that have been approved and/or rejected. Scroll to the right to view additional fields (Additional Changes, Buyer Response, etc.)

View Purchase Order Changes

1. Click on the Orders tab.



2. Select a Purchase Order and then click on the View Change History button.



The star icon indicates the change submitted.

NOTE: This view will display those requests that have been approved and/or rejected.

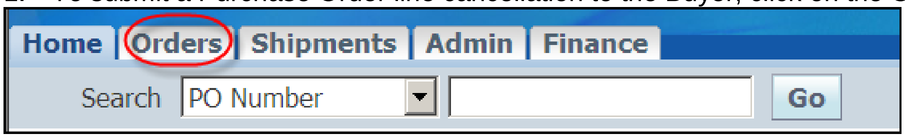
3. Click OK to return to previous screen.

Requesting Purchase Order Cancellations

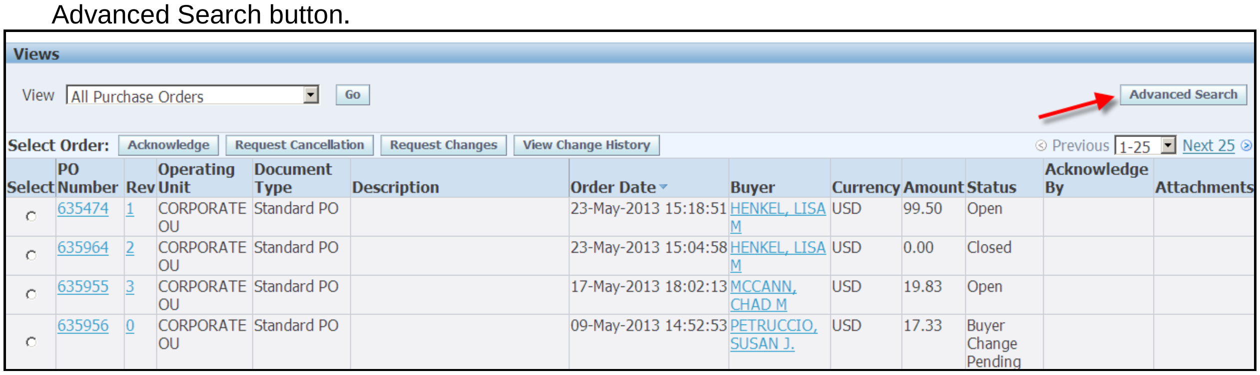
There may be instances where it is necessary to submit a request for cancellation of an entire Purchase Order or Purchase Order lines to the Buyer. When you request a cancellation of a Purchase Order or Purchase Orders lines, the request is submitted to the Buyer listed on the Purchase. If the Buyer approves the request the Purchase Order or Purchase Order lines will be cancelled.

Cancel Purchase Order Line

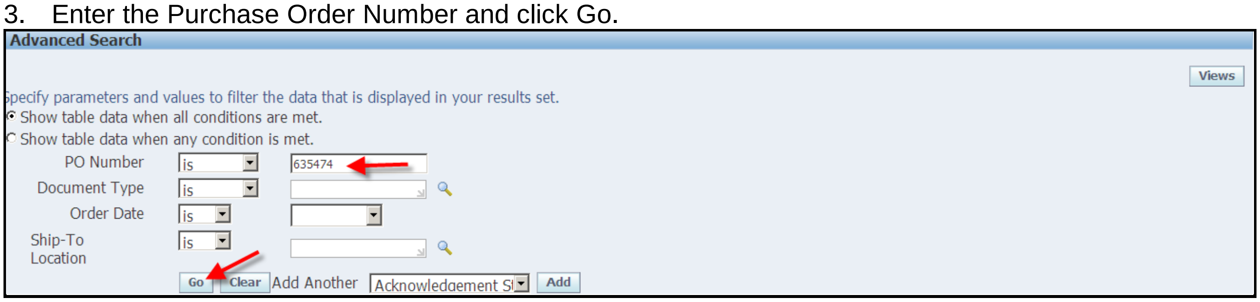
1. To submit a Purchase Order line cancellation to the Buyer, click on the Orders tab.



2. The default view will show all Purchase Orders. To search for a specific Purchase Order click on the Advanced Search button.



3. Enter the Purchase Order Number and click Go.



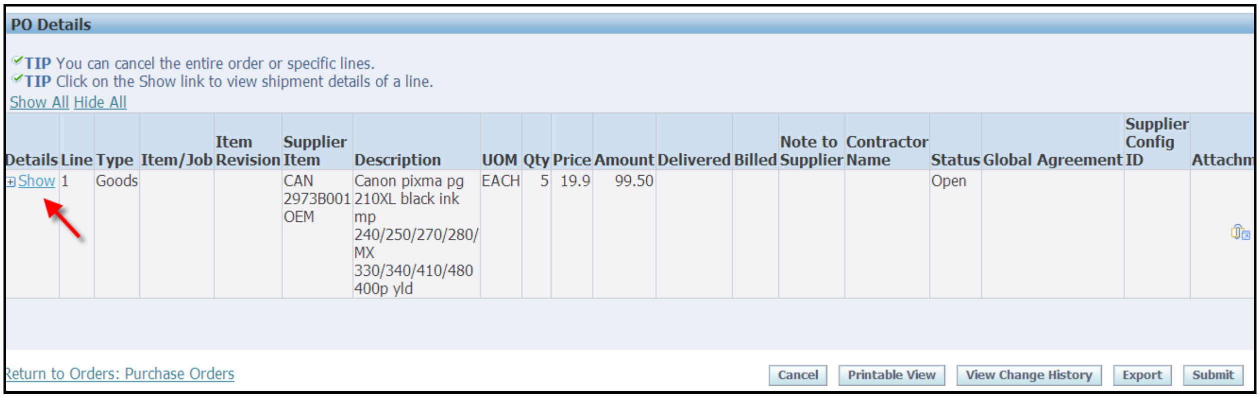
4. Select a Purchase Order by enabling the radio button then click on the Request Cancellation button.

NOTE: Before submitting the request for cancellation the Supplier needs to be aware that if there is an invoice already submitted and matched to the Purchase Order, the Buyer will be rejecting the request for the cancellation until a credit memo invoice is issued by the Supplier. Once the credit memo invoice is processed the Supplier can re-submit the cancellation request.

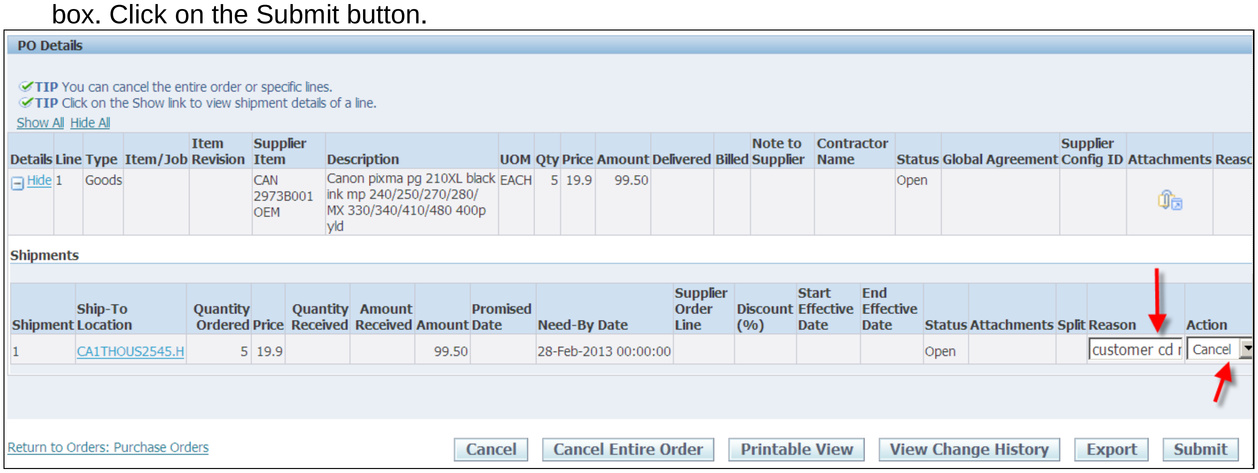
If an invoice and a credit have already been issued and matched, the Buyer will process the request for the cancellation of the Purchase Order.

If an invoice has not been submitted and matched to the Purchase Order, the Buyer will process the request for cancellation of the Purchase Order.

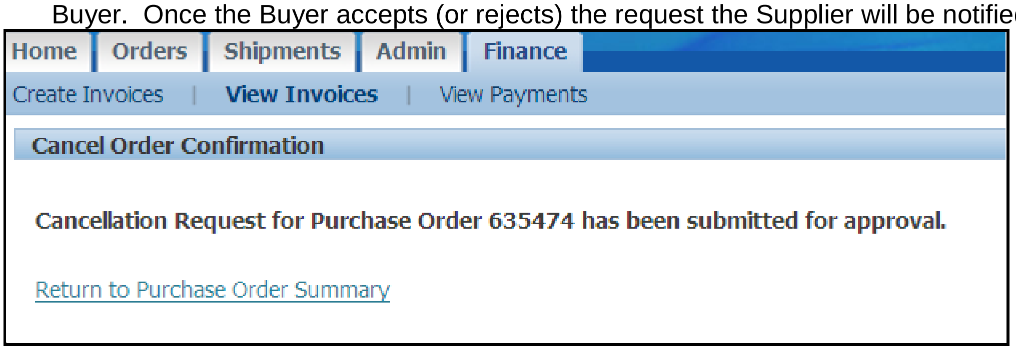
5. In the Purchase Order details click on the Show button to view all fields.



6. Enter the reason for the cancelation in the open field and choose Cancel from the Action drop down box. Click on the Submit button.

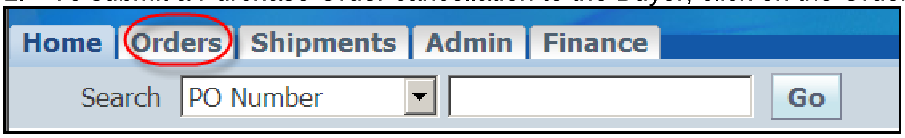


7. A confirmation message will display that the cancellation request has been submitted for approval to the Buyer. Once the Buyer accepts (or rejects) the request the Supplier will be notified.

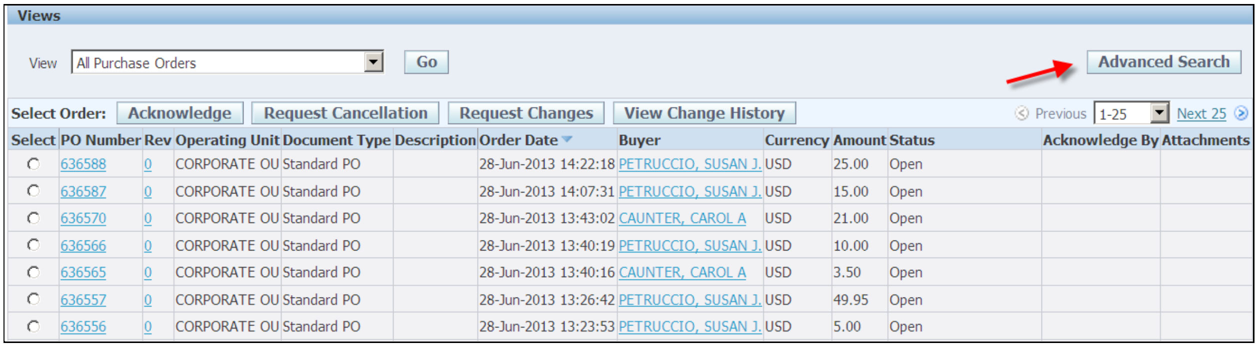


Cancel Entire Purchase Order

1. To submit a Purchase Order cancellation to the Buyer, click on the Orders tab.

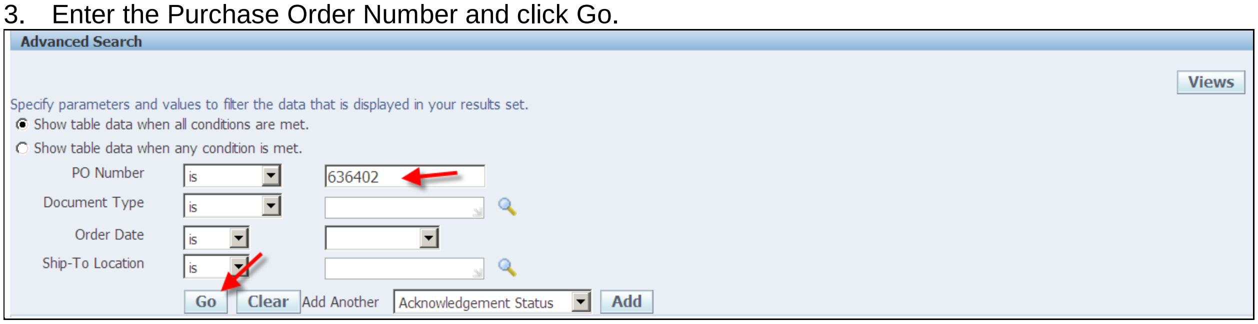


2. The default view will show all Purchase Orders. To search for a specific Purchase Order click on the Advanced Search button.



Select	PO Number	Rev	Operating Unit	Document Type	Description	Order Date	Buyer	Currency	Amount	Status	Acknowledge By	Attachments
	636588	0	CORPORATE OU	Standard PO		28-Jun-2013 14:22:18	PETRUCCIO, SUSAN J.	USD	25.00	Open		
	636587	0	CORPORATE OU	Standard PO		28-Jun-2013 14:07:31	PETRUCCIO, SUSAN J.	USD	15.00	Open		
	636570	0	CORPORATE OU	Standard PO		28-Jun-2013 13:43:02	CAUNTER, CAROL A	USD	21.00	Open		
	636566	0	CORPORATE OU	Standard PO		28-Jun-2013 13:40:19	PETRUCCIO, SUSAN J.	USD	10.00	Open		
	636565	0	CORPORATE OU	Standard PO		28-Jun-2013 13:40:16	CAUNTER, CAROL A	USD	3.50	Open		
	636557	0	CORPORATE OU	Standard PO		28-Jun-2013 13:26:42	PETRUCCIO, SUSAN J.	USD	49.95	Open		
	636556	0	CORPORATE OU	Standard PO		28-Jun-2013 13:23:53	PETRUCCIO, SUSAN J.	USD	5.00	Open		

3. Enter the Purchase Order Number and click Go.



4. Select a Purchase Order by enabling the radio button then click on the Request Cancellation button.

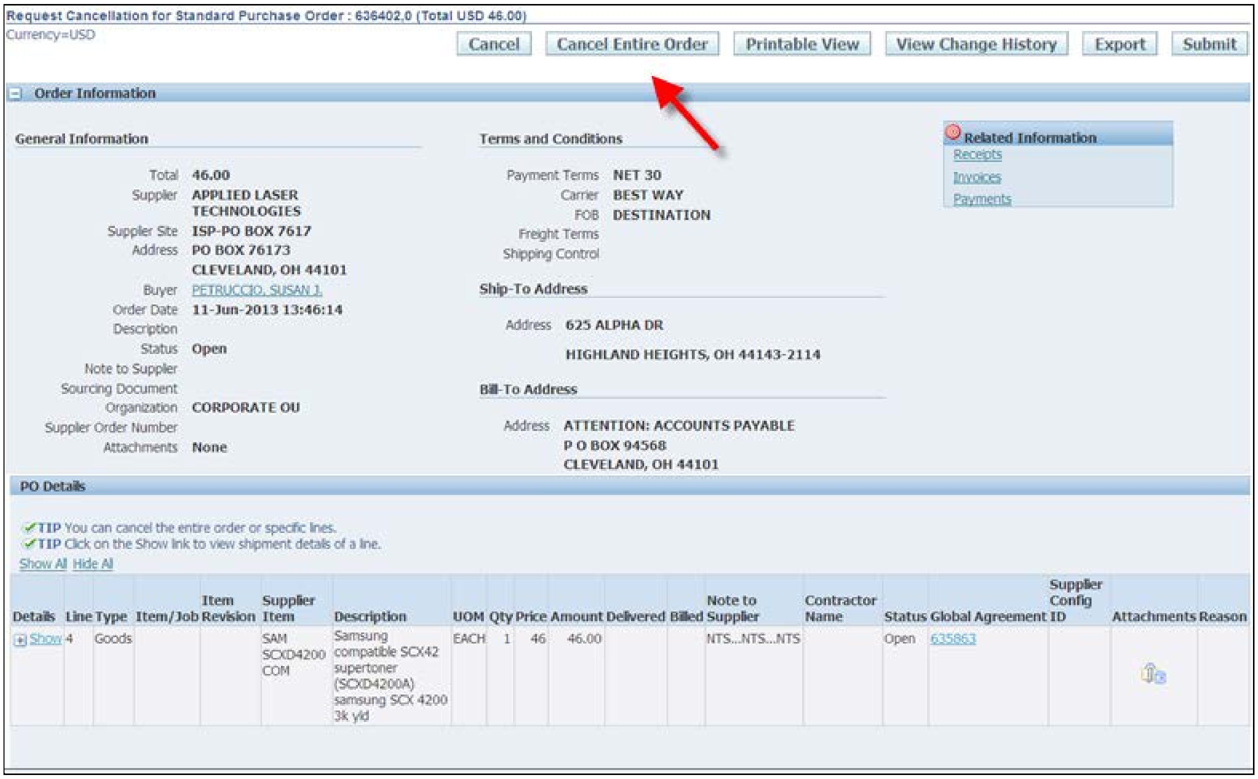
Select	PO Number	Rev	Operating Unit	Document Type	Description	Order Date	Buyer	Currency	Amount	Status	Acknowledge By	Attachments
	636402	0	CORPORATE OU	Standard PO		11-Jun-2013 13:46:14	PETRUCCIO, SUSAN J.	USD	46.00	Open		

NOTE: Before submitting the request for cancellation the Supplier needs to be aware that if there is an invoice already submitted and matched to the Purchase Order, the Buyer will be rejecting the request for the cancellation until a credit memo invoice is issued by the Supplier. Once the credit memo invoice is processed the Supplier can re-submit the cancellation request.

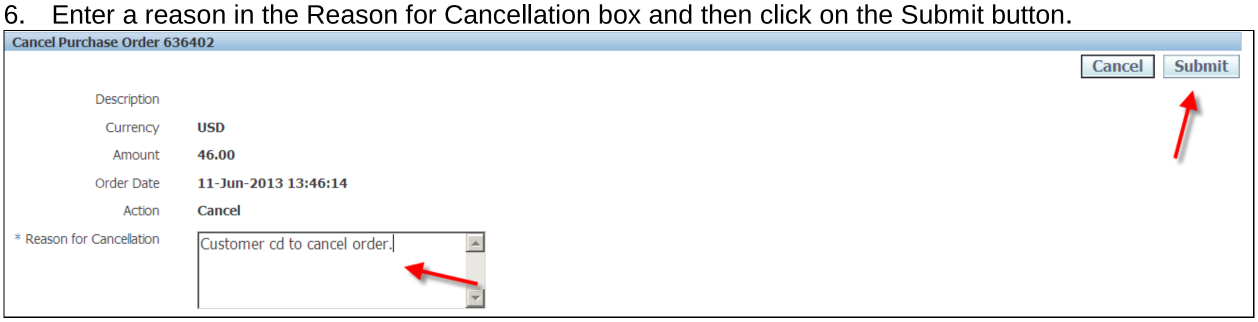
If an invoice and a credit have already been issued and matched, the Buyer will process the request for the cancellation of the Purchase Order.

If an invoice has not been submitted and matched to the Purchase Order, the Buyer will process the request for cancellation of the Purchase Order.

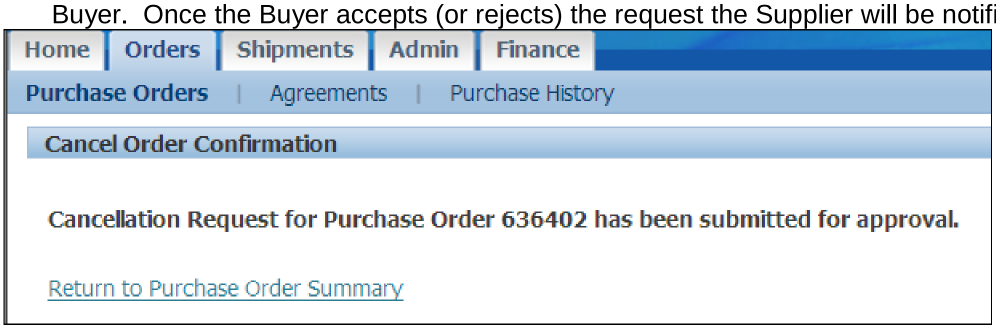
5. Click on the Cancel Entire Order button.



6. Enter a reason in the Reason for Cancellation box and then click on the Submit button.



7. A confirmation message will display that the cancellation request has been submitted for approval to the Buyer. Once the Buyer accepts (or rejects) the request the Supplier will be notified.

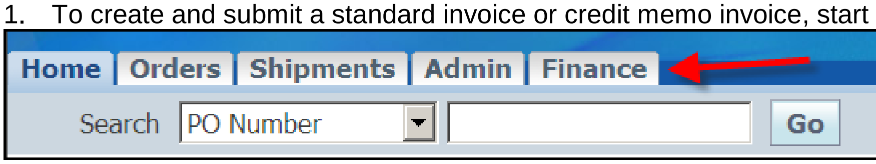


Submitting Invoices

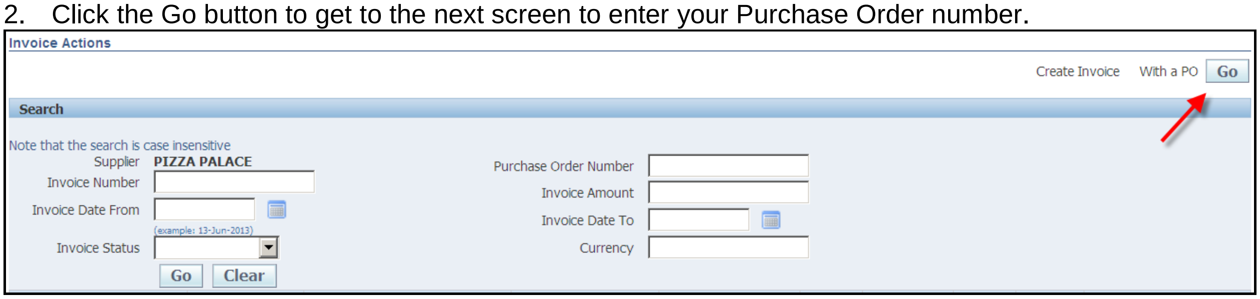
iSupplier allows you to create and submit standard invoices and credit memo invoices to Progressive electronically. The system will not allow any instances of overbilling against a Purchase Order on either the price or the quantity ordered.

If it is necessary to invoice Progressive for more than what the Purchase Order states you must submit a Purchase Order change request through the iSupplier application prior to entering the invoice in the system. See the Purchase Order Changes section in this manual.

1. To create and submit a standard invoice or credit memo invoice, start by clicking on the Finance tab.

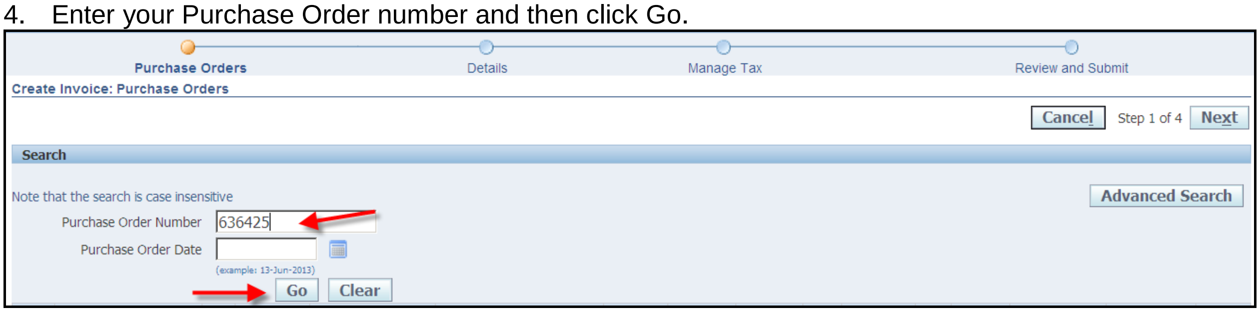


2. Click the Go button to get to the next screen to enter your Purchase Order number.



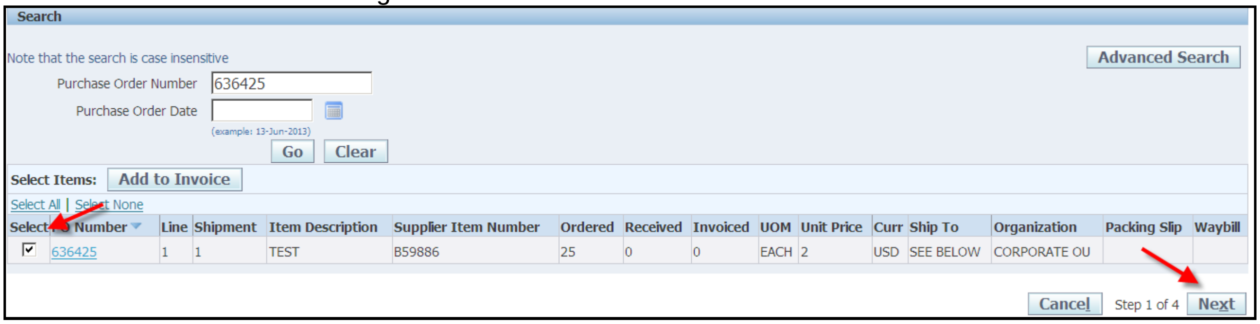
3. The invoices screen will display providing you with the four step process:
   - Purchase Orders
   - Details
   - Manage Tax
   - Review and Submit

4. Enter your Purchase Order number and then click Go.

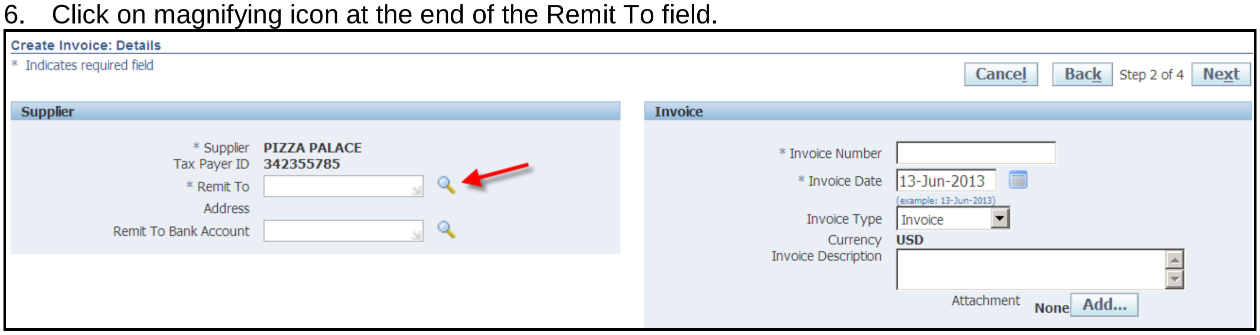


NOTE: An Invoice can be created using multiple Purchase Orders. To do this you must search for Purchase Orders by the Purchase Order date and select all the Purchase Orders to add to the invoice. Progressive recommends that if there is sales tax applicable for each of Purchase Orders that you submit separate invoices for each Purchase Order as there is only one sales tax line available for input. This means sales tax would need to be combined as one total and we do not recommend entering a combined sales tax.

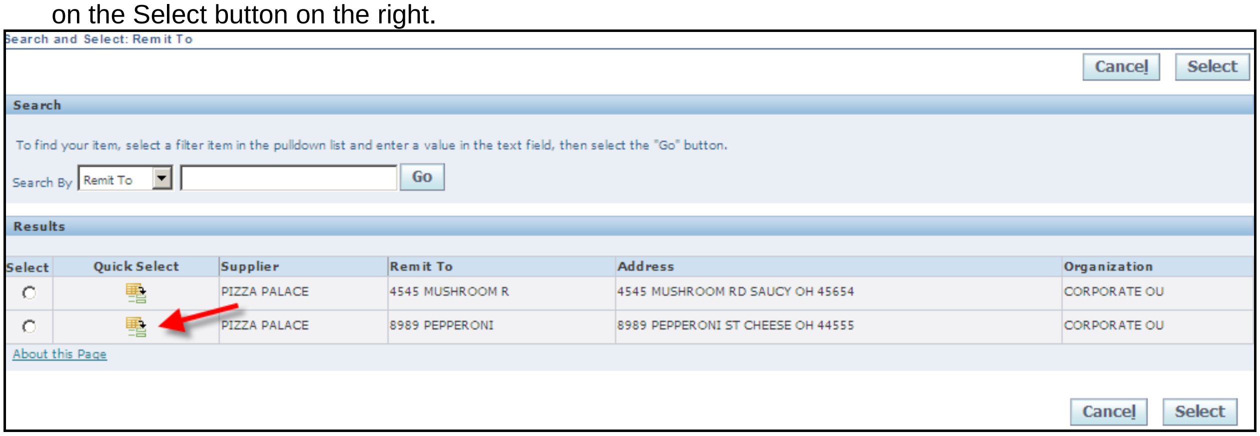
5. Select the Purchase Order to add to the invoice and then click the next button or click on the Add to Invoice button after selecting.



6. Click on magnifying icon at the end of the Remit To field.



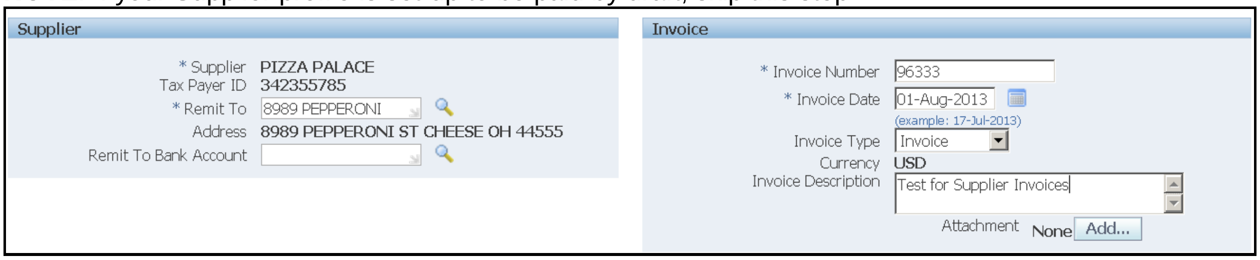
7. The Search and Select screen will open. Click the Go button to populate a list of your Supplier Remit To addresses. Quick Select the correct Remit To address or enable the Select radio button and then click on the Select button on the right.



The correct Remit To address will populate.

8. Enter the Invoice Number and an Invoice Description.

NOTE: If your Supplier profile is set-up to be paid by draft, skip this step.

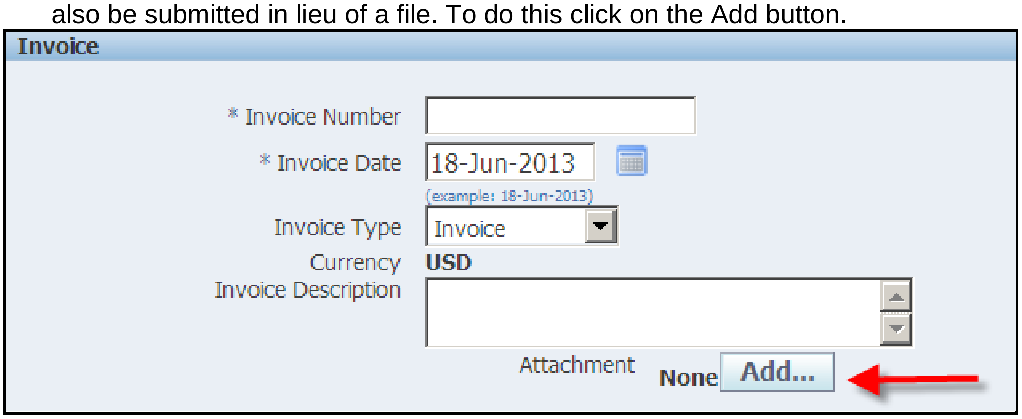


NOTE: If the invoice submitted will be a Credit, choose Credit Memo from the Invoice Type drop down box. You will enter a negative value using a hyphen in the Quantity field.

iSupplier will only allow you to create a credit memo invoice against a Purchase Order that is partially or not received. If the Purchase Order you need to create your credit memo invoice against will not allow you to create there is a high probability the Purchase Order is fully received. The iSupplier system will not allow you to create a credit memo invoice against a fully received Purchase Order.

In this circumstance contact the Buyer listed on the Purchase Order by submitting a change request for that Purchase Order, you must request the Buyer to initiate a return of receipts against the Purchase Order in order for you to proceed with entering the credit invoice. Once you receive the approval from the Buyer that the return of receipts has been processed you may proceed with creating the credit memo.

9. At times it may be necessary for the Supplier to submit corresponding documentation such as an Excel or Word file with additional invoice details in additional to the actual invoice. Additional text verbiage can also be submitted in lieu of a file. To do this click on the Add button.

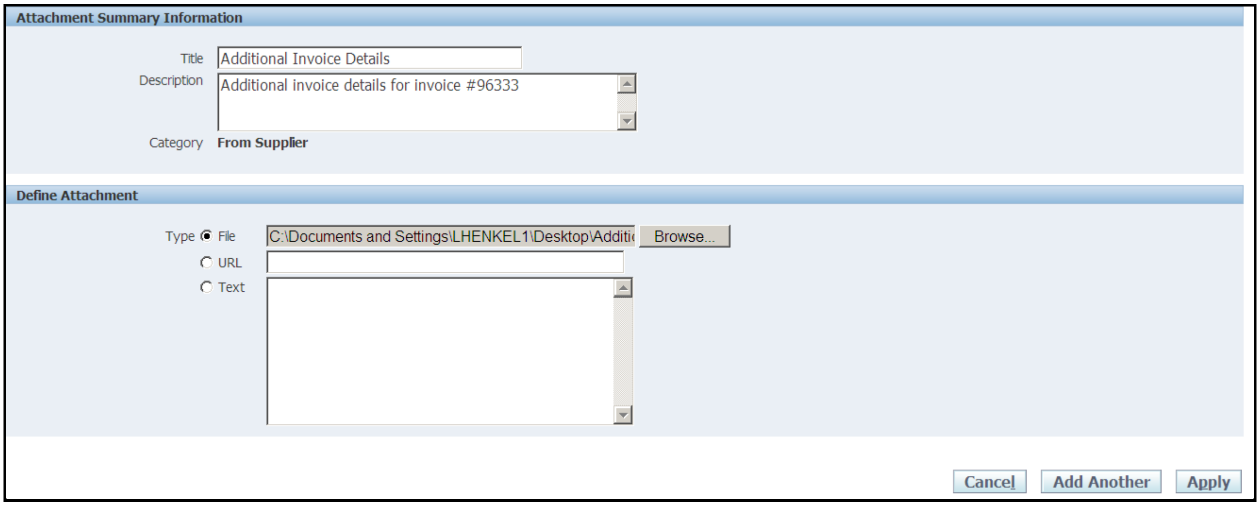


10. Type a title in the Title field and add a description in the Description field.

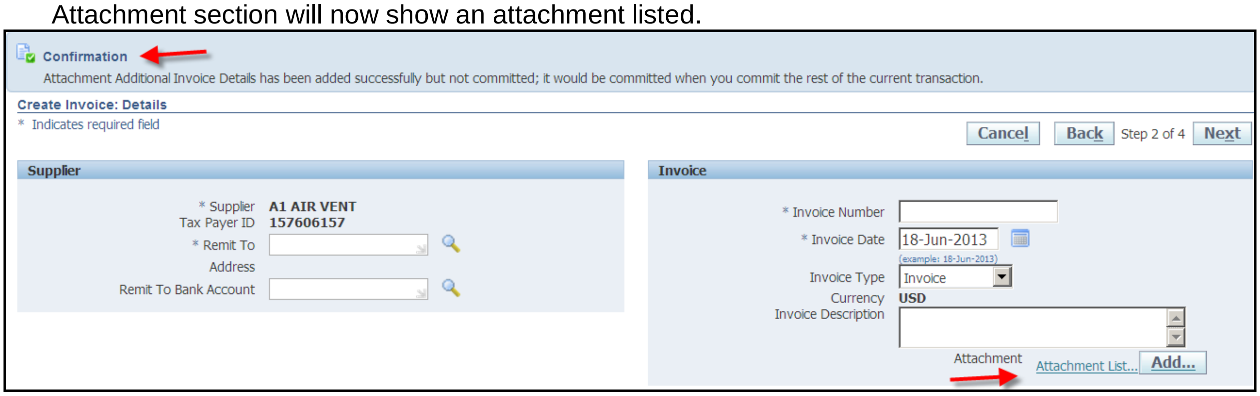
11. If you are attaching a file, enable File button for the Type and click on the Browse button. Search for the correct file and click on it then click on Open in the dialog box.
12. If you are just submitting a message you may change the Type to Text and type your message in the open field.

13. In either instance click the Apply button.

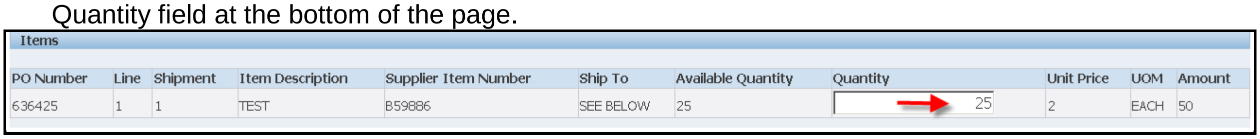
NOTE: If you do not have anything to attach you should skip these steps.



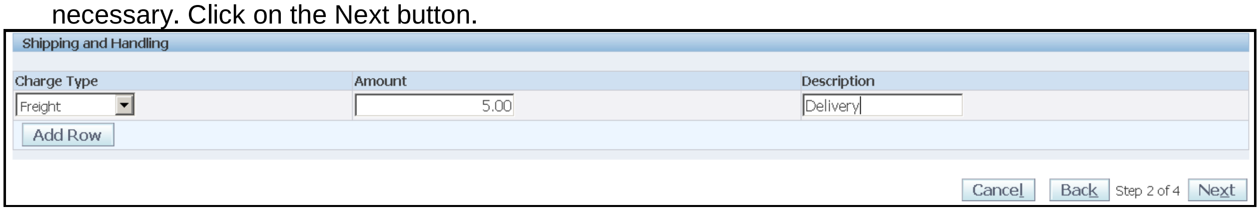
14. A confirmation message will display that your attachment has been added successfully and the Attachment section will now show an attachment listed.



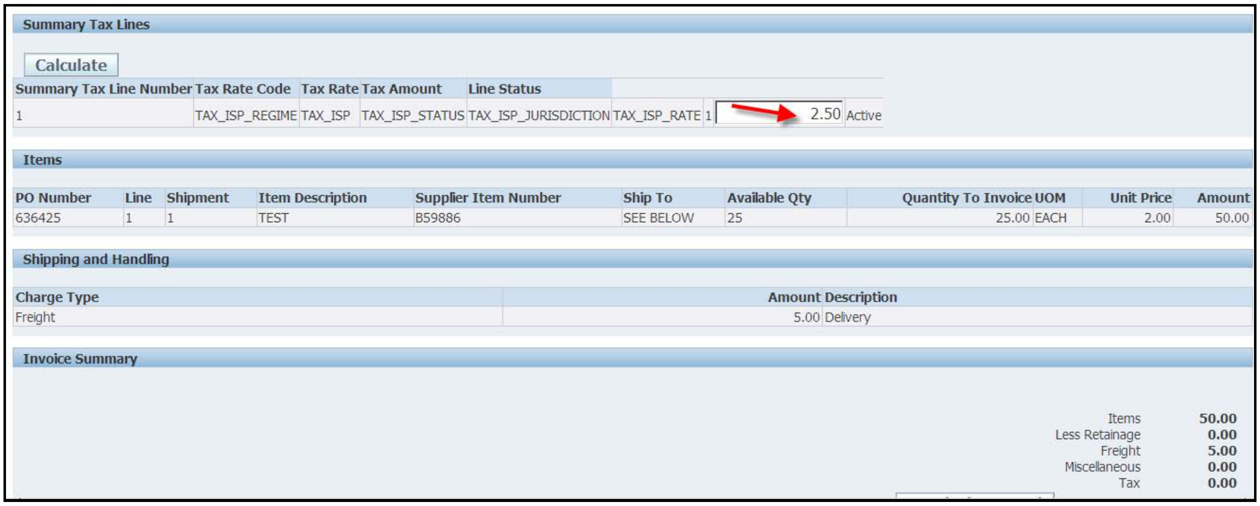
15. Scroll down to Items. If it is necessary to modify the invoiced quantity, enter the new quantity in the Quantity field at the bottom of the page.



16. If it is necessary to add Freight or a Miscellaneous charge, click on the Add Row button to populate those charge fields. Add the dollar amount of the charge and a description. Add as many rows as necessary. Click on the Next button.



17. To calculate tax on the invoice, enter the tax amount in the Summary Tax Lines section in the Active field then click on the Calculate button.

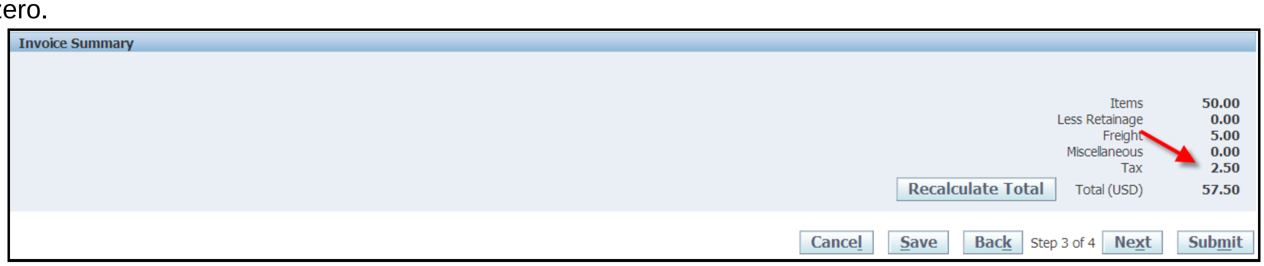


NOTE: The field will automatically default to 0 (zero). If no tax is to be entered in the field leave defaulted to 0 (zero).

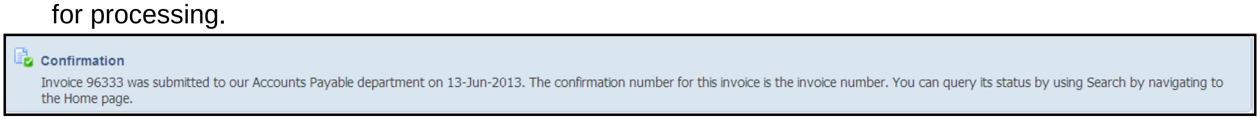
18. After you have entered the tax amount and clicked on the Calculate button, click on the Recalculate Total button.

19. Review the invoice total. If all amounts are correct, click on the Submit button.

NOTE: If you only save the invoice and come back to it at a later date, the tax amount does not save it will reset to zero.

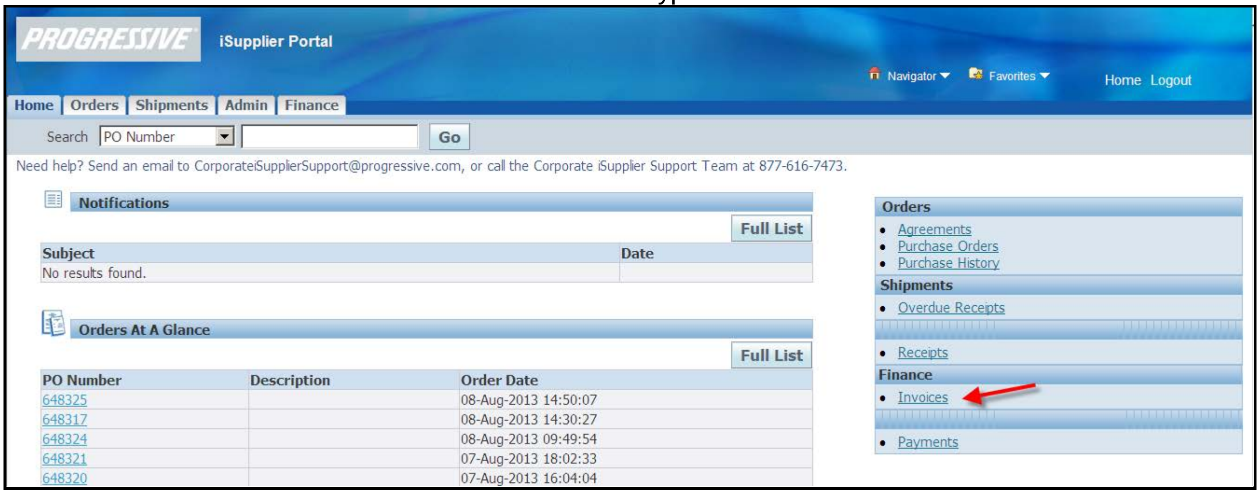


20. A confirmation notice will display that your invoice was submitted to our Accounts Payable department for processing.

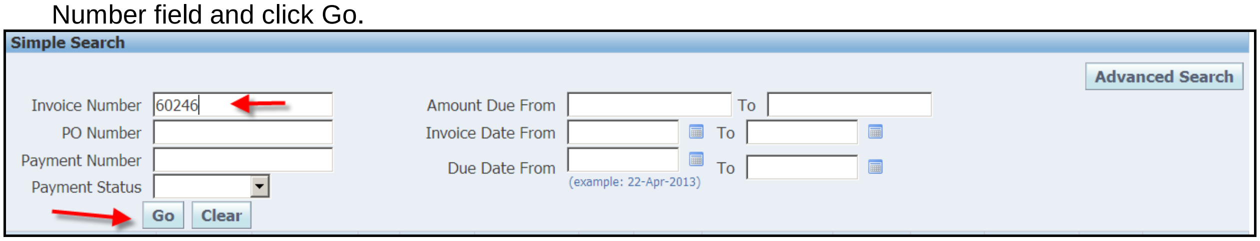


View Invoice Status

1. Click on the Home tab. Then click on the Invoices hyperlink.

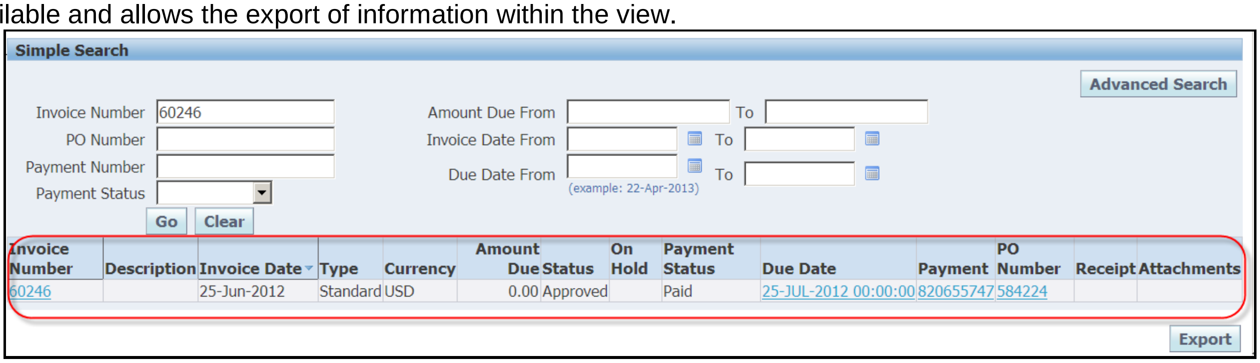


2. Enter your Invoice number search criteria. To return all invoices, enter the % (wildcard) in the Invoice Number field and click Go.



The view provides you with the Payment Status, Due Date & Payment Number if applicable at the time, etc.

NOTE: Click on the hyperlinks Invoice Number or Due Date to view additional details. The Export option is available and allows the export of information within the view.



Other Invoice Search Options

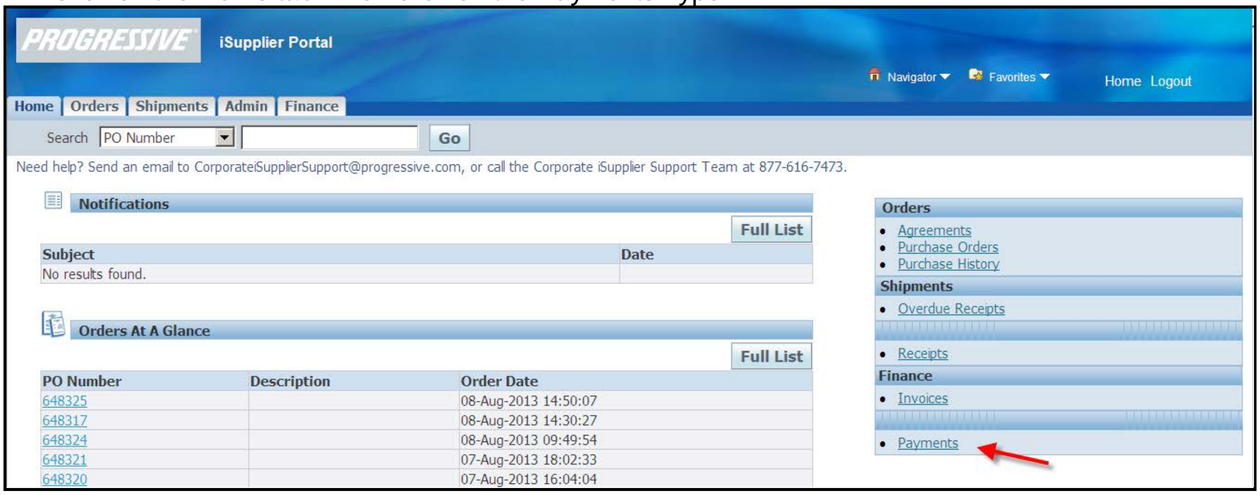
Purchase Order - To view the invoice related to a particular Purchase Order, enter the Purchase Order Number. If you do not know the number, enter the % (wildcard) in the Purchase Order Number field.

Payment Status - Statuses include: Not Paid, Partially Paid and Paid.

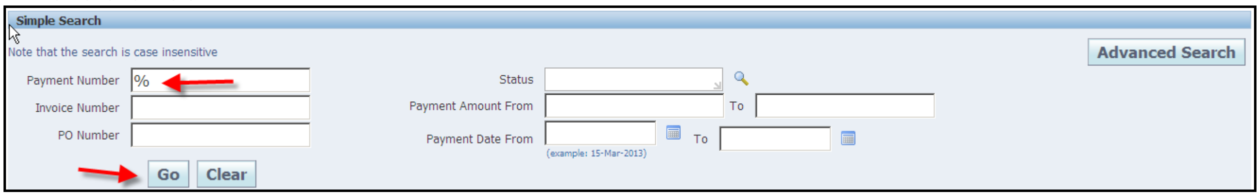
Invoice Date Range - Enter a single date or a start and end date.

View Payment

1. Click on the Home tab. Then click on the Payments hyperlink.

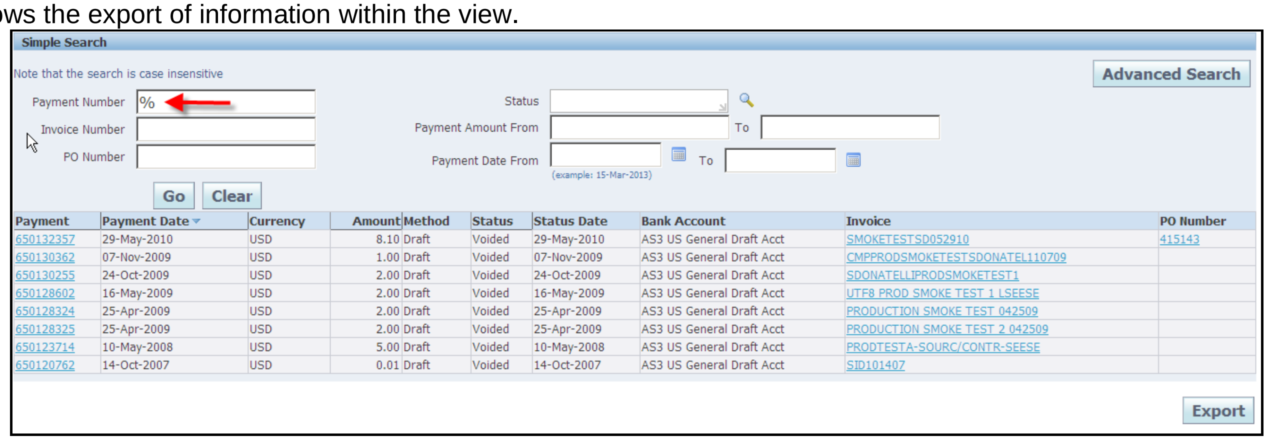


2. Enter your search criteria. To return all payments, enter the % (wildcard) in the Payment Number field and click Go.



The view provides you with the Payment Date, Amount & Status, etc.

NOTE: Click on the hyperlinks Payment or Invoice to view additional details. The Export option is available and allows the export of information within the view.



Payment	Payment Date	Currency	Amount	Method	Status	Status Date	Bank Account	Invoice	PO Number
650132357	29-May-2010	USD	8.10	Draft	Voided	29-May-2010	AS3 US General Draft Acct	SMOKETESTSD052910	415143
650130362	07-Nov-2009	USD	1.00	Draft	Voided	07-Nov-2009	AS3 US General Draft Acct	CMPPRODSMOKETESTSDONATEL110709	
650130255	24-Oct-2009	USD	2.00	Draft	Voided	24-Oct-2009	AS3 US General Draft Acct	SDONATELLIPRODSMOKETEST1	
650128602	16-May-2009	USD	2.00	Draft	Voided	16-May-2009	AS3 US General Draft Acct	UTF8 PROD SMOKE TEST 1 LSEESE	
650128324	25-Apr-2009	USD	2.00	Draft	Voided	25-Apr-2009	AS3 US General Draft Acct	PRODUCTION SMOKE TEST 042509	
650128325	25-Apr-2009	USD	2.00	Draft	Voided	25-Apr-2009	AS3 US General Draft Acct	PRODUCTION SMOKE TEST 2 042509	
650123714	10-May-2008	USD	5.00	Draft	Voided	10-May-2008	AS3 US General Draft Acct	PRODTESTA-SOURC/CONTR-SEESE	
650120762	14-Oct-2007	USD	0.01	Draft	Voided	14-Oct-2007	AS3 US General Draft Acct	SID101407	

Other Payment Search Options

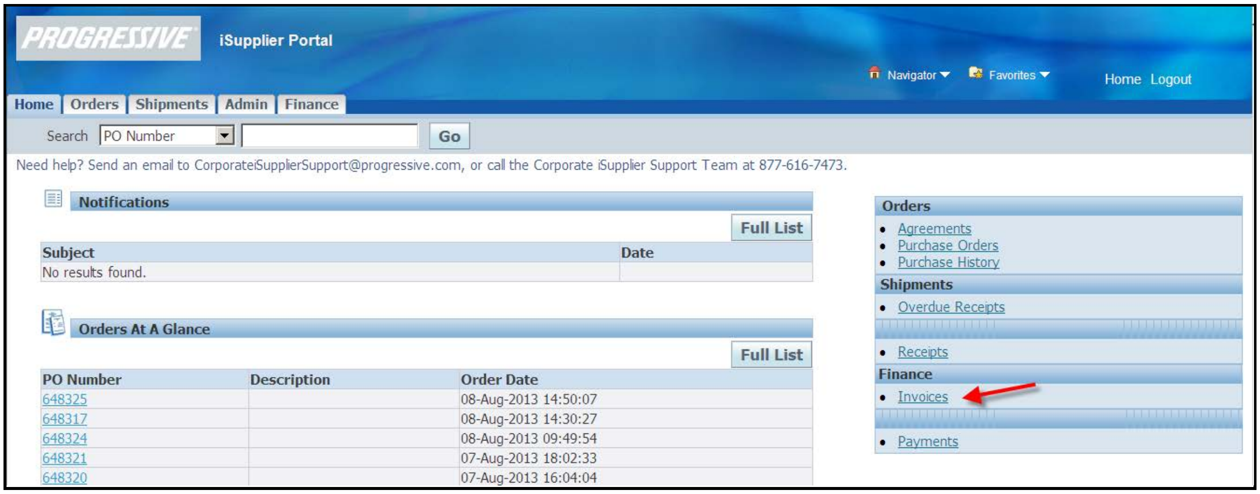
Purchase Order - To view the payment related to a particular Purchase Order, enter the Purchase Order Number. If you do not know the number, enter the % (wildcard) in the Purchase Order Number field.

Payment Amount Range - Enter a single amount or an amount range.

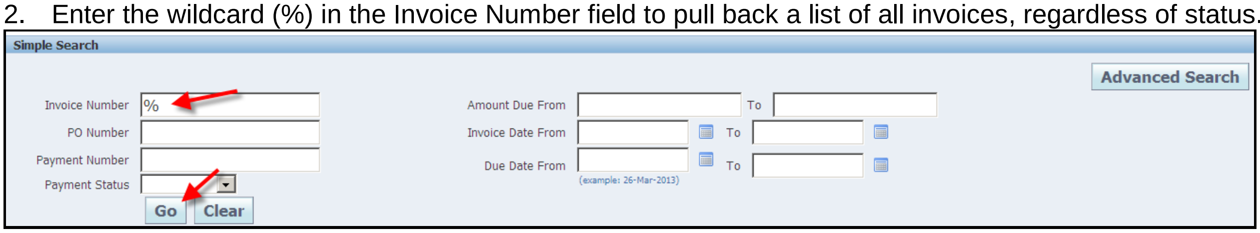
Payment Date Range - Enter a single date or a start and end date.

Payment Hold Status Definitions

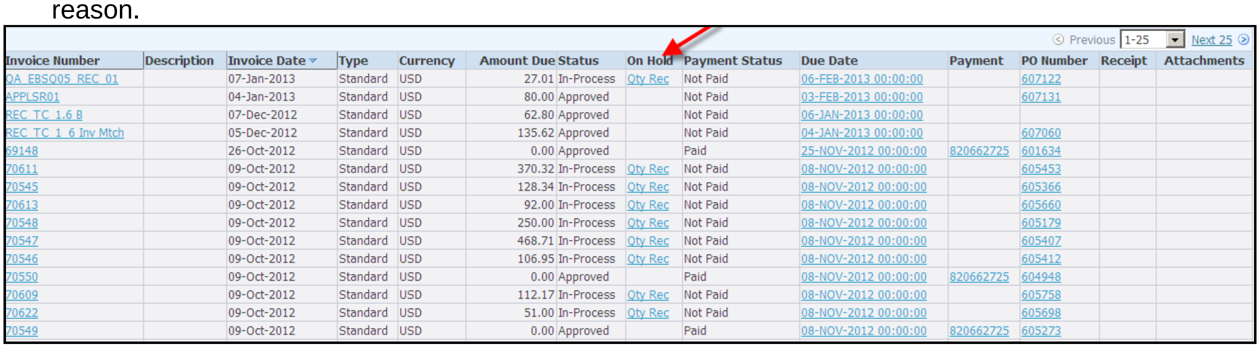
1. Clicking on the Home tab then the Invoices link allows you to pull back a list of all invoices.



2. Enter the wildcard (%) in the Invoice Number field to pull back a list of all invoices, regardless of status.

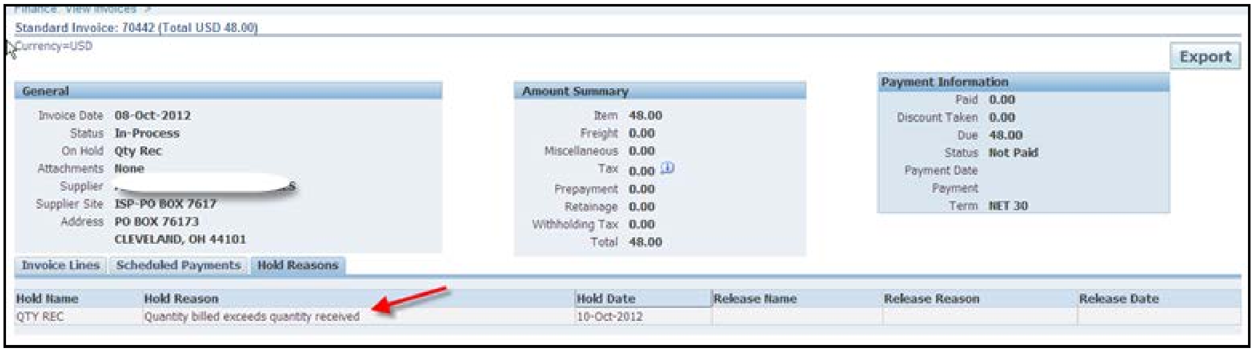


3. In some instances you may see that invoices are On Hold. Click the On Hold hyperlink to view the hold reason.



Invoice Number	Description	Invoice Date	Type	Currency	Amount Due	Status	On Hold	Payment Status	Due Date	Payment	PO Number	Receipt	Attachments
QA EBSQ05 REC 01		07-Jan-2013	Standard	USD	27.01	In-Process	Qty Rec	Not Paid	06-FEB-2013 00:00:00		607122		
APPLSR01		04-Jan-2013	Standard	USD	80.00	Approved		Not Paid	03-FEB-2013 00:00:00		607131		
REC TC 1.6 B		07-Dec-2012	Standard	USD	62.80	Approved		Not Paid	06-JAN-2013 00:00:00				
REC TC 1 6 Inv Mtch		05-Dec-2012	Standard	USD	135.62	Approved		Not Paid	04-JAN-2013 00:00:00		607060		
69148		26-Oct-2012	Standard	USD	0.00	Approved		Paid	25-NOV-2012 00:00:00	820662725	601634		
70611		09-Oct-2012	Standard	USD	370.32	In-Process	Qty Rec	Not Paid	08-NOV-2012 00:00:00		605453		
70545		09-Oct-2012	Standard	USD	128.34	In-Process	Qty Rec	Not Paid	08-NOV-2012 00:00:00		605366		
70613		09-Oct-2012	Standard	USD	92.00	In-Process	Qty Rec	Not Paid	08-NOV-2012 00:00:00		605660		
70548		09-Oct-2012	Standard	USD	250.00	In-Process	Qty Rec	Not Paid	08-NOV-2012 00:00:00		605179		
70547		09-Oct-2012	Standard	USD	468.71	In-Process	Qty Rec	Not Paid	08-NOV-2012 00:00:00		605407		
70546		09-Oct-2012	Standard	USD	106.95	In-Process	Qty Rec	Not Paid	08-NOV-2012 00:00:00		605412		
70550		09-Oct-2012	Standard	USD	0.00	Approved		Paid	08-NOV-2012 00:00:00	820662725	604948		
70609		09-Oct-2012	Standard	USD	112.17	In-Process	Qty Rec	Not Paid	08-NOV-2012 00:00:00		605758		
70622		09-Oct-2012	Standard	USD	51.00	In-Process	Qty Rec	Not Paid	08-NOV-2012 00:00:00		605698		
70549		09-Oct-2012	Standard	USD	0.00	Approved		Paid	08-NOV-2012 00:00:00	820662725	605273		

4. If you have questions regarding the Hold status on an invoice, please contact the Buyer indicated on the Purchase Order.



Below are the three most common Invoice Hold Statuses and Definition:

Price – The invoice price exceeds the Purchase Order price. The invoice will remain on hold until it is determined what action should be taken.

Quantity Received – The quantity invoiced exceeds the quantity received on the Purchase Order. You will see this hold when the customer has not gone into the system and indicated receipt of goods/services. The invoice will remain on hold until proper receiving is done.

Quantity Ordered – The quantity invoiced exceeds the quantity received on the Purchase Order. The invoice will remain on hold until it is determined what action should be taken.

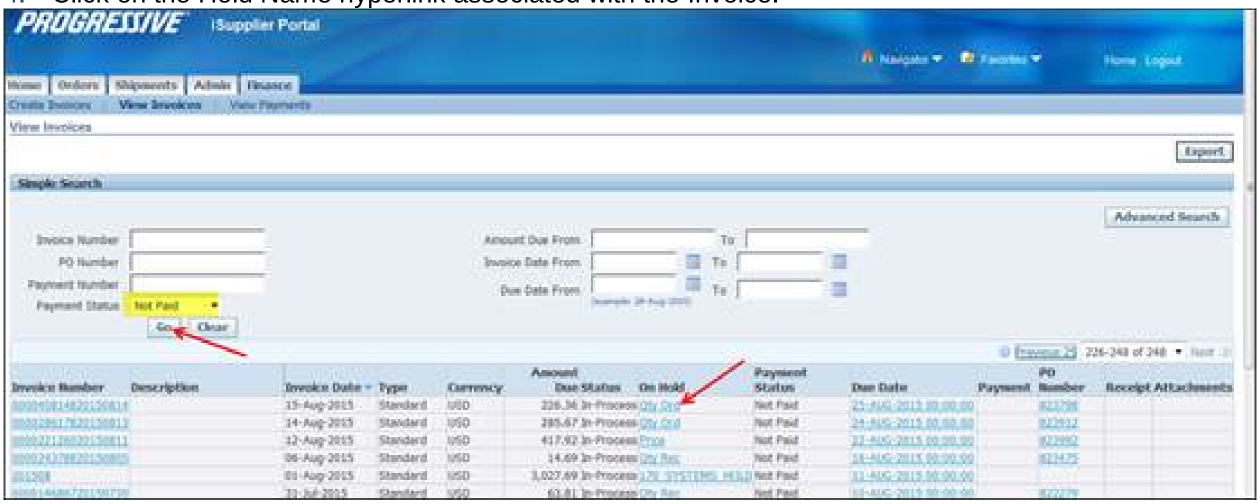
Invoice Hold Review

1. Click on the Finance Tab.

2. Click on View Invoices.

3. Go to Payment Status and select Not Paid.

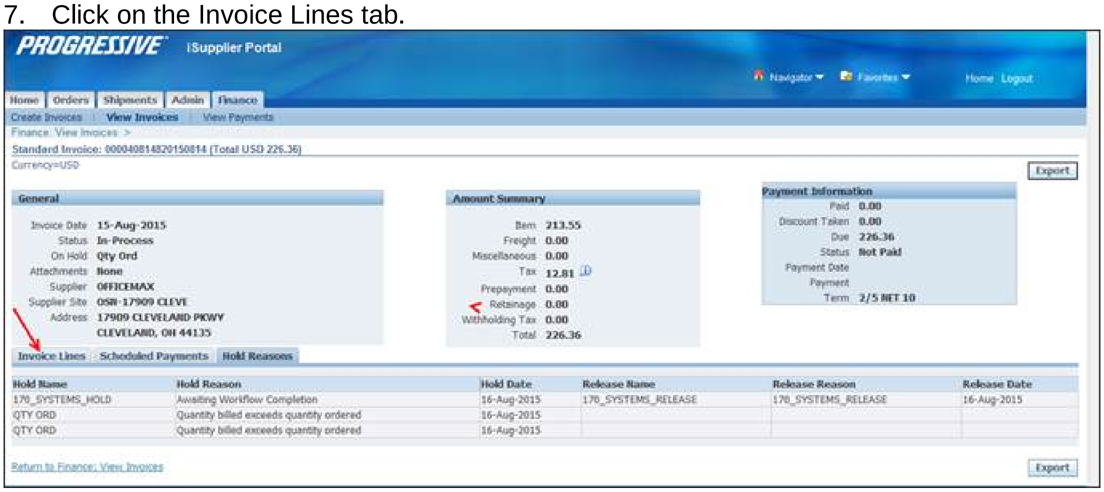
4. Click on the Hold Name hyperlink associated with the Invoice.



5. The Invoice Details screen will display in the Hold Reasons tab.

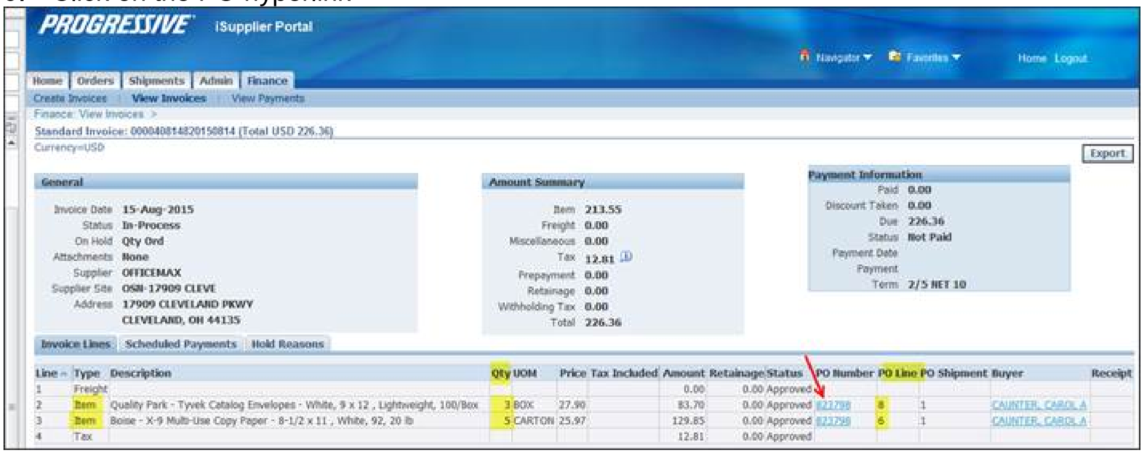
6. Review the Hold Reasons – Each individual Qty. Order or Price Hold appearing in the Hold Name is associated with an individual invoice Item line.

7. Click on the Invoice Lines tab.



8. Review the Item lines; PO Line Number and Qty. billed.

9. Click on the PO hyperlink



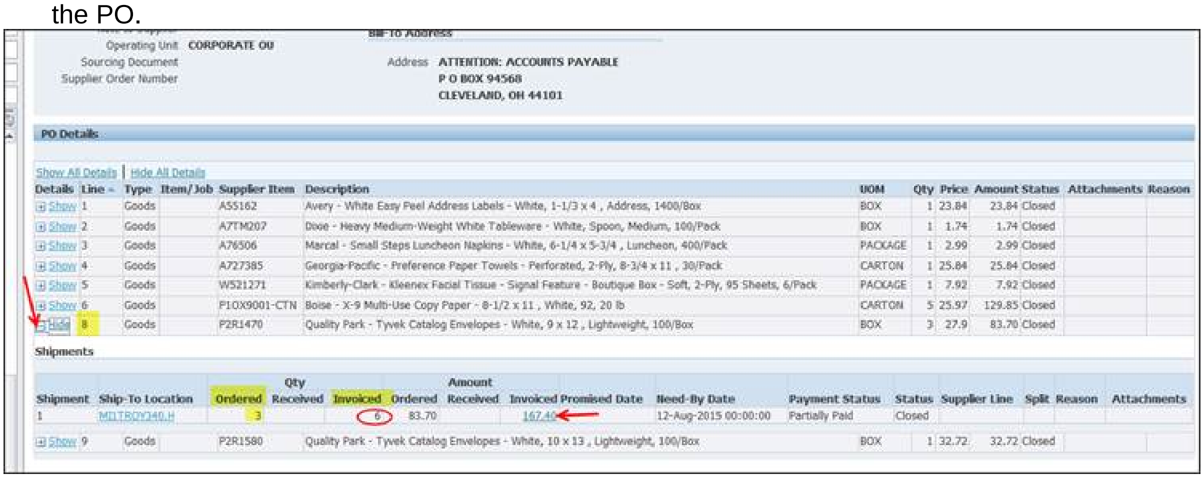
10. The PO will open up, go down to the PO Line number in question and click on the Show hyperlink.

11. The Qty. Ordered and the Qty. Invoiced will display.

12. If the Qty. Invoiced is > the Qty. Ordered = Qty. Order Hold.

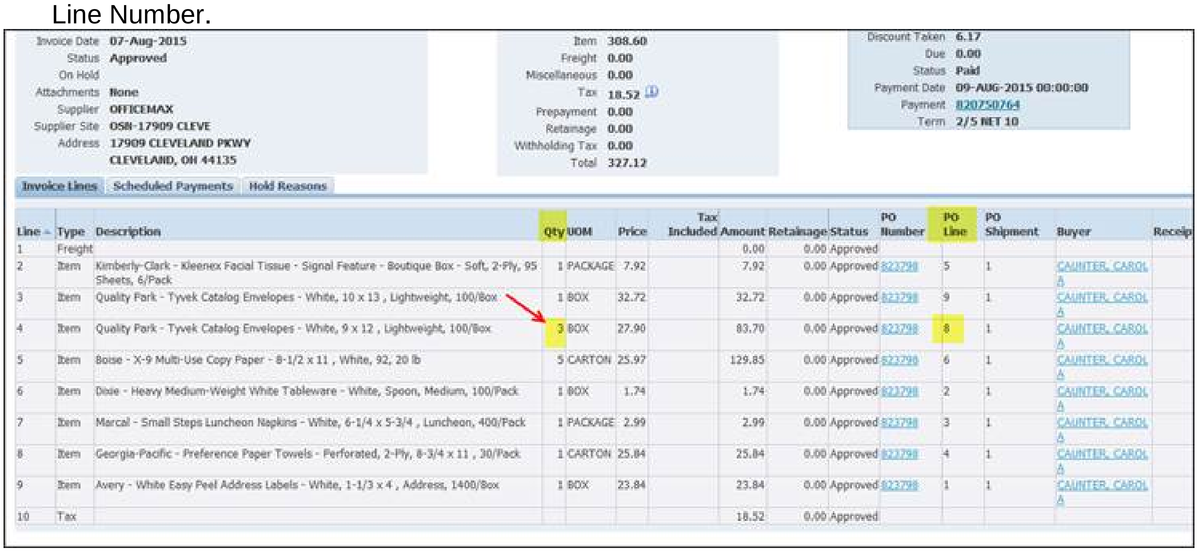
13. If the Qty. Invoiced is = the Qty. Ordered but the Invoiced Amount is > the Amount Ordered = Price Hold

14. Click on the Invoiced hyperlink which will then display all the invoices matched to that particular line of the PO.

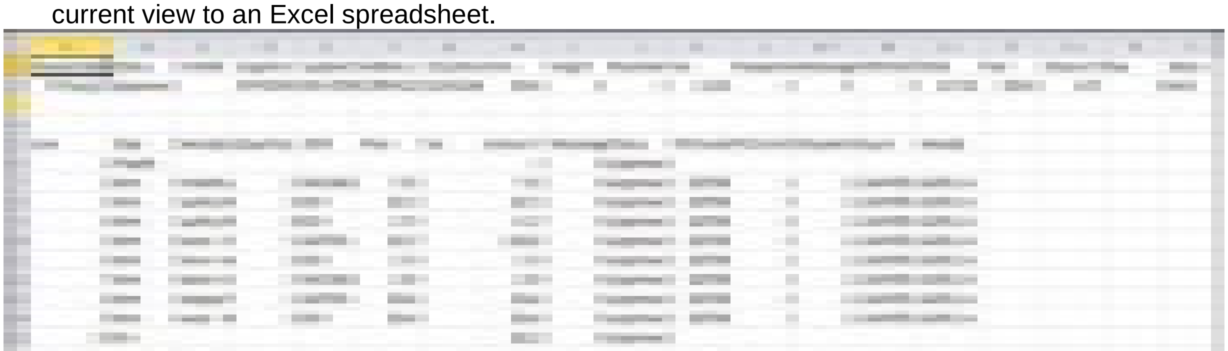


15. The next screen will display all the invoice information associated with the particular PO Line including the Hold status of the invoice.

16. The Qty. was over matched against the PO Line. You can then look at the other invoice(s) matched to the PO Line and determine the reason for the overbilling e.g.; duplicate billing, matched to incorrect PO Line Number.



17. At any point in the process you can click on the Export button which will then export the details of your current view to an Excel spreadsheet.



Supplier Entry of Banking Information

Follow the steps below to enter your banking information. To enter banking information you must have the Corp ISP 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

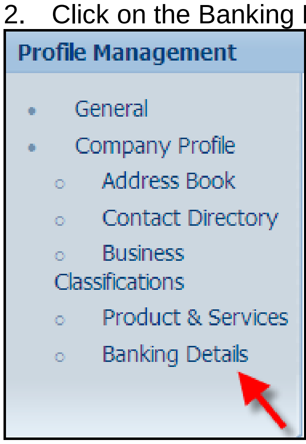
Entering banking information includes entering your bank routing number and your bank account number along with other specific information related to your account. Bank routing numbers are always 9 digits long and start with 0, 1, 2 or 3. Routing numbers are universal and are shared by different customers 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

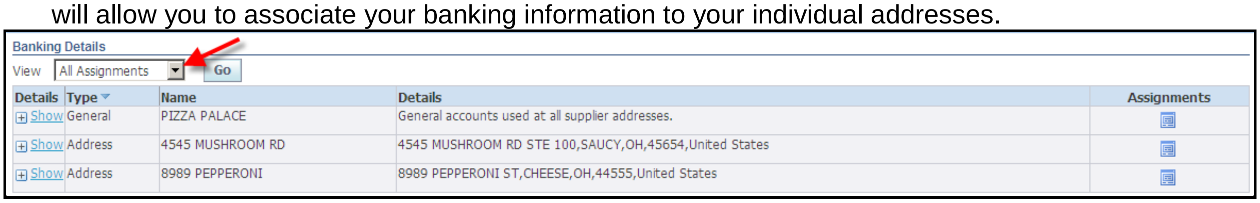
In order to add your bank account for a specific address you must first determine if the routing number is already listed within Progressive's system. The following steps will show an example of how to set up your bank account information if the Routing number already exists and what to do if the Routing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

1. Click on the Admin tab.

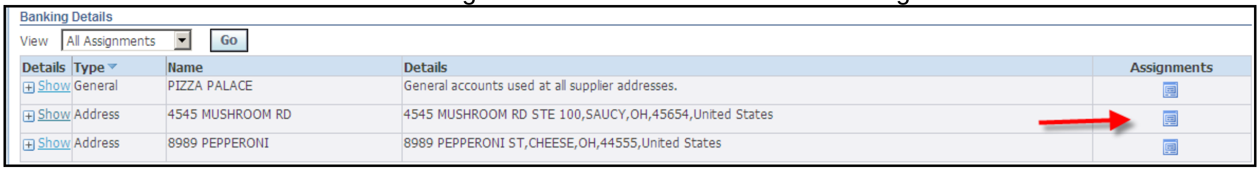
2. Click on the Banking Details link.



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.

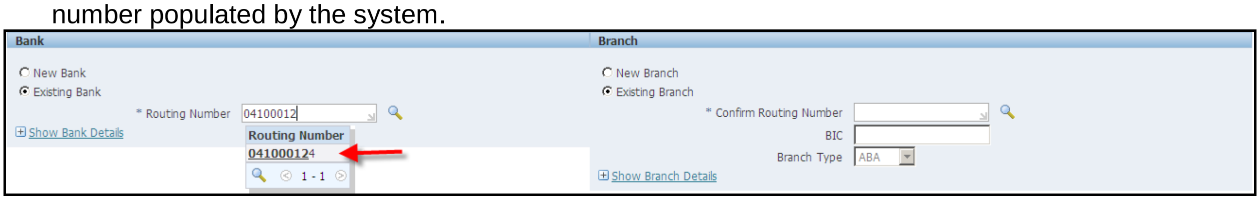


4. Find the address to add the banking information to and click on the Assignments icon.

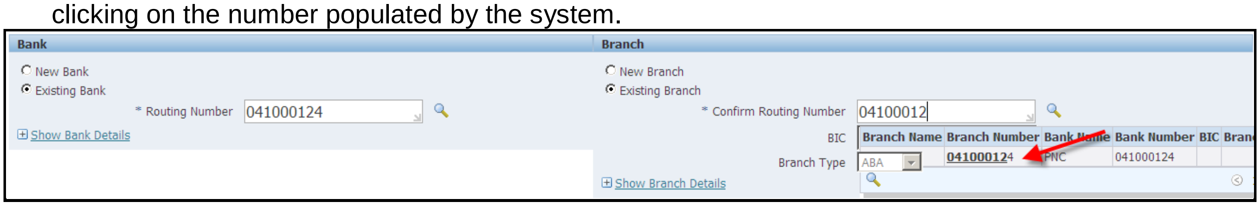


5. Click on the Create button.

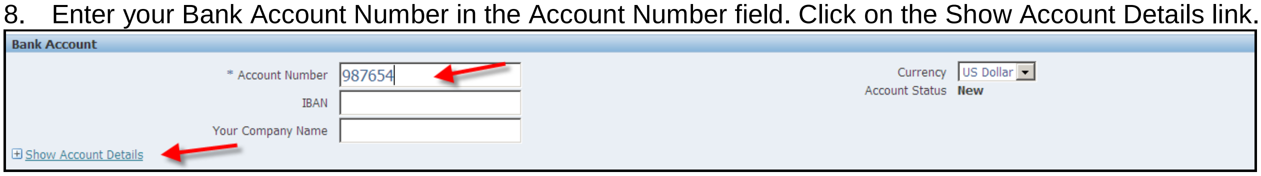
6. Start to type the Routing number in the Routing number field. As you type Routing Numbers should start to populate below the field after a slight delay. Choose the correct Routing Number by clicking on the number populated by the system.



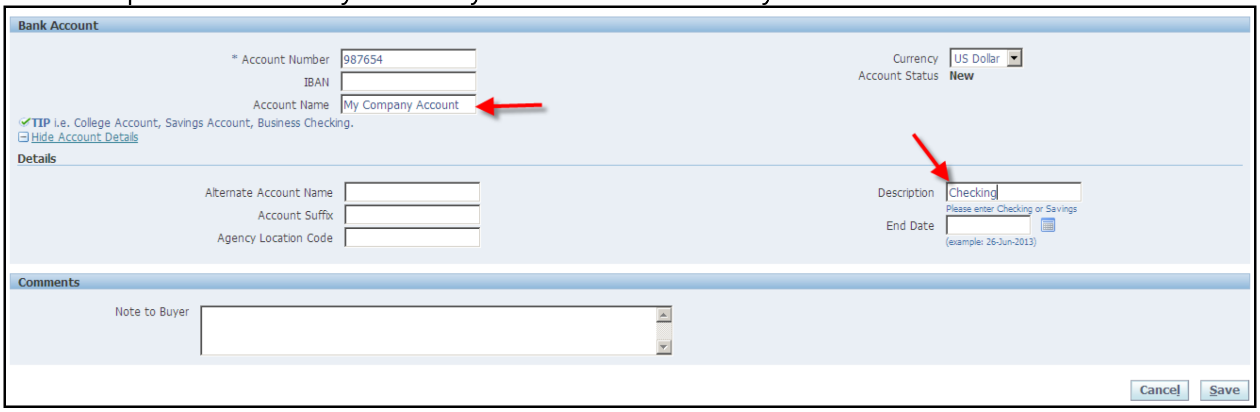
7. Enter your Routing Number again in the Confirm Routing Number field. As you type Routing Numbers should start to populate below the field after a slight delay. Choose the correct Routing Number by clicking on the number populated by the system.



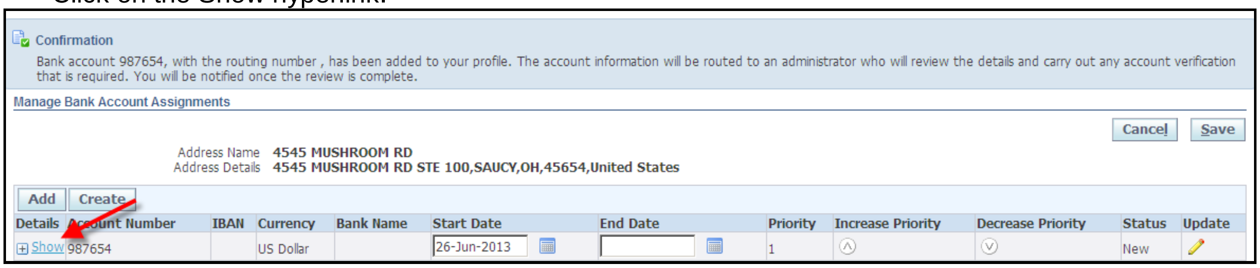
8. Enter your Bank Account Number in the Account Number field. Click on the Show Account Details link.



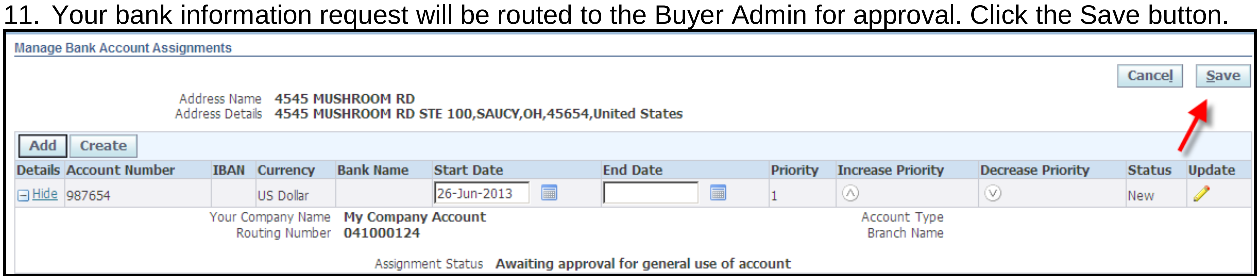
9. Enter your Account Name (Nickname) in the Account Name field. Enter Checking or Savings in the Description field. Add any necessary notes in the Note to Buyer field. Click the Save button.



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.

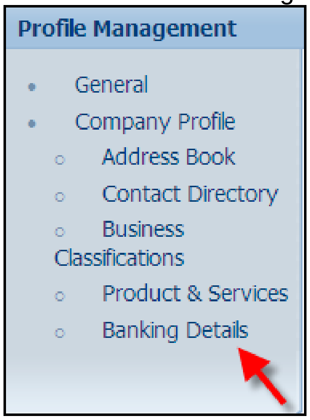


12. Once your bank information is approved you will receive an email confirmation and the Assignment Status will change to approved.

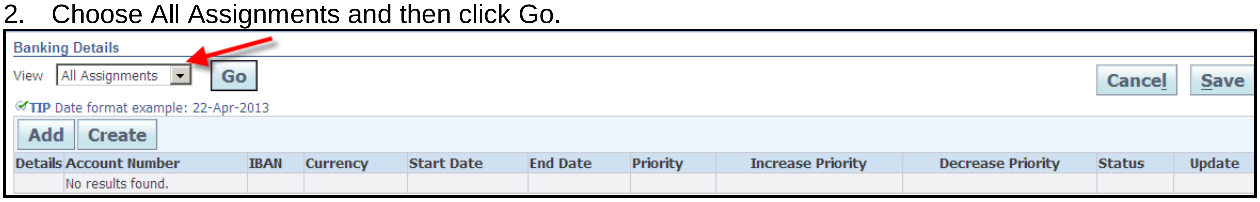
Routing Number Does Not Exist

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

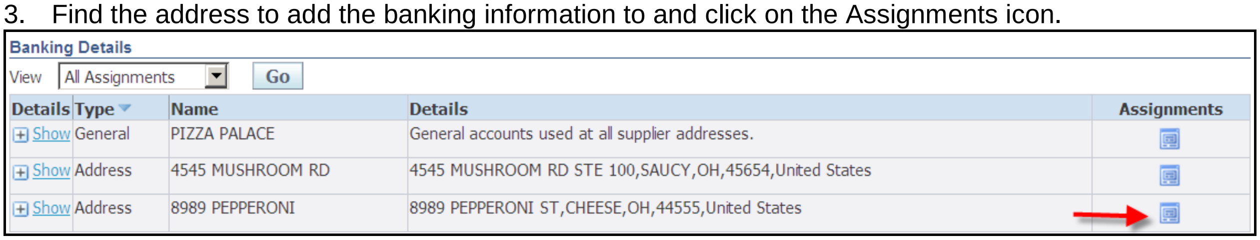
1. Click on the Banking Details link again.



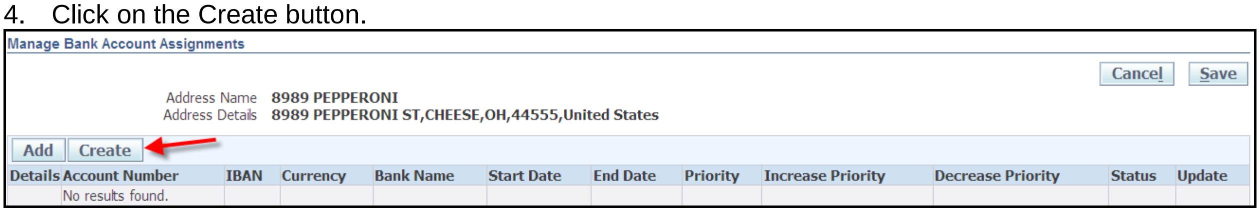
2. Choose All Assignments and then click Go.



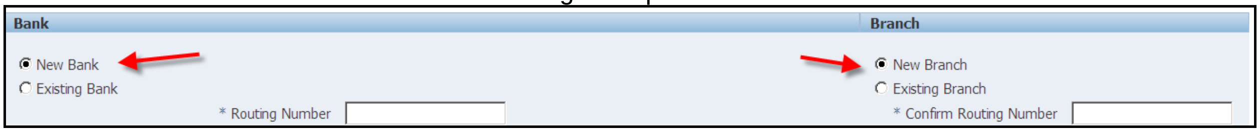
3. Find the address to add the banking information to and click on the Assignments icon.



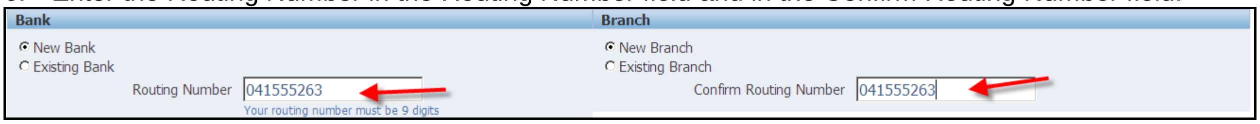
4. Click on the Create button.



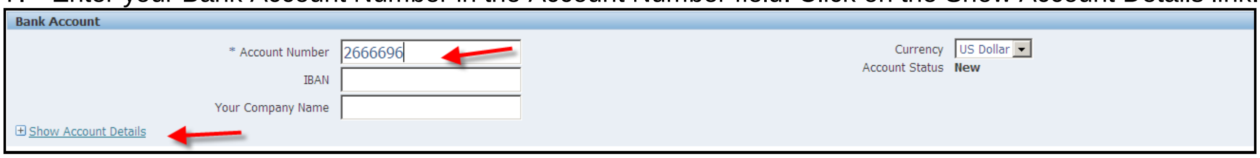
5. Select the New Bank radio button. Choosing this option will also enable the New Branch radio button.



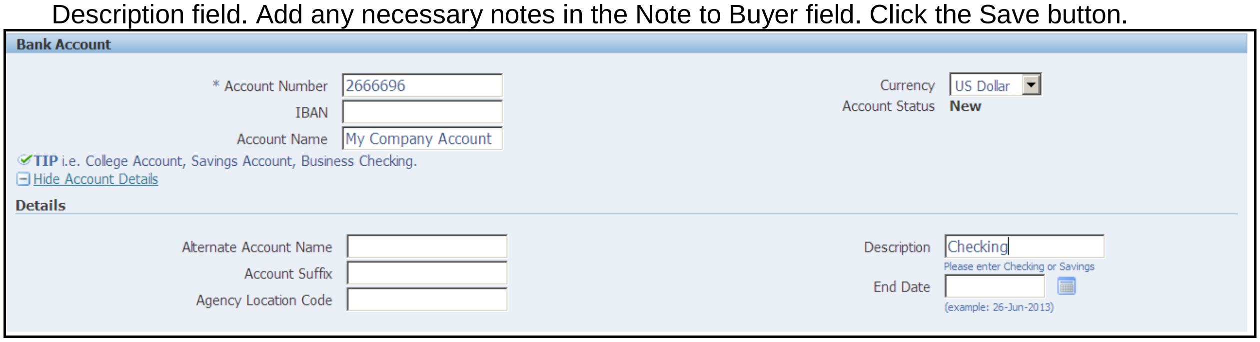
6. Enter the Routing Number in the Routing Number field and in the Confirm Routing Number field.



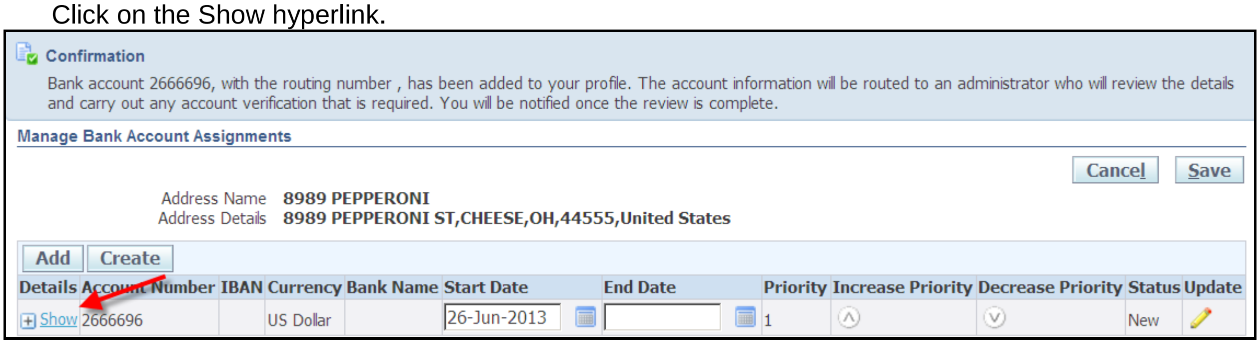
7. Enter your Bank Account Number in the Account Number field. Click on the Show Account Details link.



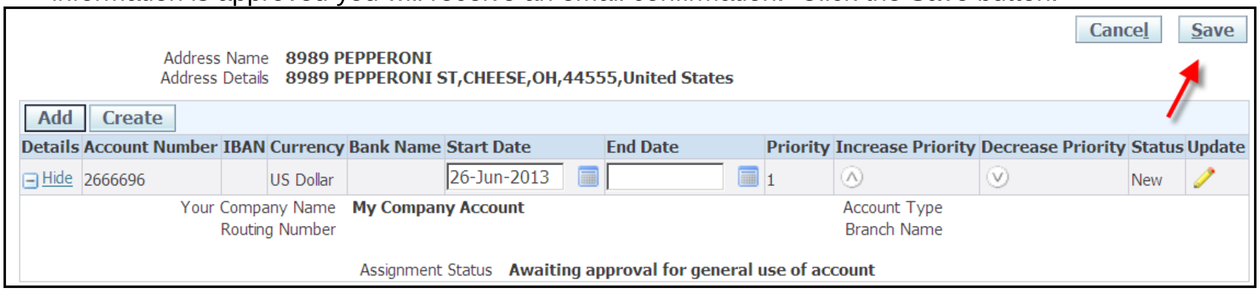
8. Enter your Account Name (Nickname) in the Account Name field. Enter Checking or Savings in the Description field. Add any necessary notes in the Note to Buyer field. Click the Save button.



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.

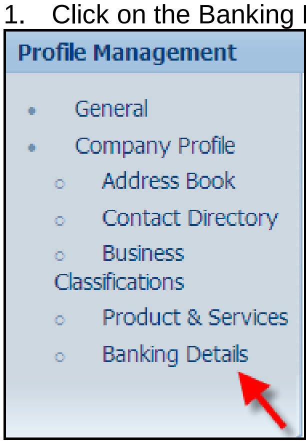


11. Once your bank information is approved you will receive an email confirmation and the Assignment Status will change to approved

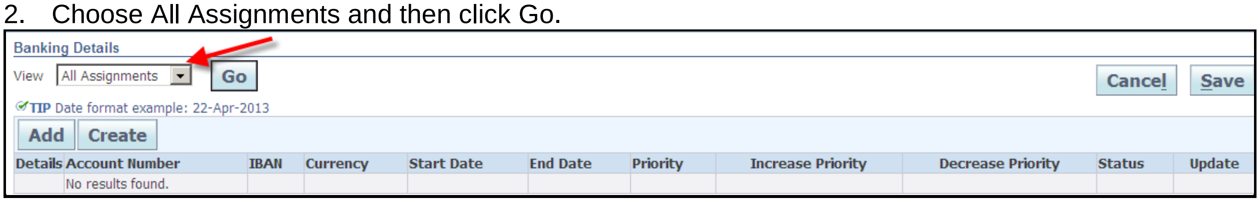
Add Bank to Address Using Existing Bank

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.

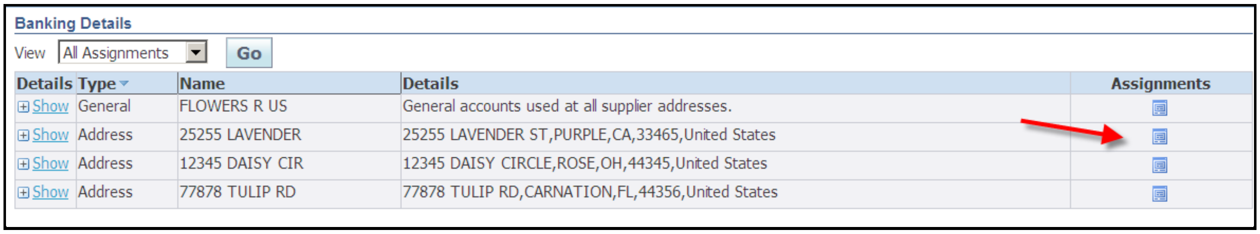
1. Click on the Banking Details link again.



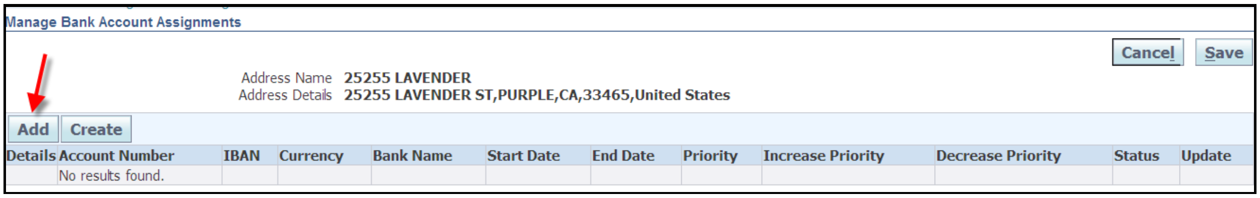
2. Choose All Assignments and then click Go.



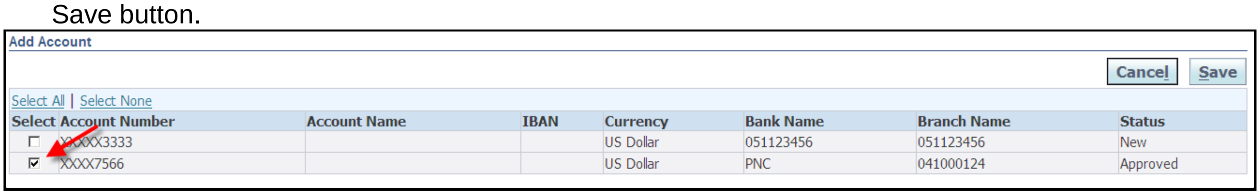
3. Click on the Assignments icon for the address that requires the banking information to be associated to it.



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.



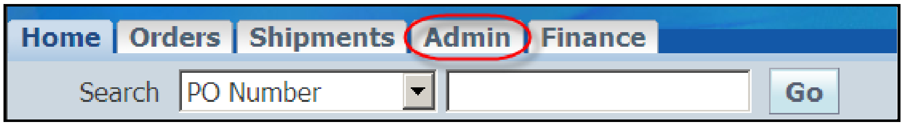
6. The system will display a confirmation that the general account assignments have been updated. Click on the Show hyperlink.

7. Your bank account information is now routing to the Buyer Admin for approval. Click on the Save button.

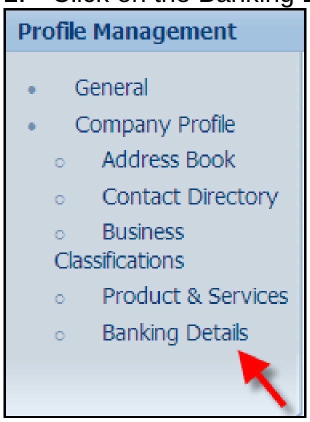
8. Once your bank information is approved you will receive an email confirmation and the Assignment Status will change to approved

View Bank Account

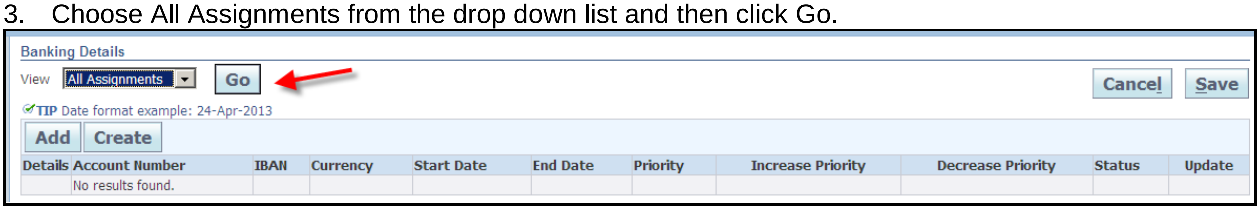
1. Click on the Admin tab.



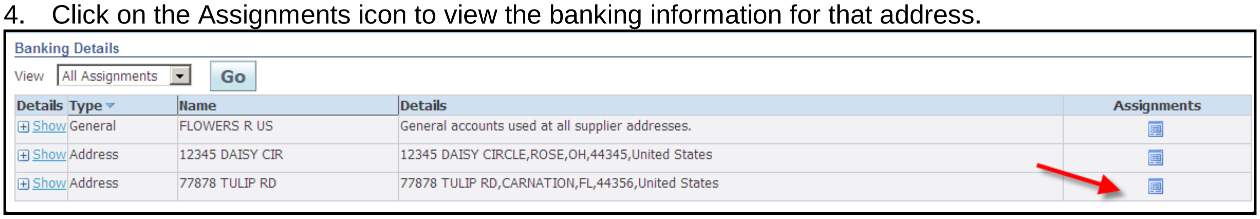
2. Click on the Banking Details link.



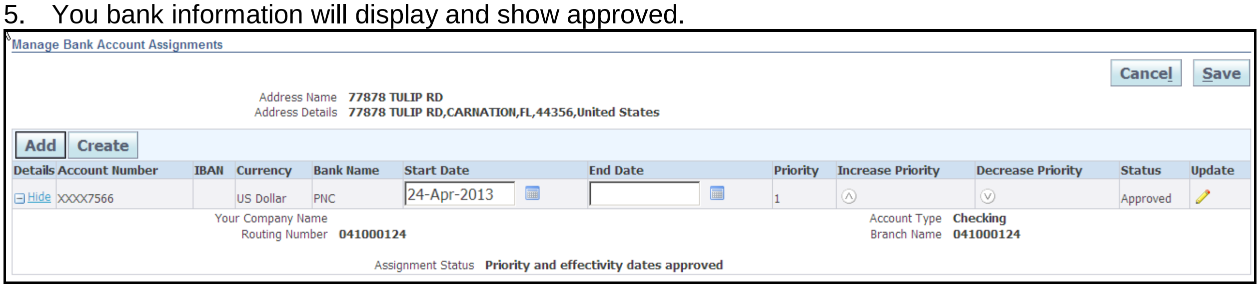
3. Choose All Assignments from the drop down list and then click Go.



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

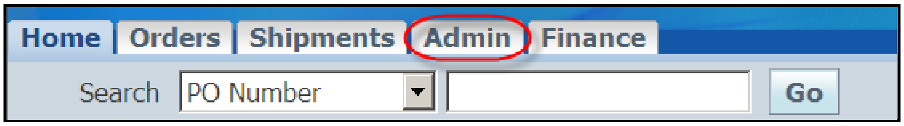


5. You bank information will display and show approved.

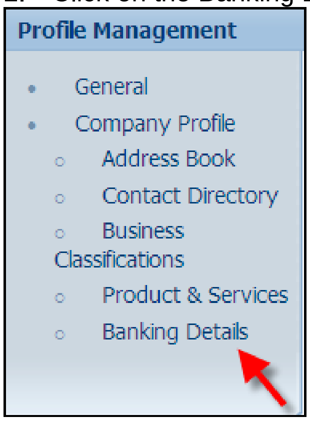


Inactivate Bank Account for a Specific Address

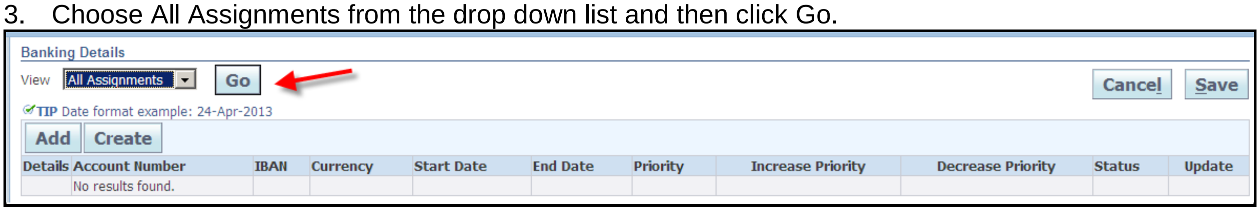
1. Click on the Admin tab.



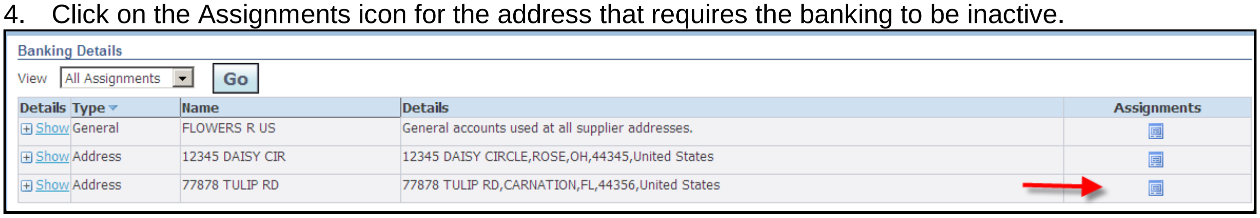
2. Click on the Banking Details link.



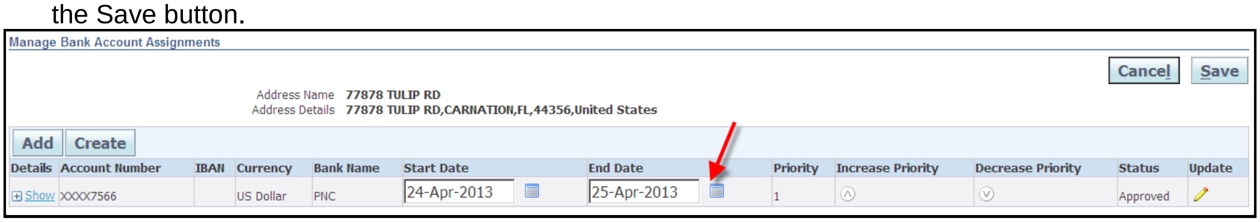
3. Choose All Assignments from the drop down list and then click Go.



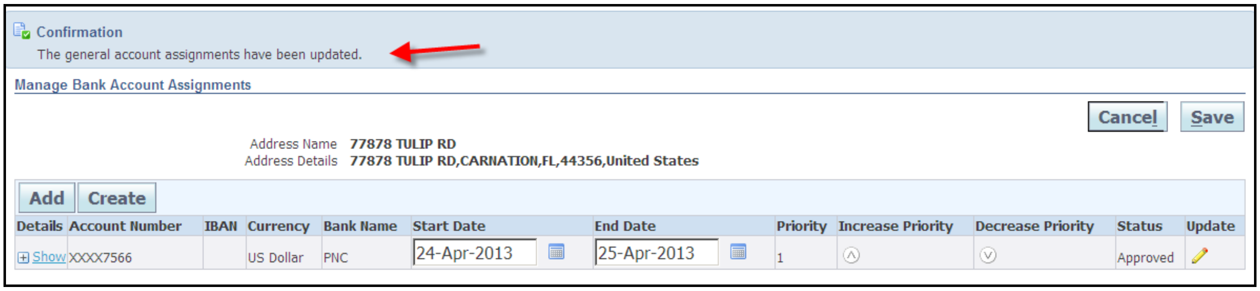
4. Click on the Assignments icon for the address that requires the banking to be inactive.



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



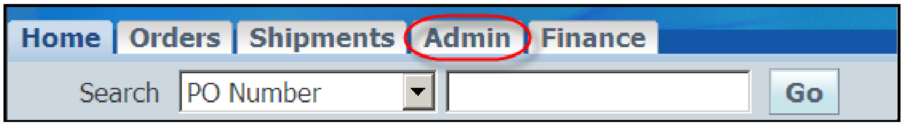
6. The system will display a Confirmation message that your account has been updated.



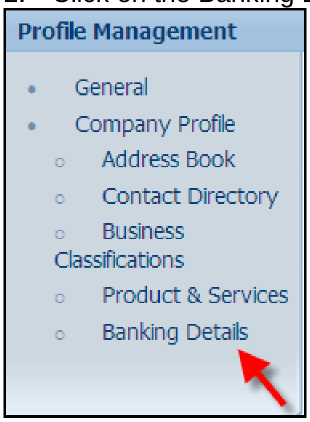
NOTE: If you are deactivating your banking information for a specific address because it has changed, be sure to set up the new banking information for the same address immediately after you submit your deactivation request. This will ensure that there is no disruption in your EFT payments.

View Bank Account Address Assignments

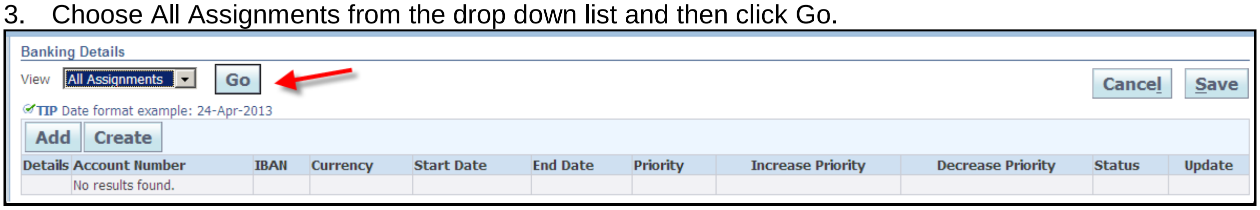
1. Click on the Admin tab.



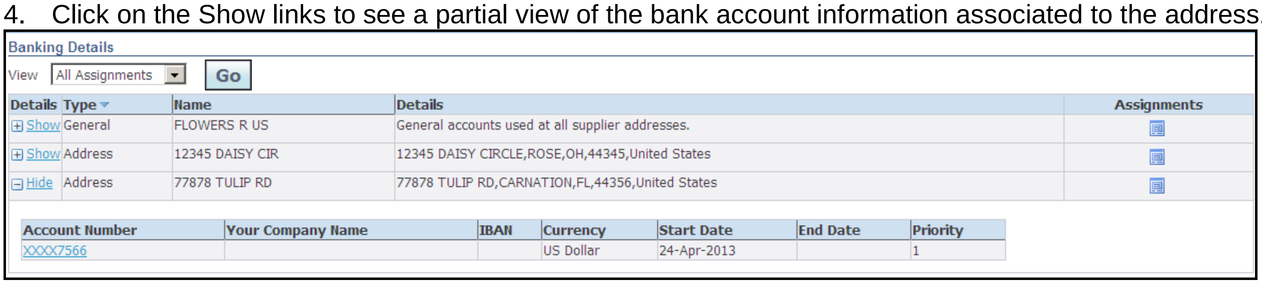
2. Click on the Banking Details link.



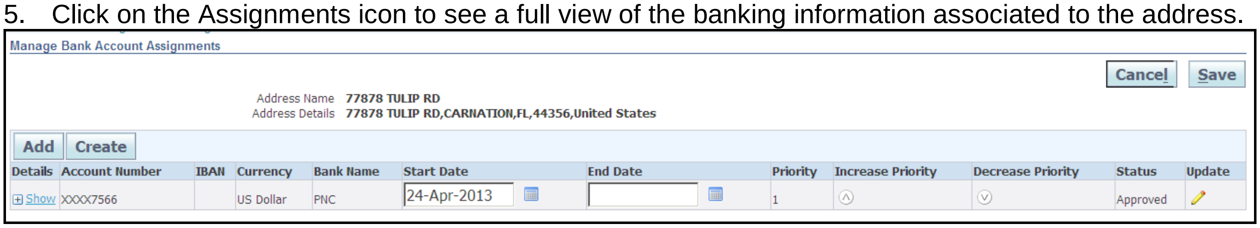
3. Choose All Assignments from the drop down list and then click Go.



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 EFT Notification of Deposit

Page 1 of 1

PROGRESSIVE

NOTICE OF DEPOSIT: ELECTRONIC FUNDS TRANSFER # 820680341

EVEREADY PRINTING INC 20700 MILES PKWY CLEVELAND, OH 44128 (216) 587-2389	The Progressive Group of Insurance Companies 6300 Wilson Mills Rd. Mayfield Village, OH 44143

Notice of Deposit:	05/14/2013	Account Number:	*****7509
Progressive's Supplier Number:	14857	Routing Number:	044000037
Total Payment Amount:	$3,744.40	Total Number of Invoices:	3

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 Accounts Payable at (440) 446-7467.

Details:

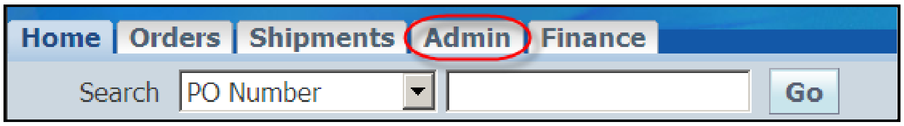
INVOICE #	COMPANY	DATE	DESCRIPTION	AMOUNT
20201	Progressive Casualty Insurance Company	04/18/2013	JOB 34255	$1,278.00
20202	Progressive Casualty Insurance Company	04/18/2013		$869.00
20200	Progressive Casualty Insurance Company	04/18/2013		$1,597.40

Contacts Directory

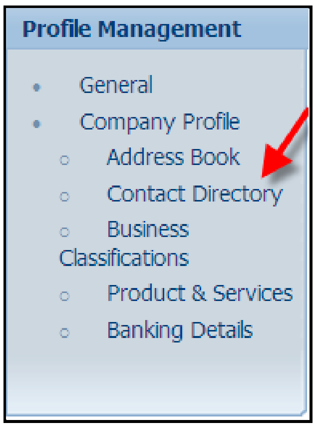
The iSupplier application allows Suppliers to provide Contact information to Progressive via the iSupplier portal.

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.

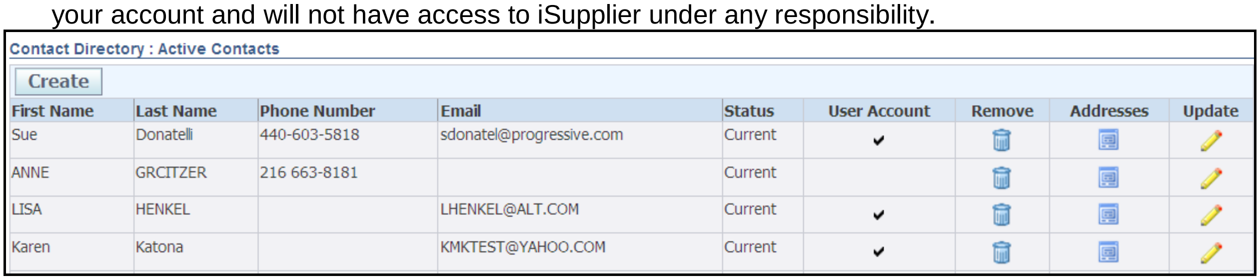
1. Click on the Admin tab.



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 Directory : Active Contacts

Create

First Name	Last Name	Phone Number	Email	Status	User Account	Remove	Addresses	Update
Sue	Donatelli	440-603-5818	sdonatel@progressive.com	Current	✔			
ANNE	GRCITZER	216 663-8181		Current				
LISA	HENKEL		LHENKEL@ALT.COM	Current	✔			
Karen	Katona		KMKTEST@YAHOO.COM	Current	✔			

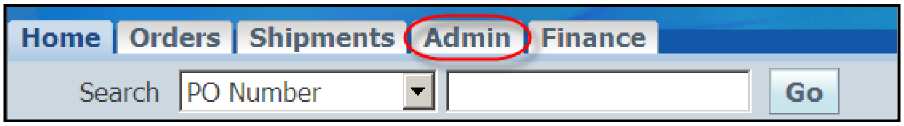
NOTE: To add an iSupplier User to your account an Add/Delete User from must be completed by the person with the correct authority and then submitted to Progressive for processing and approval.

Business Classifications

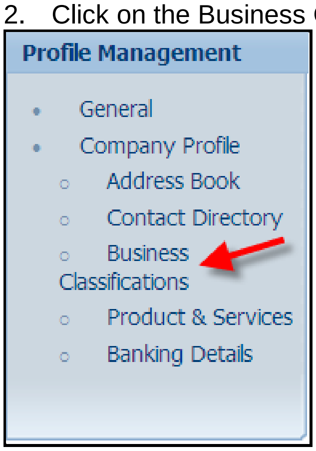
The iSupplier application allows Suppliers to provide their Business Classification information to Progressive via the iSupplier portal. Inclusion of this information is strictly voluntary and not required by Progressive.

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.

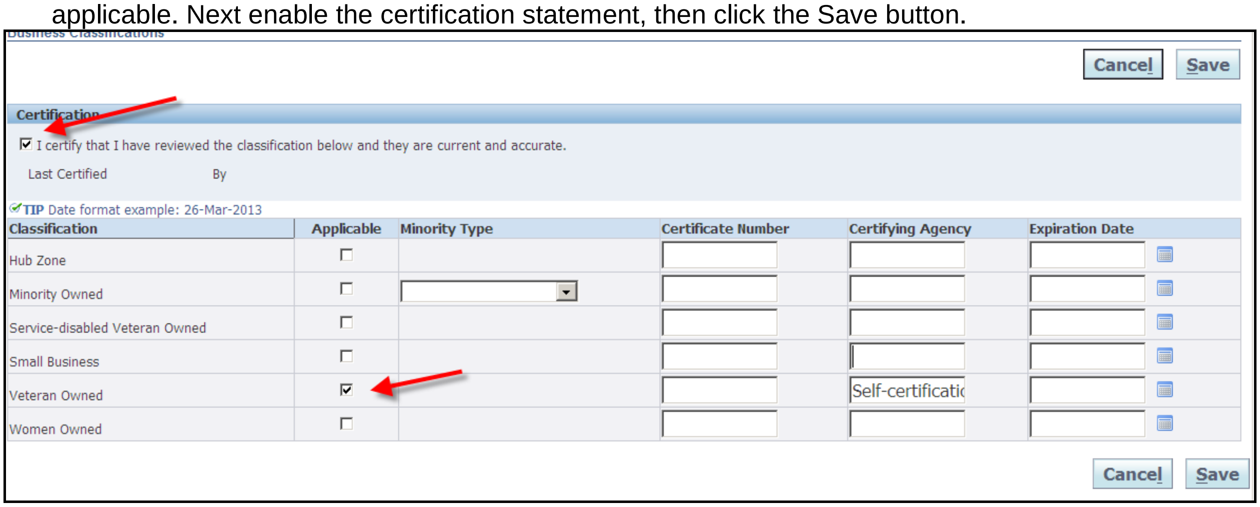
1. Click on the Admin tab.



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.

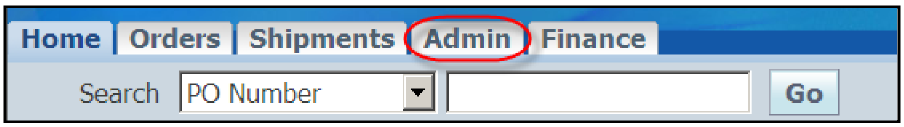


Products and Services

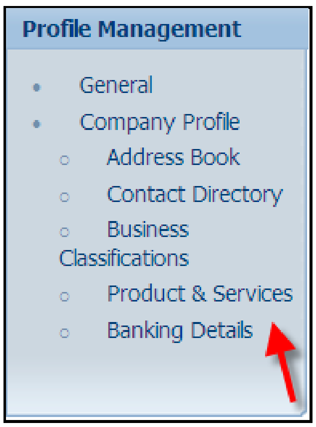
The iSupplier application allows Suppliers to provide their Products and Services information to Progressive via the iSupplier portal. Inclusion of this information is strictly voluntary and not required by Progressive.

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.

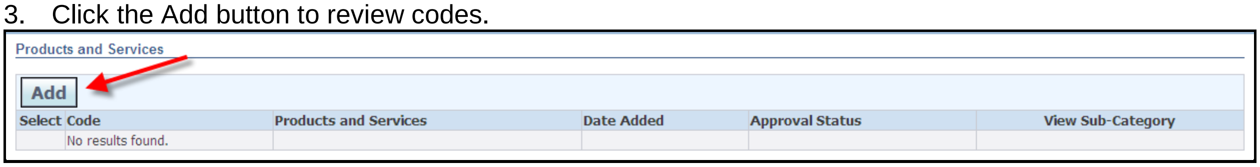
1. Click on the Admin tab.



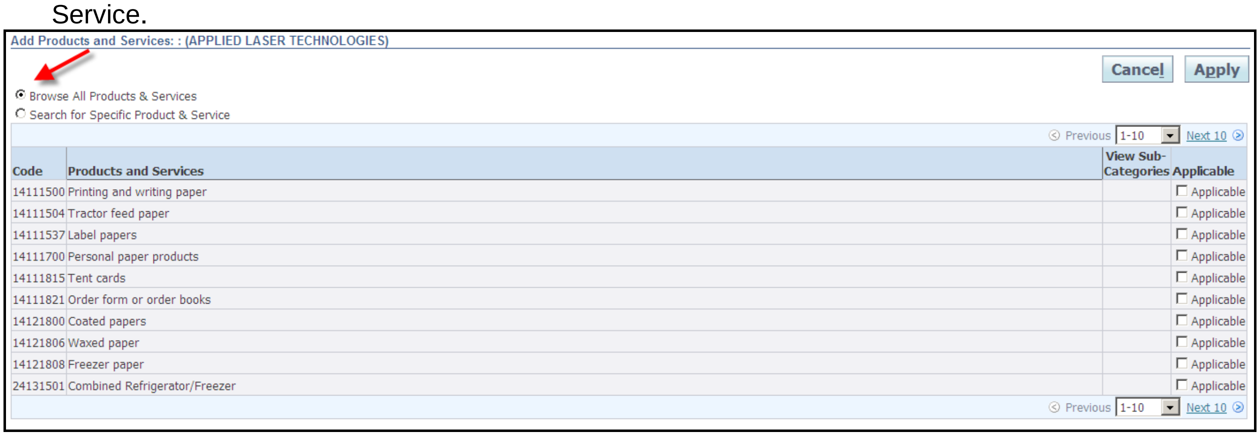
2. Click on the Products and Services link.



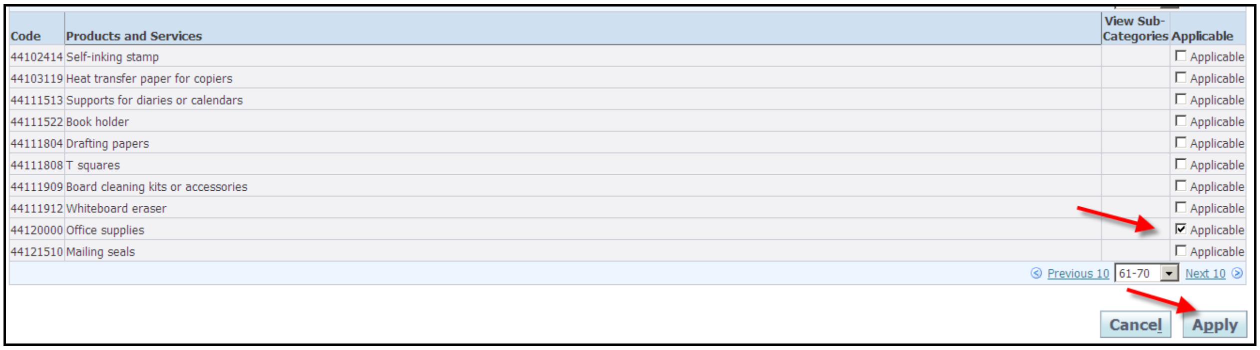
3. Click the Add button to review codes.



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.

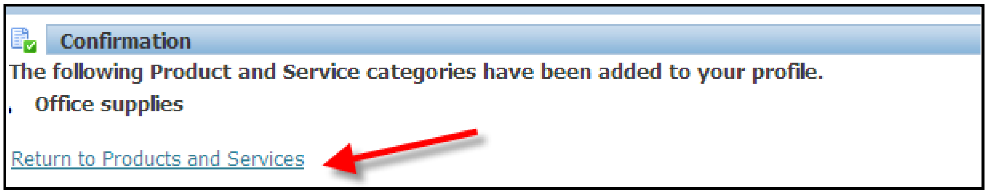


Code	Products and Services	View Sub-Categories	Applicable
44102414	Self-inking stamp		Applicable
44103119	Heat transfer paper for copiers		Applicable
44111513	Supports for diaries or calendars		Applicable
44111522	Book holder		Applicable
44111804	Drafting papers		Applicable
44111808	T squares		Applicable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



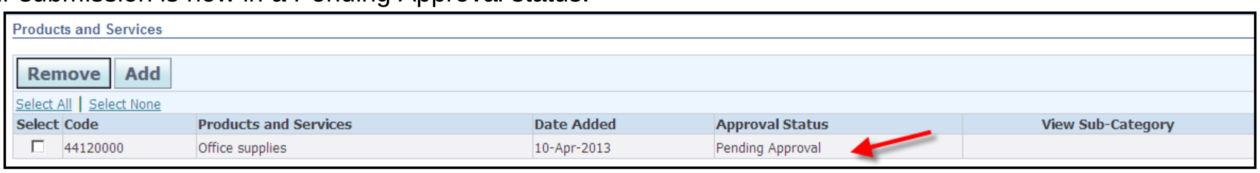
Confirmation

The following Product and Service categories have been added to your profile.

- Office supplies

Return to Products and Services

Your submission is now in a Pending Approval status.



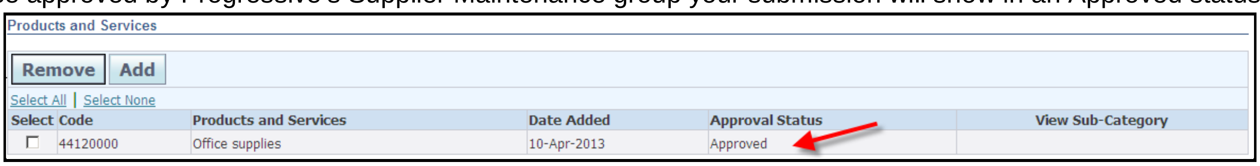
Products and Services

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.



Products and Services

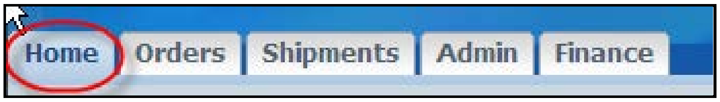
Remove | Add

Select All | Select None

Select	Code	Products and Services	Date Added	Approval Status	View Sub-Category
☐	44120000	Office supplies	10-Apr-2013	Approved	

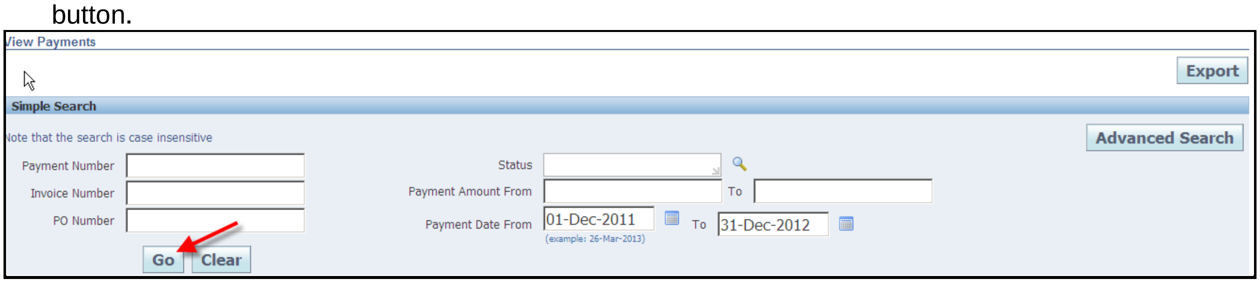
Export Results

1. Click on the Home tab.

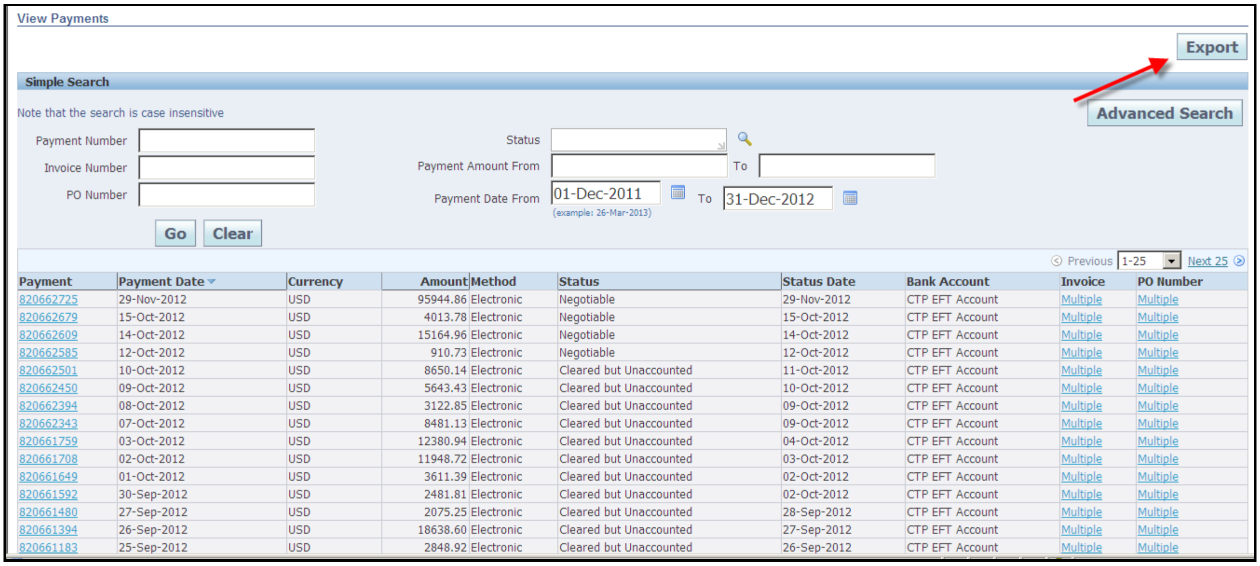


2. Click on the Payments or the Invoices link. In this example we will use Payments.

3. In this example view all payments made from 12/1/11 – 12/31/12, fill in the dates and click the Go button.



4. The results show many payments, click the Export button.



View Payments

Export

Simple Search

Advanced Search

Note that the search is case insensitive

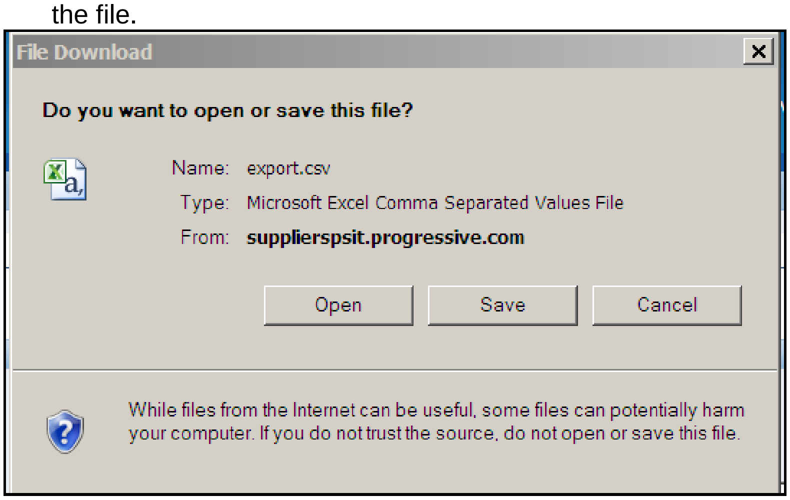
Payment Number | Status
Invoice Number | Payment Amount From | To
PO Number | Payment Date From 01-Dec-2011 To 31-Dec-2012
(example: 26-Mar-2013)

Go Clear

Previous 1-25 Next 25

Payment	Payment Date	Currency	Amount	Method	Status	Status Date	Bank Account	Invoice	PO Number
820662725	29-Nov-2012	USD	95944.86	Electronic	Negotiable	29-Nov-2012	CTP EFT Account	Multiple	Multiple
820662679	15-Oct-2012	USD	4013.78	Electronic	Negotiable	15-Oct-2012	CTP EFT Account	Multiple	Multiple
820662609	14-Oct-2012	USD	15164.96	Electronic	Negotiable	14-Oct-2012	CTP EFT Account	Multiple	Multiple
820662585	12-Oct-2012	USD	910.73	Electronic	Negotiable	12-Oct-2012	CTP EFT Account	Multiple	Multiple
820662501	10-Oct-2012	USD	8650.14	Electronic	Cleared but Unaccounted	11-Oct-2012	CTP EFT Account	Multiple	Multiple
820662450	09-Oct-2012	USD	5643.43	Electronic	Cleared but Unaccounted	10-Oct-2012	CTP EFT Account	Multiple	Multiple
820662394	08-Oct-2012	USD	3122.85	Electronic	Cleared but Unaccounted	09-Oct-2012	CTP EFT Account	Multiple	Multiple
820662343	07-Oct-2012	USD	8481.13	Electronic	Cleared but Unaccounted	09-Oct-2012	CTP EFT Account	Multiple	Multiple
820661759	03-Oct-2012	USD	12380.94	Electronic	Cleared but Unaccounted	04-Oct-2012	CTP EFT Account	Multiple	Multiple
820661708	02-Oct-2012	USD	11948.72	Electronic	Cleared but Unaccounted	03-Oct-2012	CTP EFT Account	Multiple	Multiple
820661649	01-Oct-2012	USD	3611.39	Electronic	Cleared but Unaccounted	02-Oct-2012	CTP EFT Account	Multiple	Multiple
820661592	30-Sep-2012	USD	2481.81	Electronic	Cleared but Unaccounted	02-Oct-2012	CTP EFT Account	Multiple	Multiple
820661480	27-Sep-2012	USD	2075.25	Electronic	Cleared but Unaccounted	28-Sep-2012	CTP EFT Account	Multiple	Multiple
820661394	26-Sep-2012	USD	18638.60	Electronic	Cleared but Unaccounted	27-Sep-2012	CTP EFT Account	Multiple	Multiple
820661183	25-Sep-2012	USD	2848.92	Electronic	Cleared but Unaccounted	26-Sep-2012	CTP EFT Account	Multiple	Multiple

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



Payment results example.

A	B	C	D	E	F	G	H	I	J
Payment	Payment Date	Currency	Amount	Method	Status	Status Date	Bank Account	Invoice	PO Number
820669355	31-Dec-12	USD	757.85	Electronic	Cleared but Unaccounted	02-Jan-13	CTP EFT Account	Multiple	Multiple
820669308	30-Dec-12	USD	6218.66	Electronic	Cleared but Unaccounted	02-Jan-13	CTP EFT Account	Multiple	Multiple
820668637	26-Dec-12	USD	7729.19	Electronic	Cleared but Unaccounted	27-Dec-12	CTP EFT Account	Multiple	Multiple
820668454	25-Dec-12	USD	6702.58	Electronic	Cleared but Unaccounted	26-Dec-12	CTP EFT Account	Multiple	Multiple
820668396	24-Dec-12	USD	13052.1	Electronic	Cleared but Unaccounted	26-Dec-12	CTP EFT Account	Multiple	Multiple
820668330	23-Dec-12	USD	9071.28	Electronic	Cleared but Unaccounted	26-Dec-12	CTP EFT Account	Multiple	Multiple
820668196	19-Dec-12	USD	2381.02	Electronic	Cleared but Unaccounted	20-Dec-12	CTP EFT Account	Multiple	Multiple
820668053	17-Dec-12	USD	7276.7	Electronic	Cleared but Unaccounted	18-Dec-12	CTP EFT Account	Multiple	Multiple
820668007	16-Dec-12	USD	27672.67	Electronic	Cleared but Unaccounted	18-Dec-12	CTP EFT Account	Multiple	Multiple
820667399	12-Dec-12	USD	4944.66	Electronic	Cleared but Unaccounted	13-Dec-12	CTP EFT Account	Multiple	Multiple
820667334	11-Dec-12	USD	6472.49	Electronic	Cleared but Unaccounted	12-Dec-12	CTP EFT Account	Multiple	Multiple
820667291	10-Dec-12	USD	6774.81	Electronic	Cleared but Unaccounted	11-Dec-12	CTP EFT Account	Multiple	Multiple

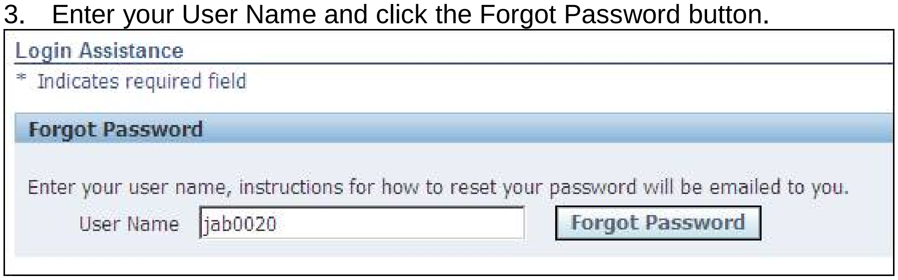
Self –Service Password Reset

Follow the steps below to reset your user password.

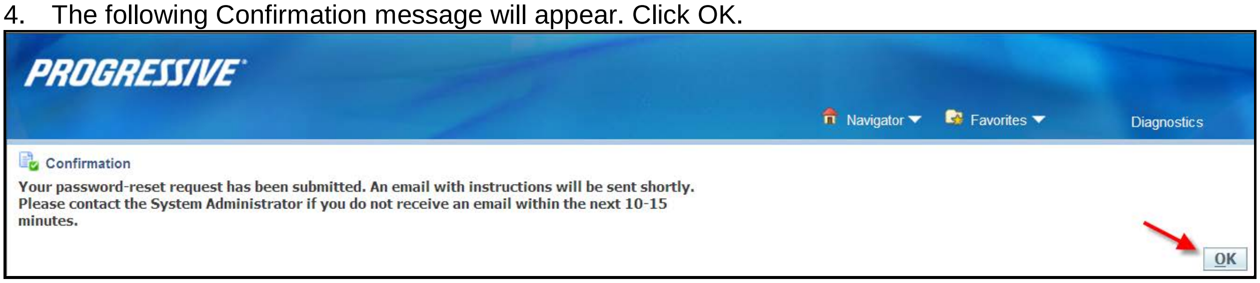
1. Access the iSupplier Login Page, https://suppliers.progressive.com/.

2. Click Login Assistance, located directly below the Login button.

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



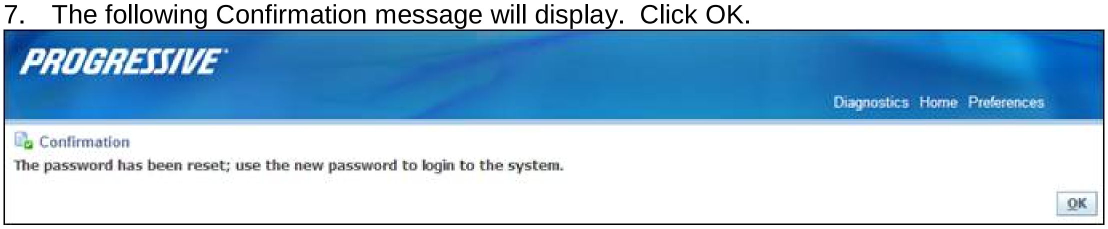
4. The following Confirmation message will appear. Click OK.



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.

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



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 corporpateisuppliersupport@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.