iSupplier Portal
Claims Network Shops Procedures Manual

iSupplier Portal

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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.

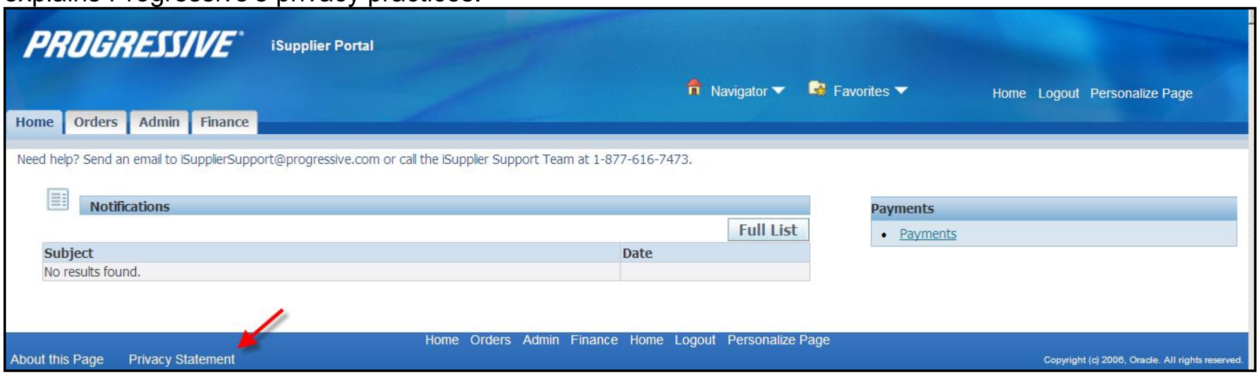
Address:
Progressive Casualty Insurance Company
Attention: Supplier Maintenance
PO Box 94505
Cleveland, OH 44101

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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e-mail sent from Progressive are free of viruses or other harmful components. Applicable law may not allow the exclusion of implied warranties, so the above exclusion may not apply to you.

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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

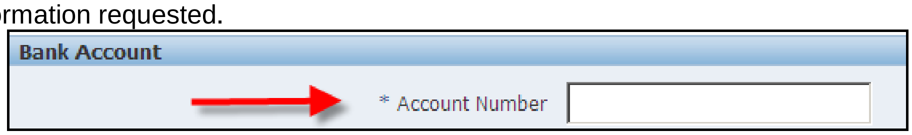
The following information will assist you while navigating through iSupplier.

Back Button

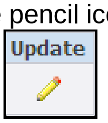
Do not use the Back button on your browser. This can cause errors in the application.

Icons

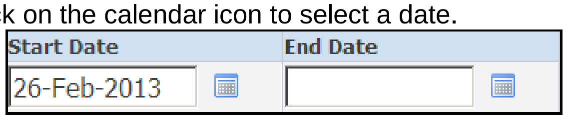
An asterisk {*} prior to a field name indicates that the field is required and must be populated with the information requested.



The pencil icon allows you to make field updates.



Click on the calendar icon to select a date.



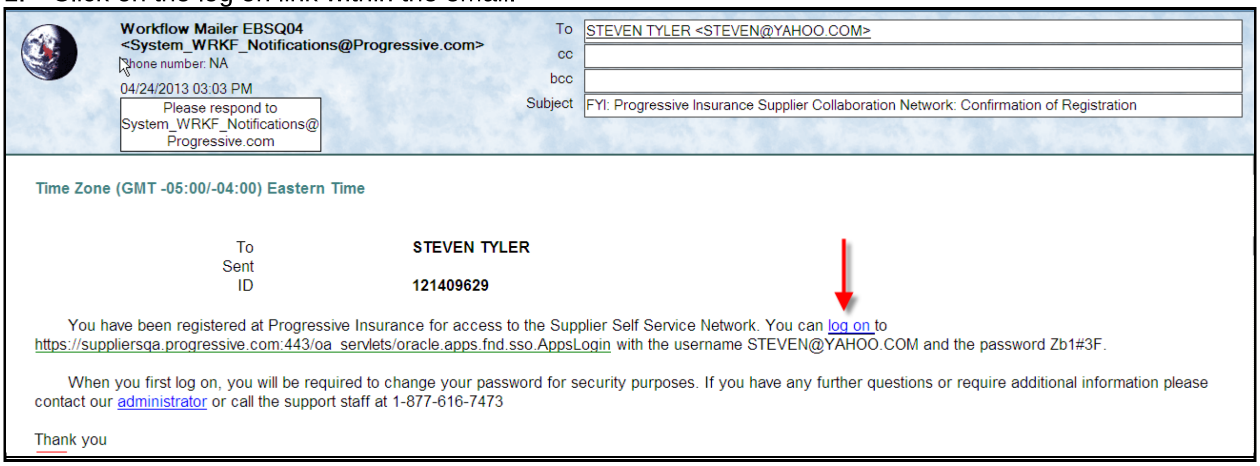
The magnifying glass icon allows you to search a field for a list of values. If you know the field value, begin typing it and click the tab key. The field will populate. If you do not know the value, click the magnifying glass icon. The Search and Select screen will populate. Click Go for the list of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

Supplier Login

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

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


Workflow Mailer EBSQ04
<System_WRKF_Notifications@Progressive.com>
Phone number: NA
04/24/2013 03:03 PM
Please respond to System_WRKF_Notifications@Progressive.com

To: STEVEN TYLER <STEVEN@YAHOO.COM>
cc
bcc
Subject: FYI: Progressive Insurance Supplier Collaboration Network: Confirmation of Registration

Time Zone (GMT -05:00/-04:00) Eastern Time

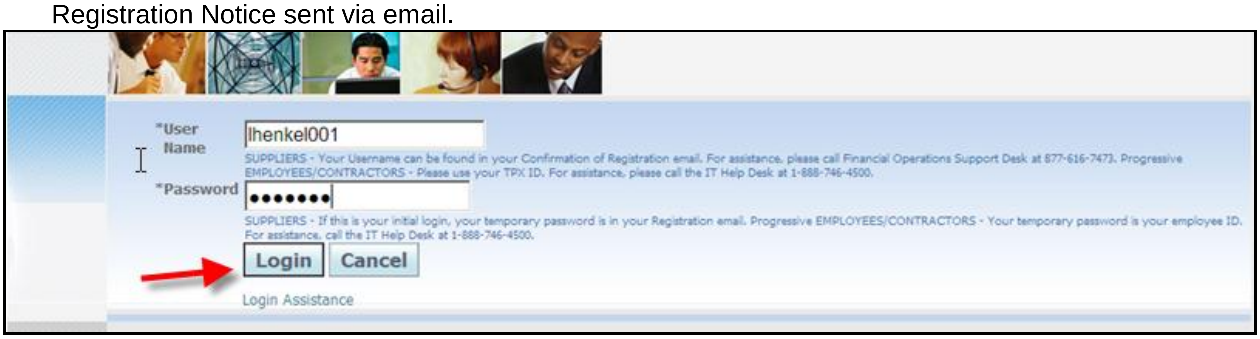
To: STEVEN TYLER
Sent
ID: 121409629

You have been registered at Progressive Insurance for access to the Supplier Self Service Network. You can log on to https://suppliersqa.progressive.com:443/oa_servlets/oracle.apps.fnd.sso.AppsLogin with the username STEVEN@YAHOO.COM and the password Zb1#3F.

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.



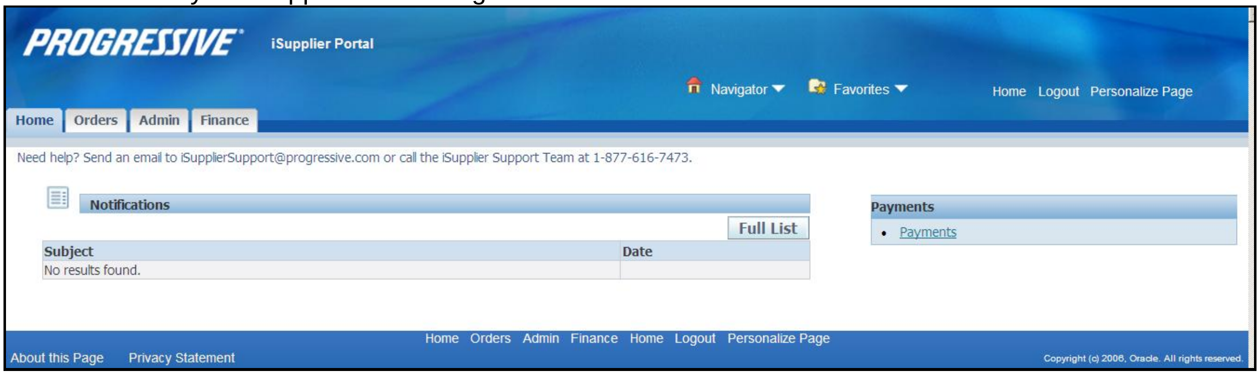
3. You will be immediately prompted to change your password. Enter the current password.

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

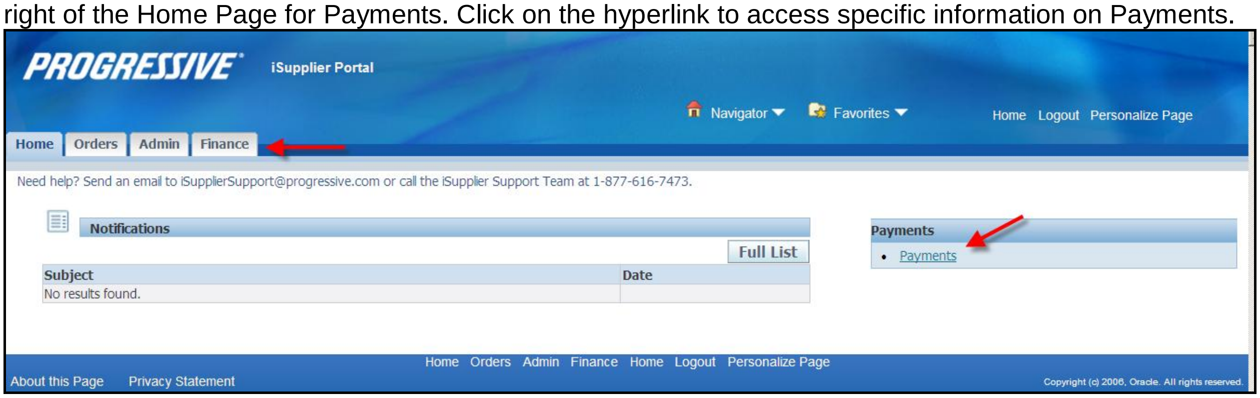
Notifications are a way of communicating information to you. Notifications will be available on iSupplier when changes are made that impact the Supplier (Bank Changes, Address Changes, etc.). In addition to these notifications you will receive an e-mail notification.

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:

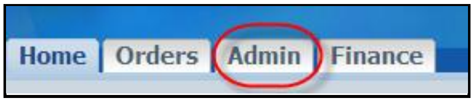
- Only available to user with Claims ISP Auto Manager Responsibility.
- View, add or update the following information: Address Book, Contact Directory, Business Classifications, Products & Services, Bank Accounts & User Accounts.

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

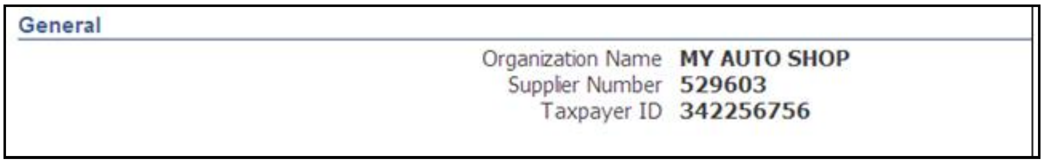
- View and search invoices
- View and search payments

View Supplier Details

1. Click on the Admin tab.

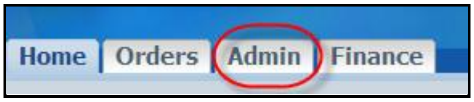


This view will produce your Supplier name as listed in our system, your Progressive Supplier Number and your Taxpayer ID.

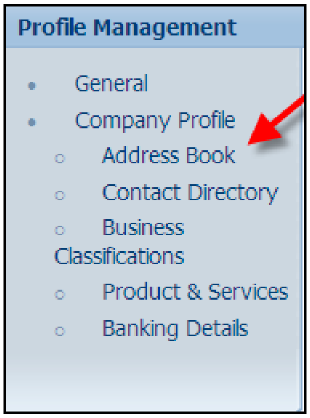


View Address Book Detail

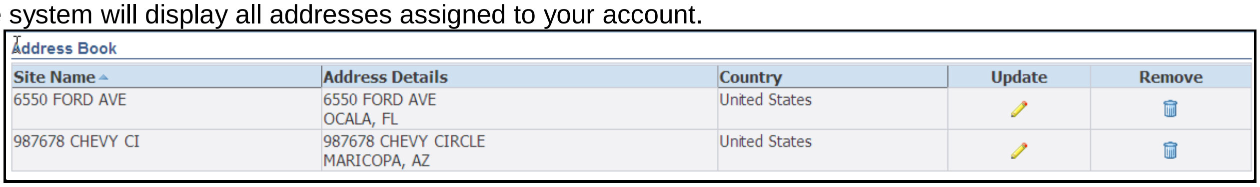
1. Click on the Admin tab.



2. Click on the Address Book link.



The system will display all addresses assigned to your account.



Address Book

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

Add/Delete User

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

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

Claims ISP Auto Manager Responsibility - Edit and View:

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

Claims ISP Auto Representative View Responsibility - View Only:

- Search/view payment remittance advice information

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

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

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

Fax: 440-603-5560

If you have any questions contact the iSupplier Support Line at 877-616-7473 or send an email to 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: 440-603-6560, 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: isuppliersupport@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**/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

User Name

Date to Delete

Authorized Representative's Signature

Date

NEP 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:

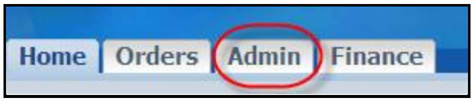
- Name of Supplier
- Progressive Supplier Number
- New Address, City, State, Zip
- Contact Name and Telephone Number
- Effective Date
- Reason for addition

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.

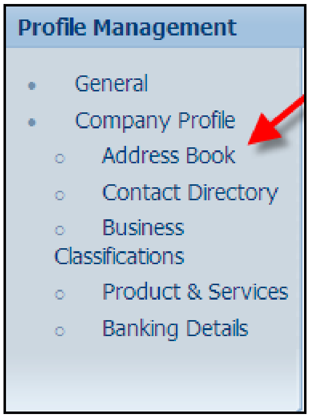
Change/Correct Address

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.

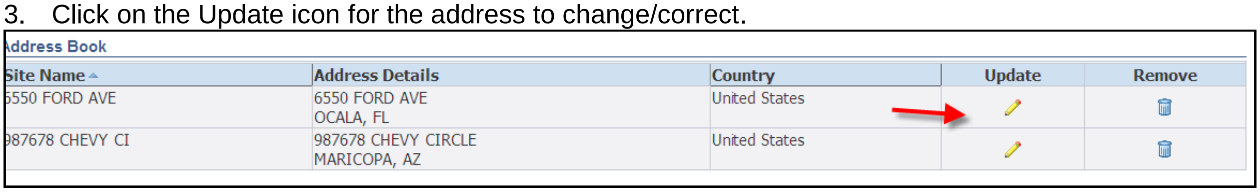
1. Click on the Admin tab.



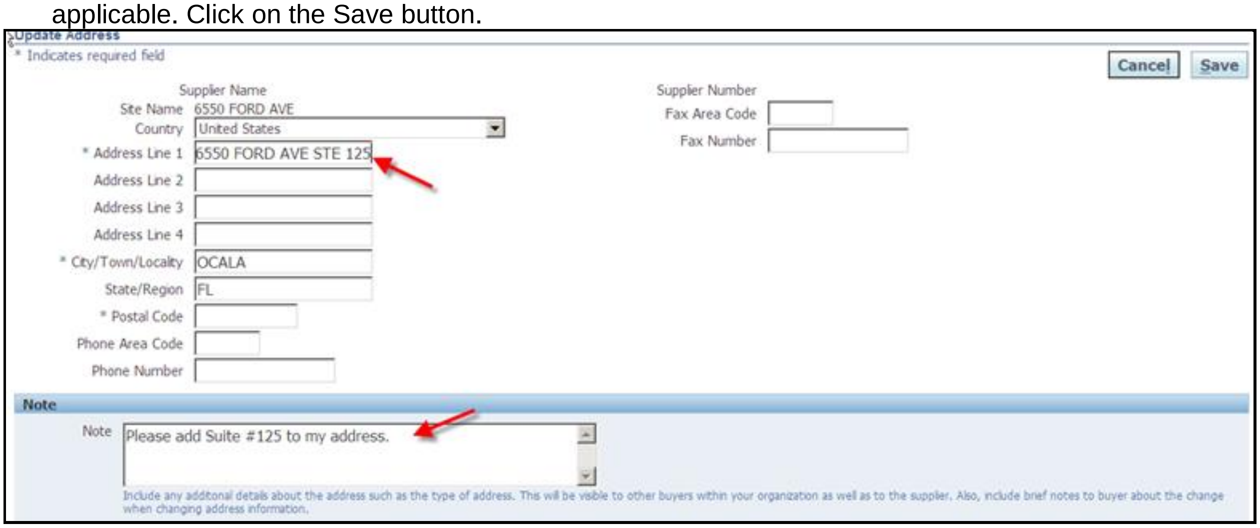
2. Click on the Address Book link.



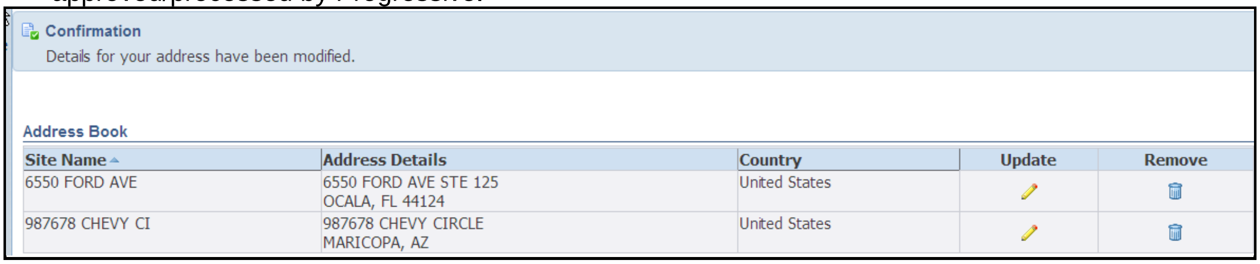
3. Click on the Update icon for the address to change/correct.



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.

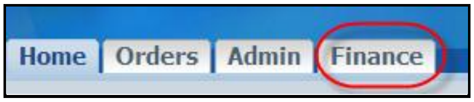

Confirmation
Details for your address have been modified.

Address Book

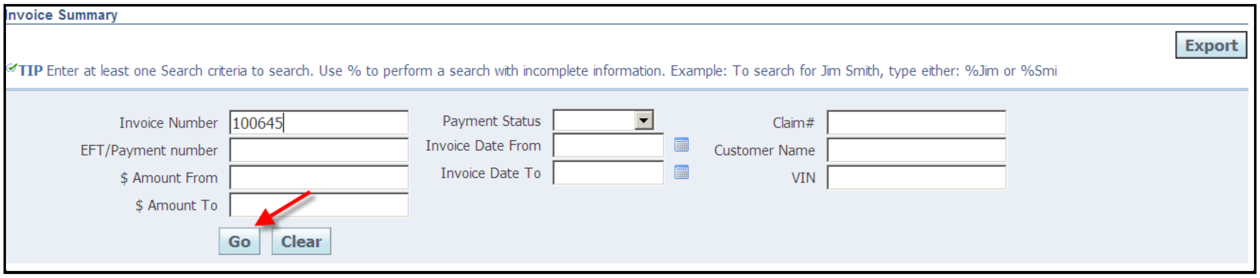
Site Name	Address Details	Country	Update	Remove
6550 FORD AVE	6550 FORD AVE STE 125 OCALA, FL 44124	United States		
987678 CHEVY CI	987678 CHEVY CIRCLE MARICOPA, AZ	United States		

View Invoices

1. Click on the Finance tab.

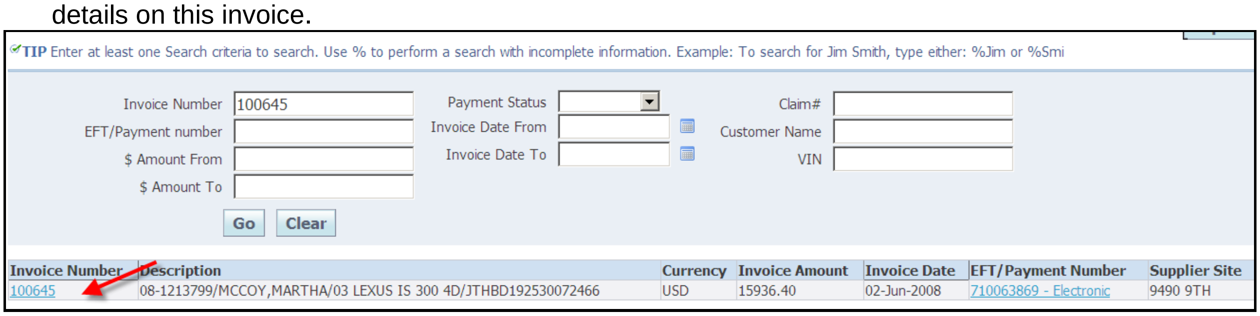


2. Enter a specific Invoice Number and click Go. To search for all invoices add the % sign to the Invoice Number field and click Go.

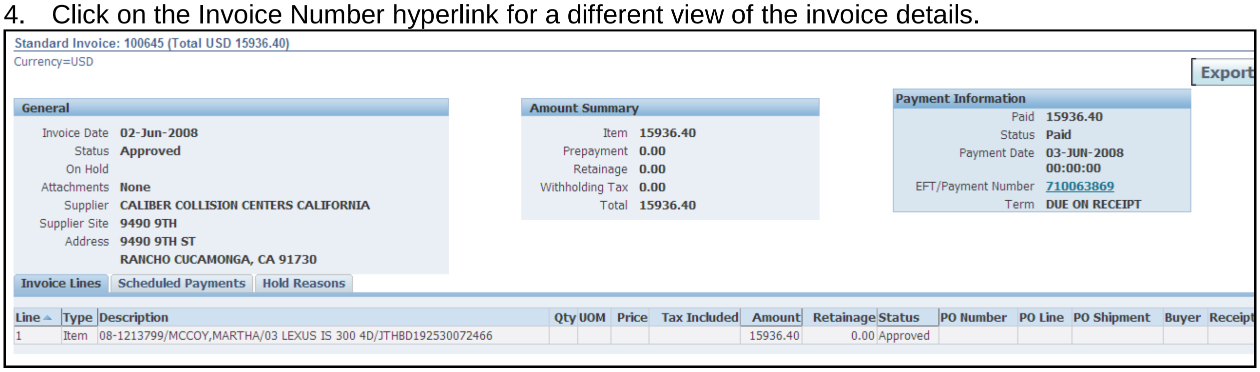


NOTE: The Export button is used when you want to export your invoice details to a separate file. This button is not used to process your payment.

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

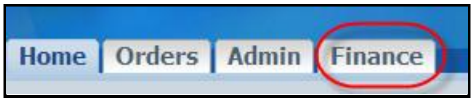


4. Click on the Invoice Number hyperlink for a different view of the invoice details.

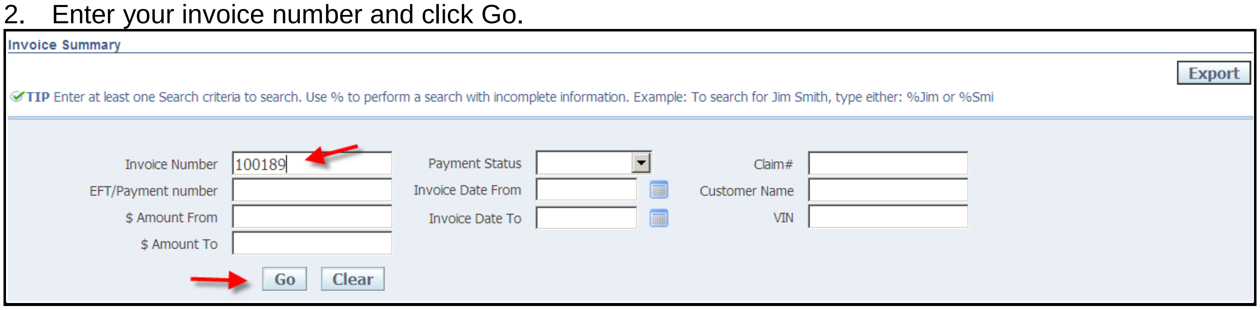


Export Invoice Search Results

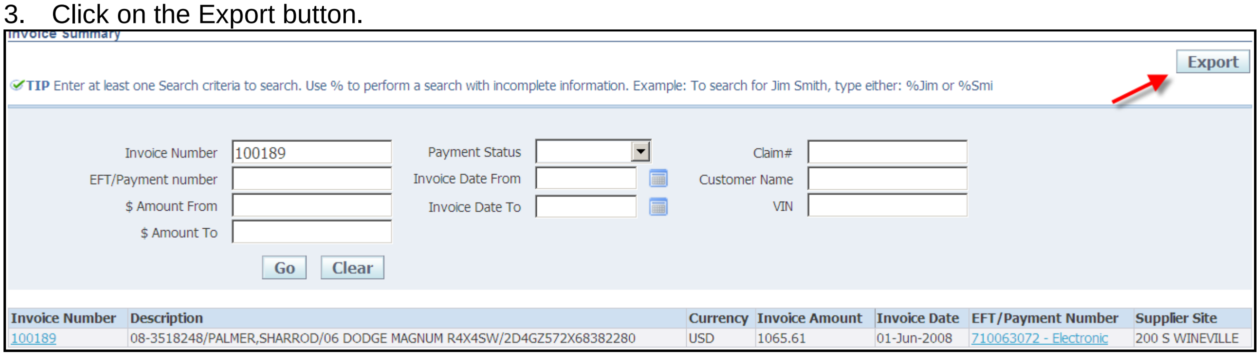
1. Click on the Finance tab.



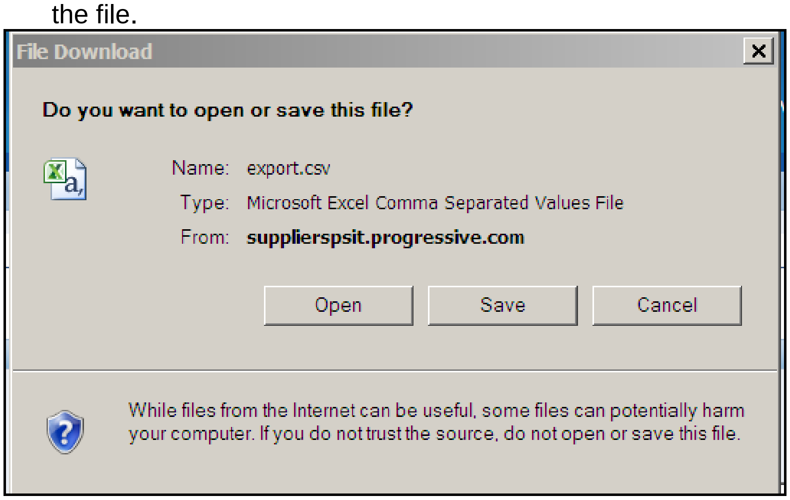
2. Enter your invoice number and click Go.



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.

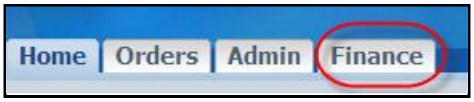


Invoice results example.

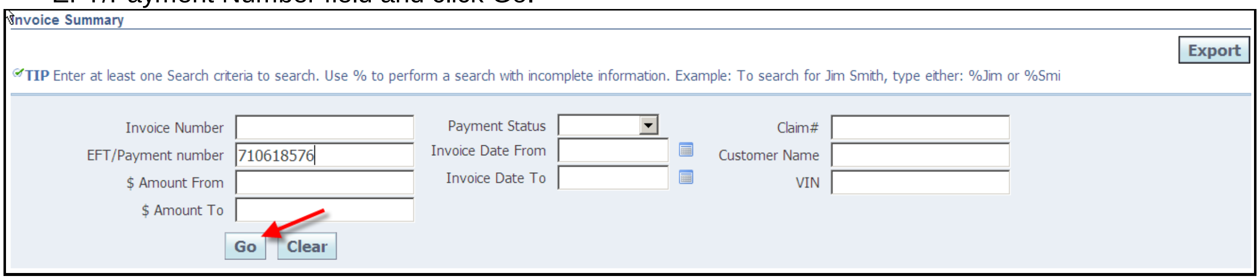
A	B	C	D	E	F	G
Invoice Nu	Description	Currency	Invoice An	Invoice Date	EFT/Payment Number	Supplier Site
100189	08-3518248/JONES,MARY/06 DODGE MAGNUI	USD	1065.61	01-Jun-08	710063072 - Electronic	200 S WINEVILLE

View Payments

1. Click on the Finance tab.

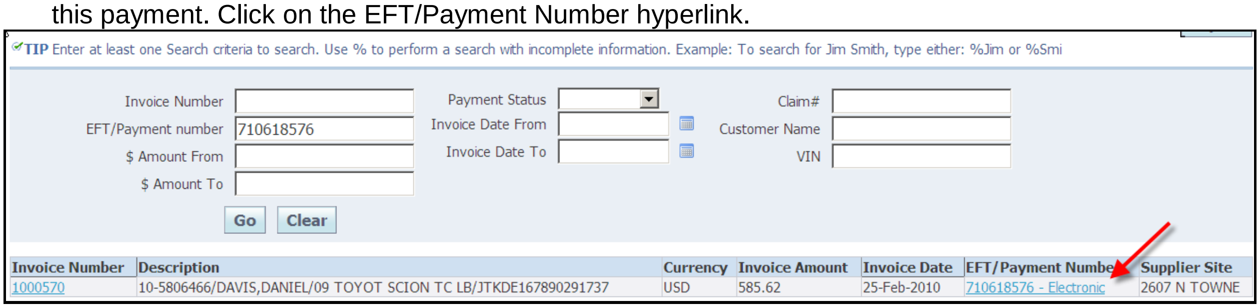


2. Enter a specific Payment Number and click Go. To search for all payments add the % sign to the EFT/Payment Number field and click Go.

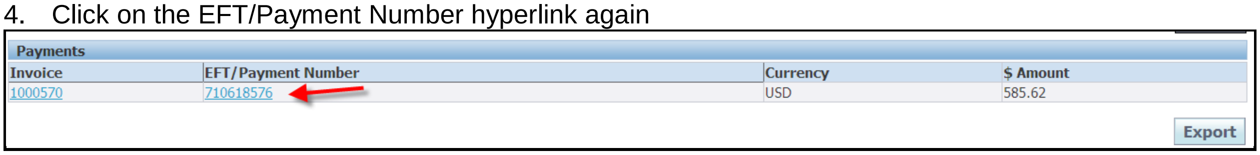


NOTE: The Export button is used when you want to export your payment details to a separate file. This button is not used to process your payment.

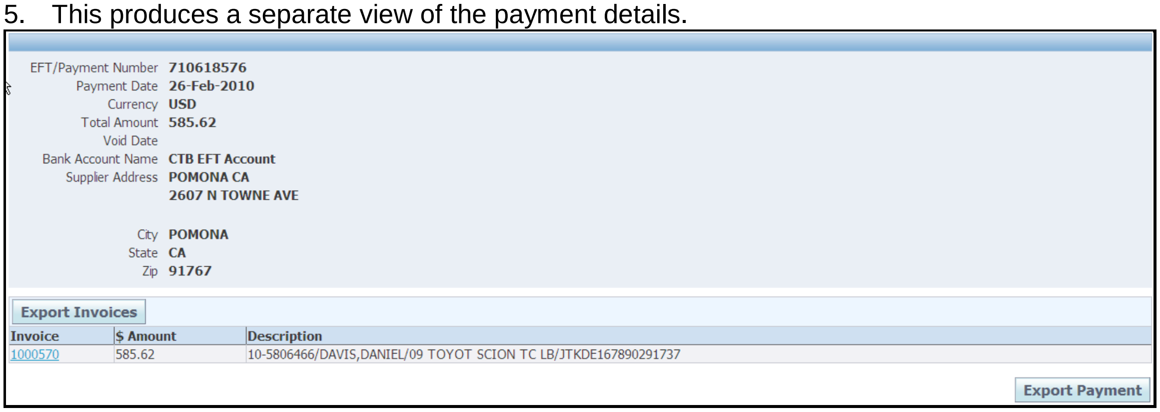
3. View the payment details. You can also click on the Invoice Number hyperlink to view invoice details on this payment. Click on the EFT/Payment Number hyperlink.



4. Click on the EFT/Payment Number hyperlink again

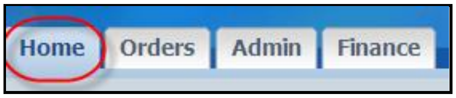


5. This produces a separate view of the payment details.

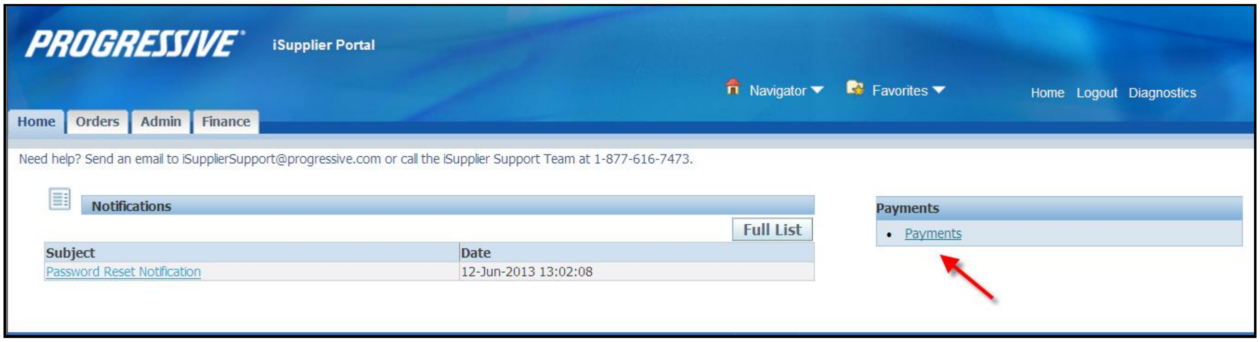


Export Payment Search Results

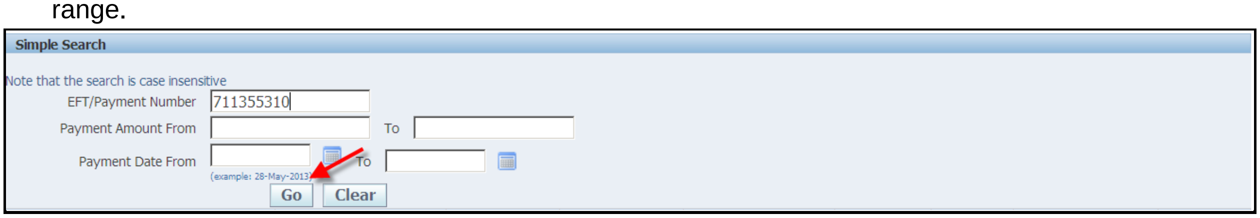
1. Click on the Home tab.



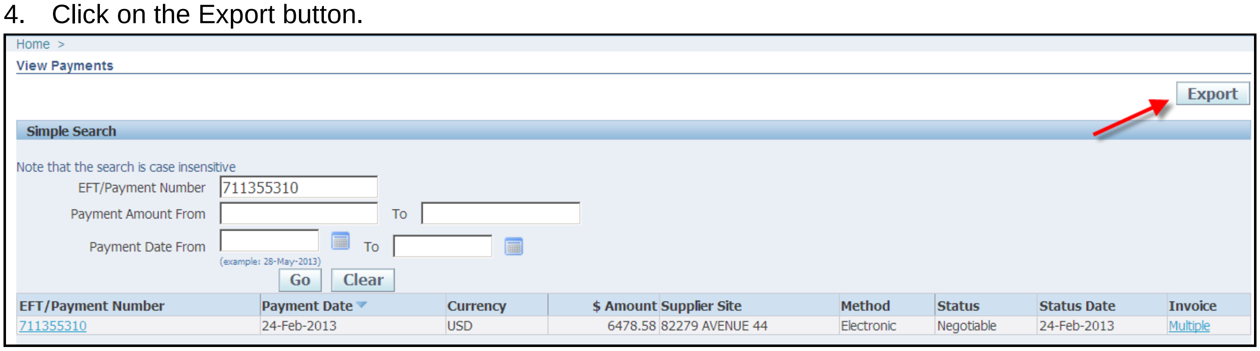
2. Click on the Payments hyperlink on the right of the Home page.



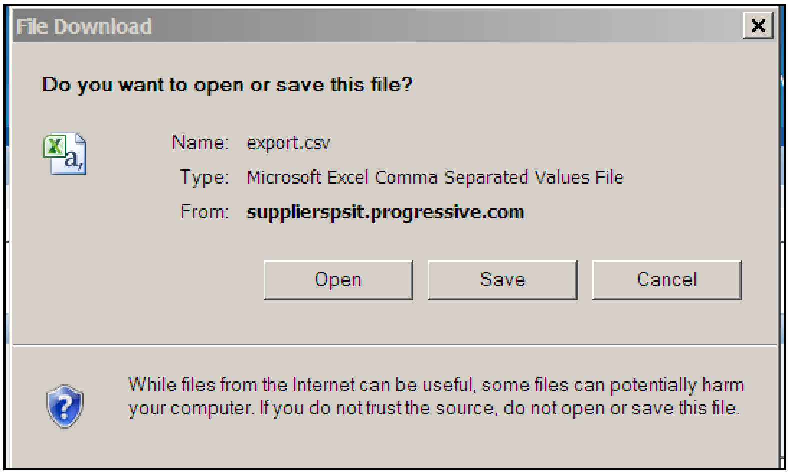
3. Enter a specific Payment Number and then click Go. You can also enter a payment amount or date range.



4. Click on the Export button.



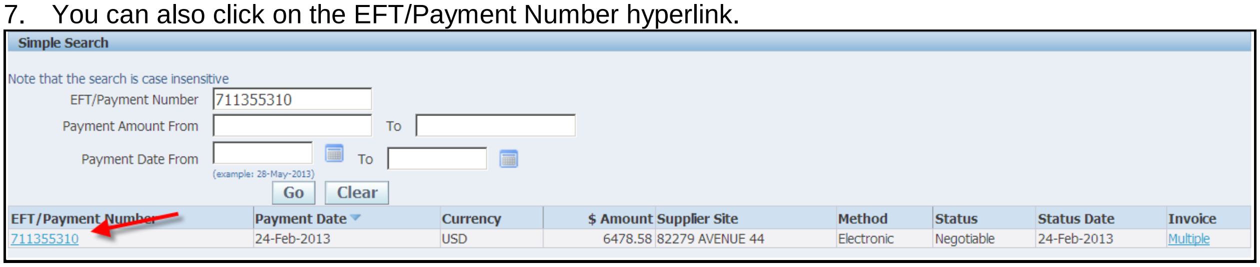
6. The file download box will appear, click Save to save your information in .csv format. Click Open to open the file in Excel.



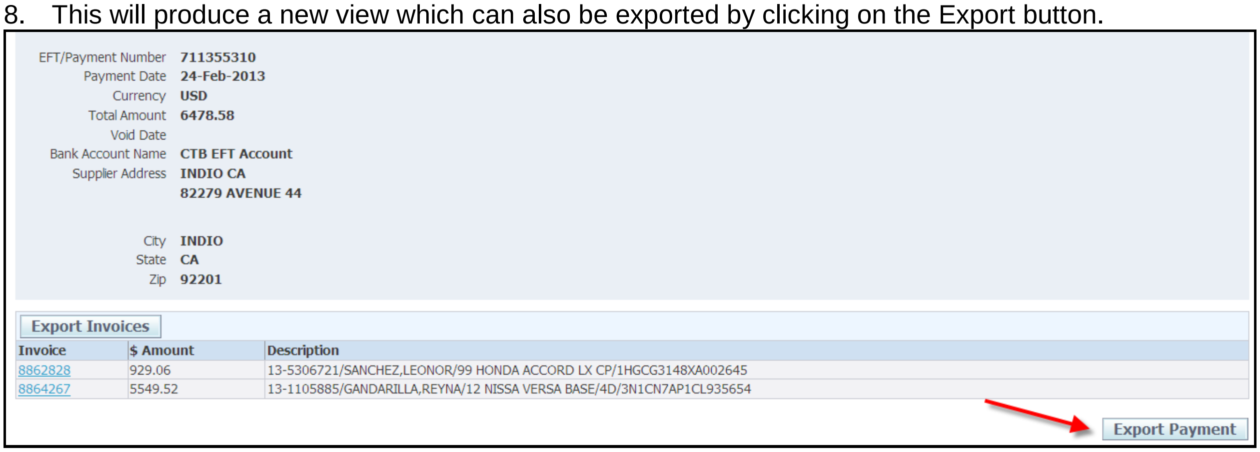
Payment results example.

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

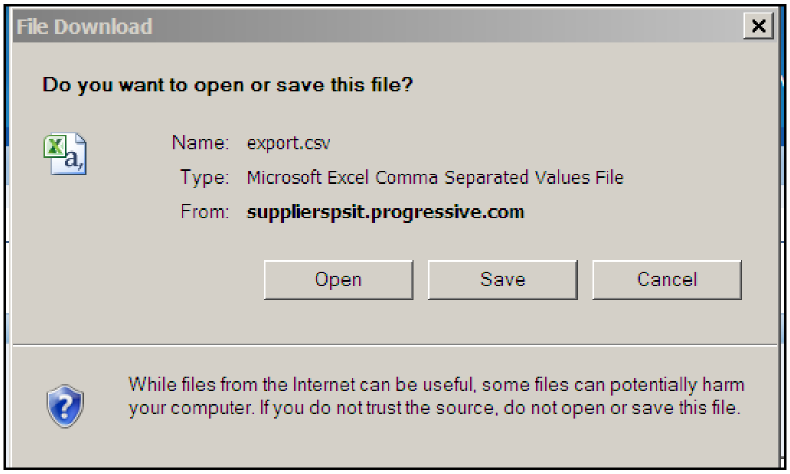
7. You can also click on the EFT/Payment Number hyperlink.



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



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.

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

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.

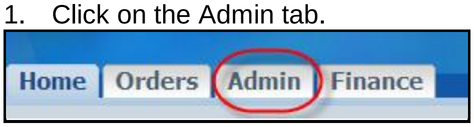
Entering a New Bank Account

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.

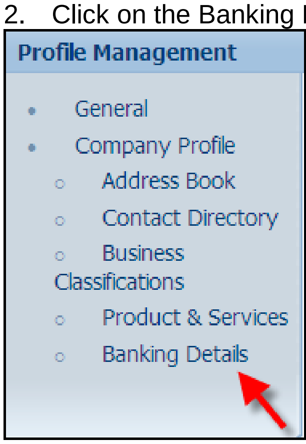
Routing Number Exists

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.

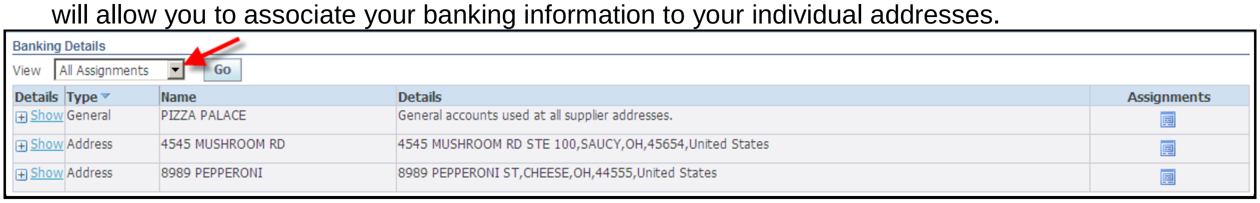
1. Click on the Admin tab.



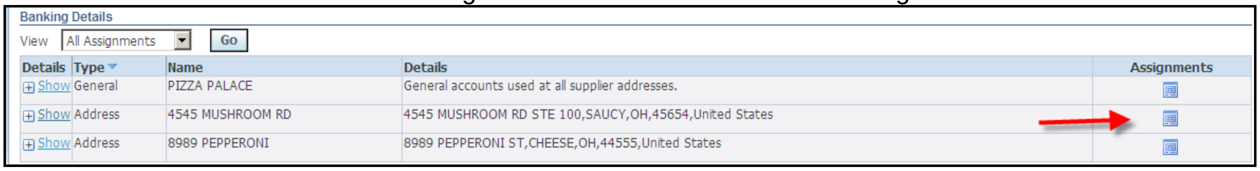
2. Click on the Banking Details link.



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.

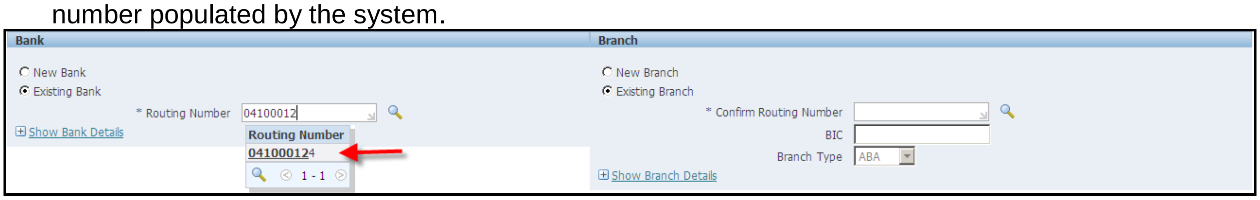


4. Find the address to add the banking information to and click on the Assignments icon.

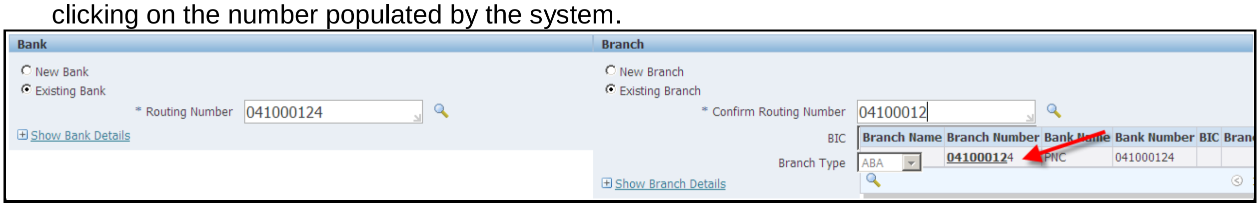


5. Click on the Create button.

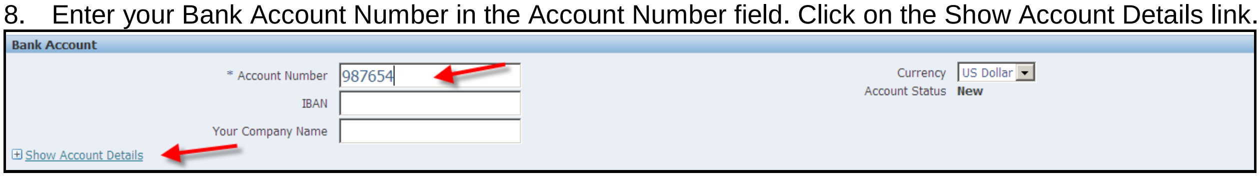
6. Start to type the Routing number in the Routing number field. As you type Routing Numbers should start to populate below the field after a slight delay. Choose the correct Routing Number by clicking on the number populated by the system.



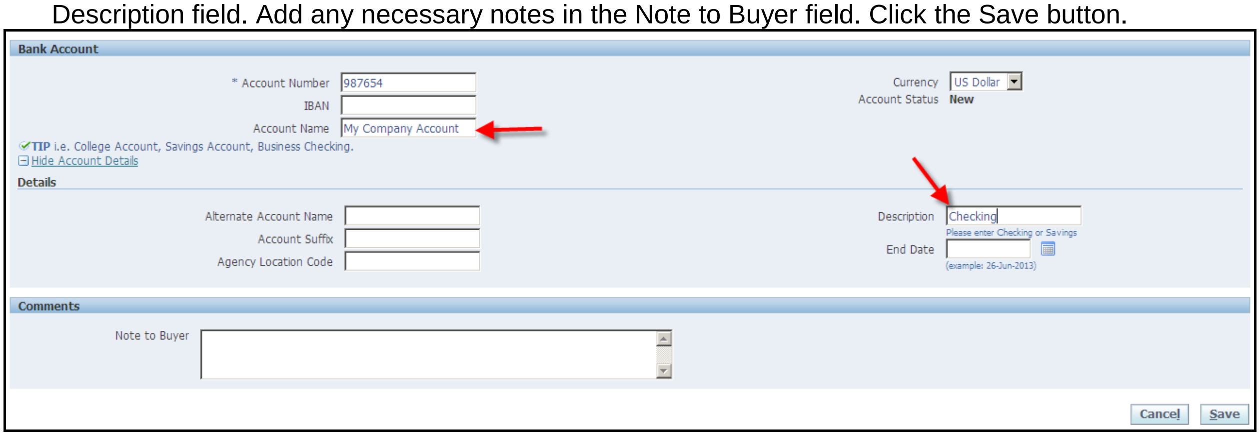
7. Enter your Routing Number again in the Confirm Routing Number field. As you type Routing Numbers should start to populate below the field after a slight delay. Choose the correct Routing Number by clicking on the number populated by the system.



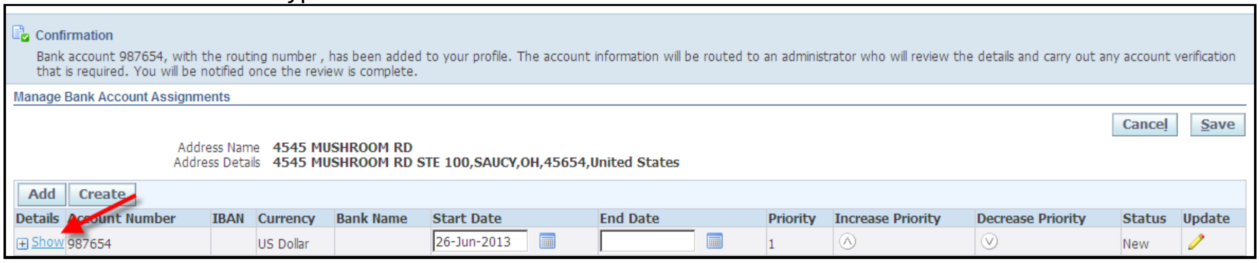
8. Enter your Bank Account Number in the Account Number field. Click on the Show Account Details link.



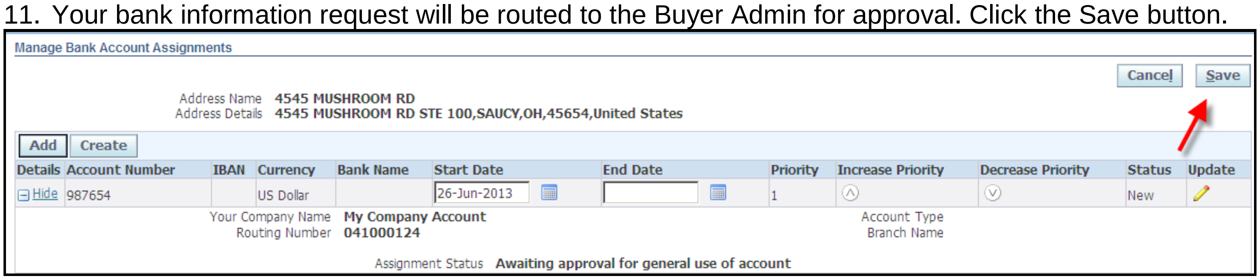
9. Enter your Account Name (Nickname) in the Account Name field. Enter Checking or Savings in the Description field. Add any necessary notes in the Note to Buyer field. Click the Save button.



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.

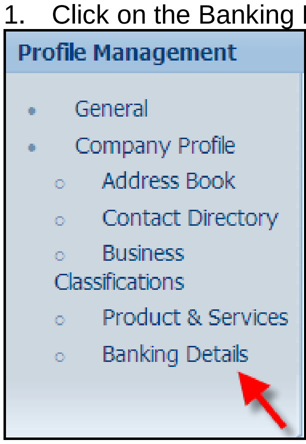


12. Once your bank information is approved you will receive an email confirmation and the Assignment Status will change to approved.

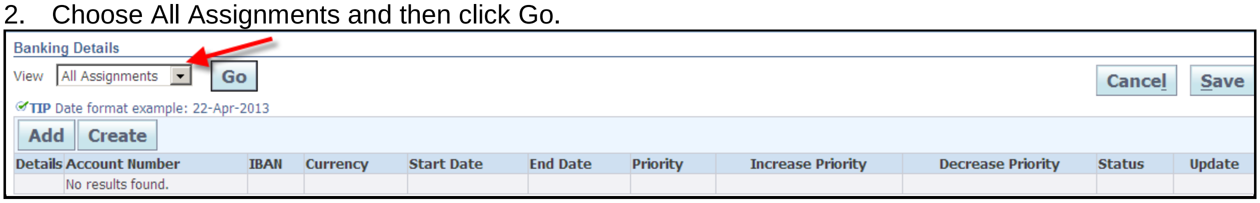
Routing Number Does Not Exist

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

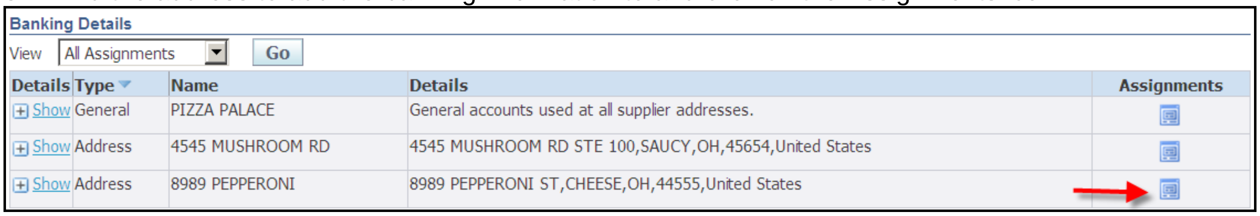
1. Click on the Banking Details link again.



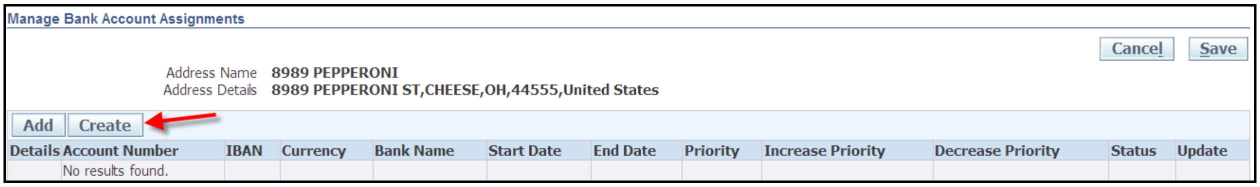
2. Choose All Assignments and then click Go.



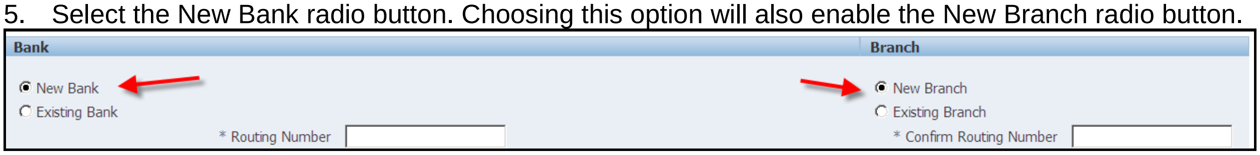
3. Find the address to add the banking information to and click on the Assignments icon.



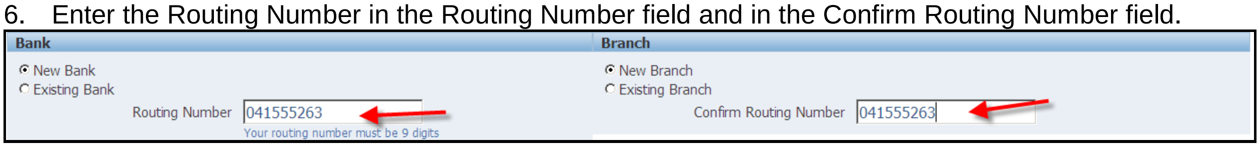
4. Click on the Create button.



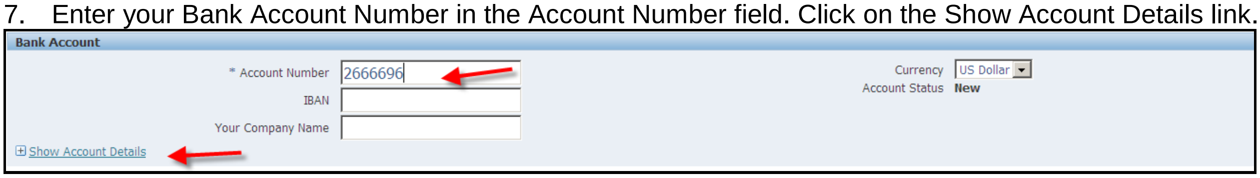
5. Select the New Bank radio button. Choosing this option will also enable the New Branch radio button.



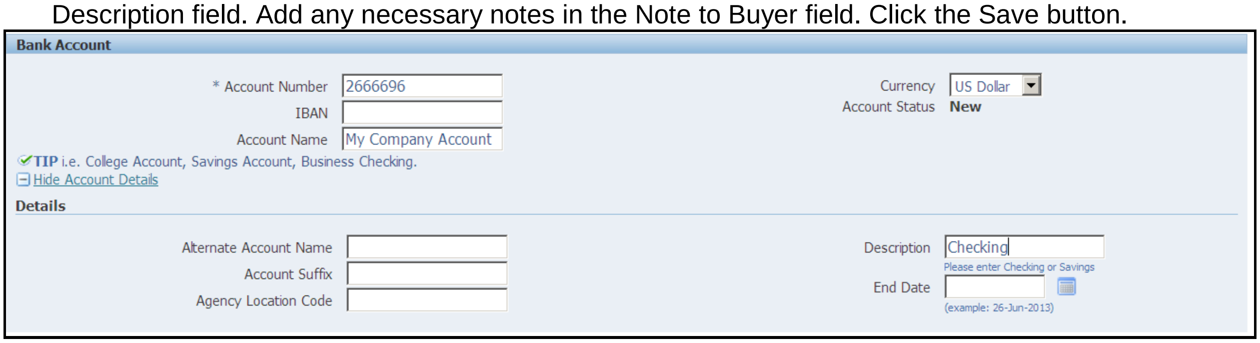
6. Enter the Routing Number in the Routing Number field and in the Confirm Routing Number field.



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

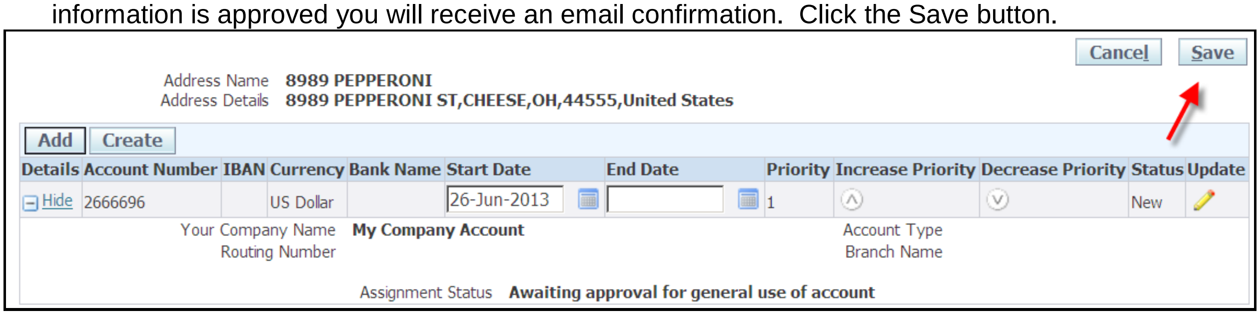


8. Enter your Account Name (Nickname) in the Account Name field. Enter Checking or Savings in the Description field. Add any necessary notes in the Note to Buyer field. Click the Save button.



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.

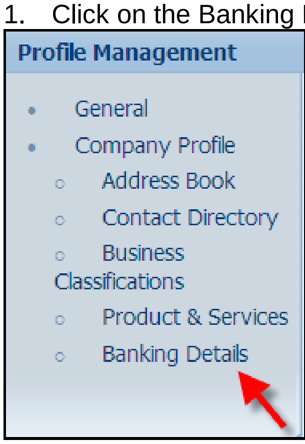


11. Once your bank information is approved you will receive an email confirmation and the Assignment Status will change to approved

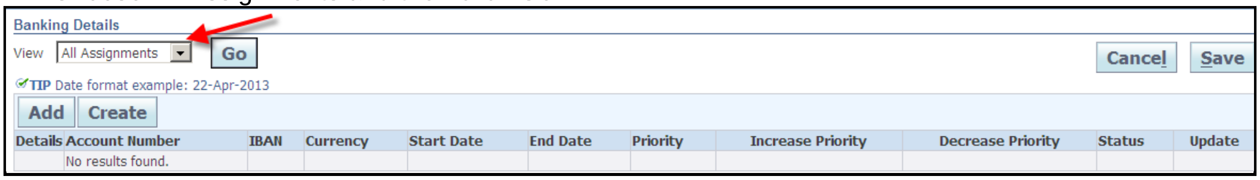
Add Bank to Address Using Existing Bank

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.

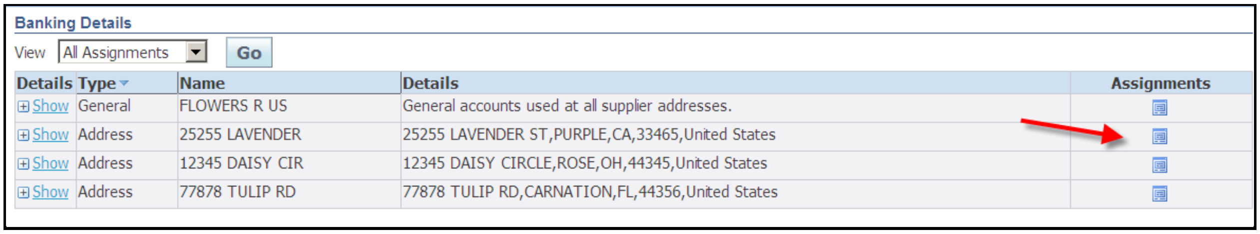
1. Click on the Banking Details link again.



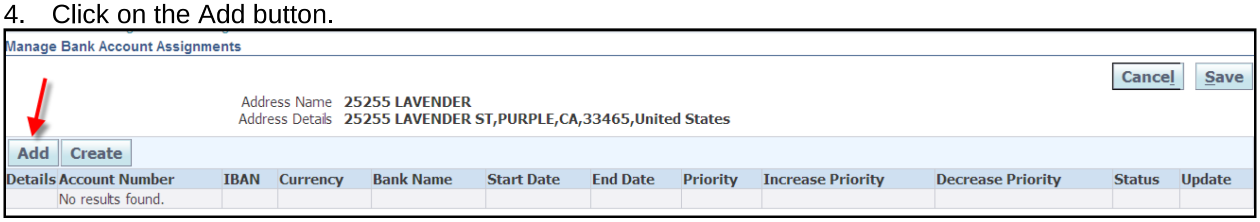
2. Choose All Assignments and then click Go.



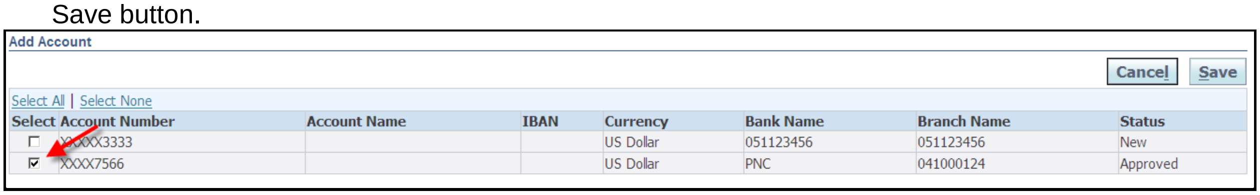
3. Click on the Assignments icon for the address that requires the banking information to be associated to it.



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.



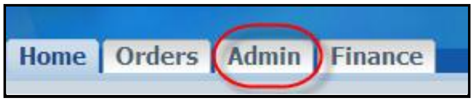
6. The system will display a confirmation that the general account assignments have been updated. Click on the Show hyperlink.

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

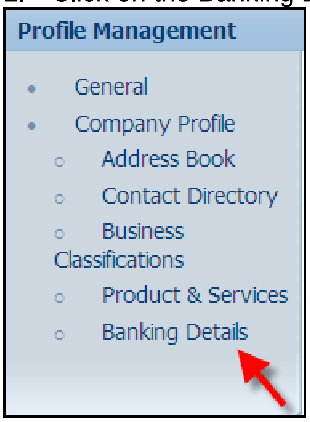
8. Once your bank information is approved you will receive an email confirmation and the Assignment Status will change to approved

View Bank Account

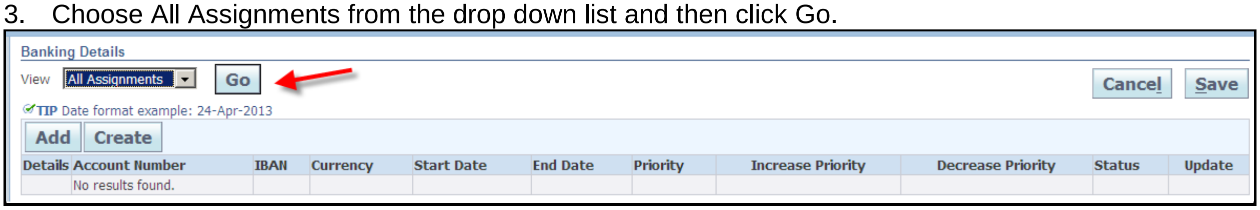
1. Click on the Admin tab.



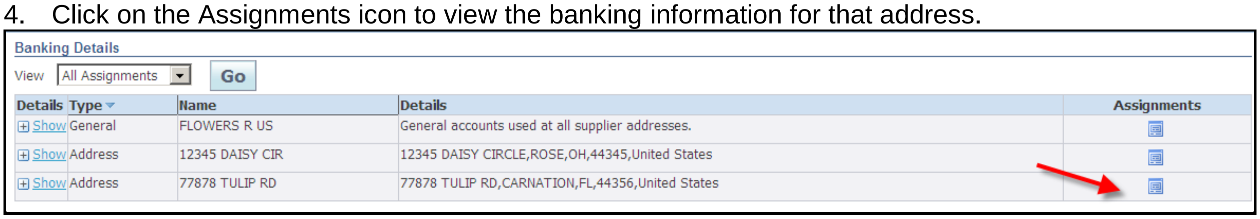
2. Click on the Banking Details link.



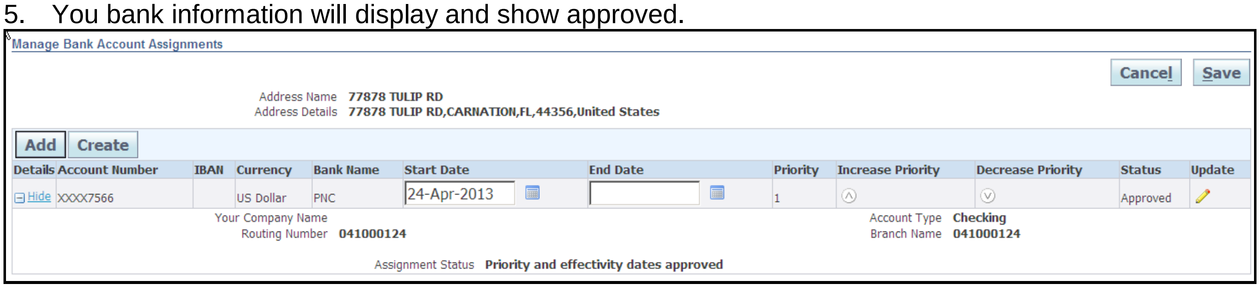
3. Choose All Assignments from the drop down list and then click Go.



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

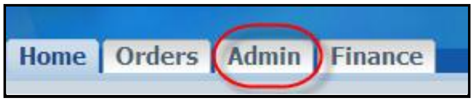


5. You bank information will display and show approved.

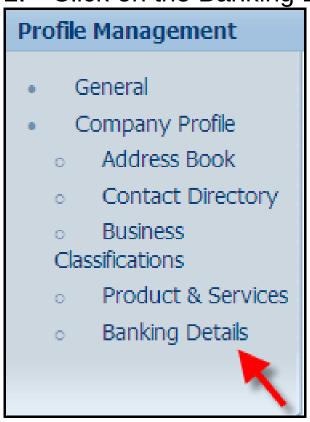


Inactivate Bank Account for a Specific Address

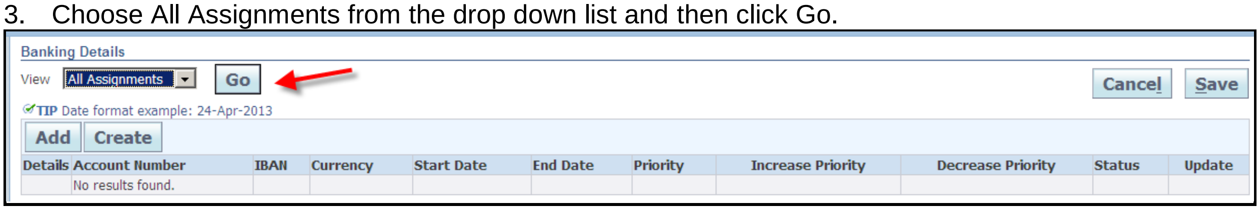
1. Click on the Admin tab.



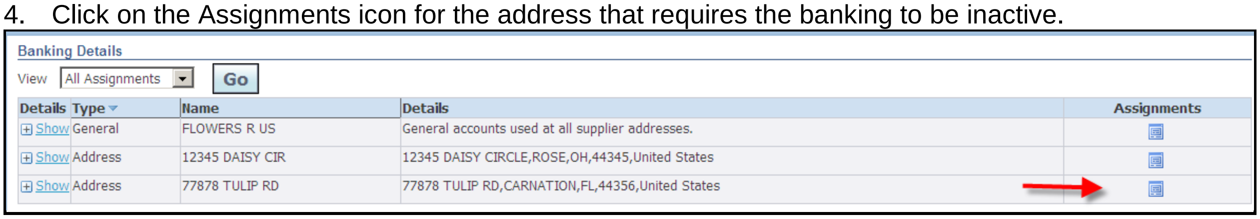
2. Click on the Banking Details link.



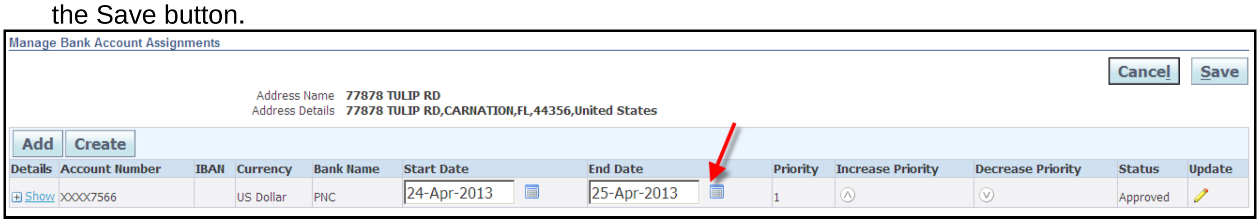
3. Choose All Assignments from the drop down list and then click Go.



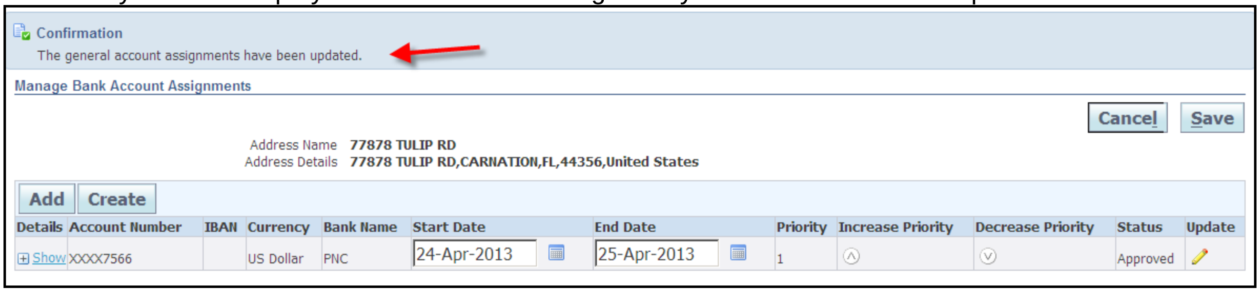
4. Click on the Assignments icon for the address that requires the banking to be inactive.



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



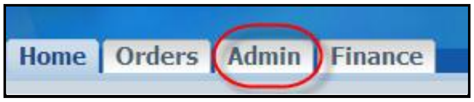
6. The system will display a Confirmation message that your account has been updated.



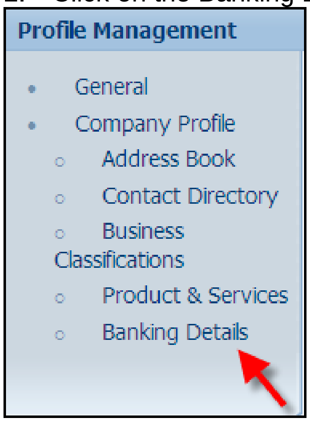
NOTE: If you are deactivating your banking information for a specific address because it has changed, be sure to set up the new banking information for the same address immediately after you submit your deactivation request. This will ensure that there is no disruption in your EFT payments.

View Bank Account Address Assignments

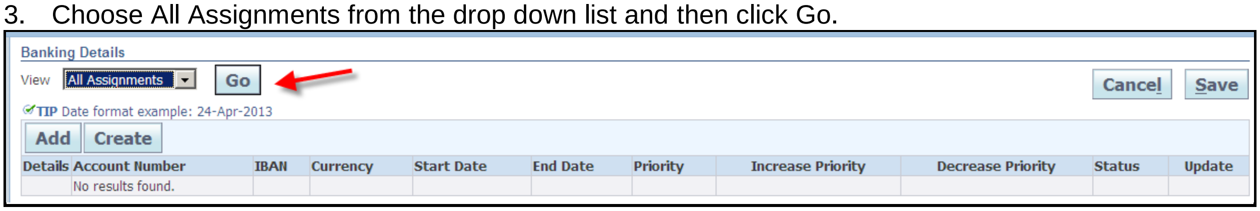
1. Click on the Admin tab.



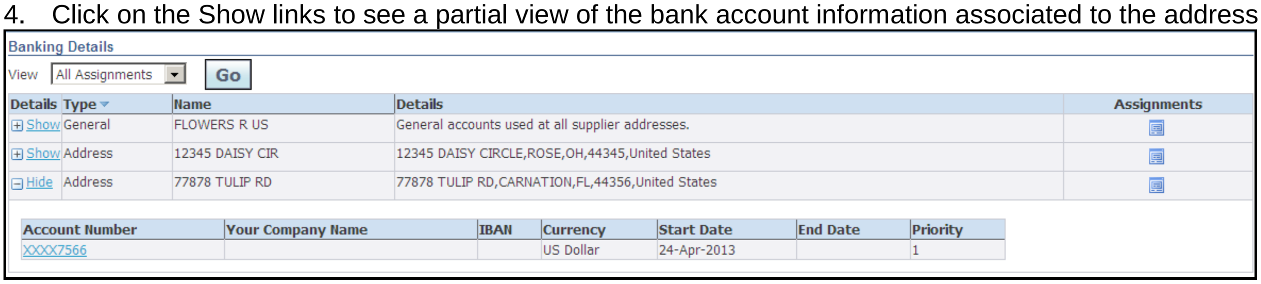
2. Click on the Banking Details link.



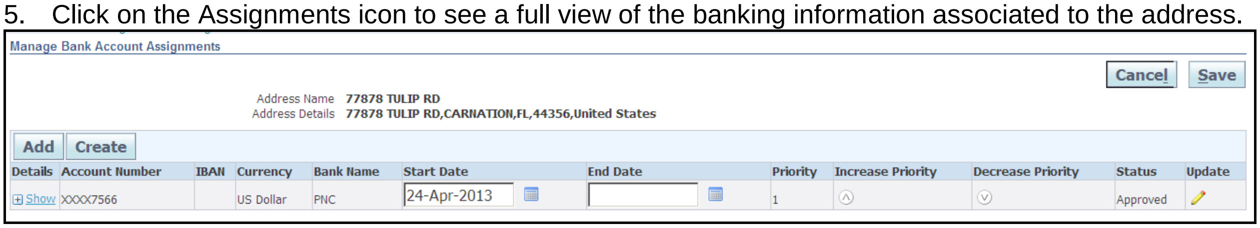
3. Choose All Assignments from the drop down list and then click Go.



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 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.

PROGRESSIVE

Page 1 of 1

NOTICE OF DEPOSIT: ELECTRONIC FUNDS TRANSFER # 710001078

CS PAYMENTS COLORADO 141725 SOUTH MAIN COLORADO SPRINGS, CO 80901 (147) 3691111	The Progressive Group of Insurance Companies 6300 Wilson Mills Rd. Mayfield Village, OH 44143

Notice of Deposit:	09/14/2007	Account Number:	*****0770
Progressive's Supplier Number:	206046	Routing Number:	101000019
Total Payment Amount:	$52,639.24	Total Number of Invoices:	7

This amount should appear in your bank account within 3 business days from the notice date. If you have any questions regarding this payment, please contact Progressive's iSupplier Support Team at 1-877-616-7473. If you have questions regarding a specific claim, please contact the assigned claims adjuster.

Details:

CLAIM #	CUSTOMER NAME	VEHICLE DESCRIPTION	VIN	COVERAGE	INVOICE #	COMPANY	AMOUNT
07-3441427	VINCENT P SCHAAD	97 PONTI GRAND PRIX CP	1G2WP12K275076444	COLL	6230	Progressive Casualty Insurance Company	$500.00
07-3501434	MARTHA RINKER	02 FORD EXPLORER4X4 SW	1FMZU73E675060500	COLL	6196	Progressive Direct Insurance Company	$10,461.86
07-3641362	KIMBERLY L LOWE	06 JEEP LIBERTY 4X4SW	1J4GL58KX75036963	COLL	6192	Progressive Classic Insurance Company	$10,514.86
07-3661383	ALBERT L PERRIEN	95 FORD TAURUS GL/S4D	1FALP52UX75060453	COLL	6194	Progressive Northwestern Insurance Company	$10,766.78
07-3761397	KEITH SMART	05 HONDA CIVIC EX 4D	1HGES267X75061861	COLL	6182	Progressive Casualty Insurance Company	$9,730.49
07-3781304	DOROTHY MCCLURE	02 MERCE S430 4D	WDBNG70J775060662	COLL	6187	Progressive Casualty Insurance Company	$10,580.25
07-3941425	JON EIKANAS	97 MITSU ECLIPSE GS 2H	4A3AK44Y275061882	COLL,PD	6223	Progressive Northwestern Insurance Company	$85.00

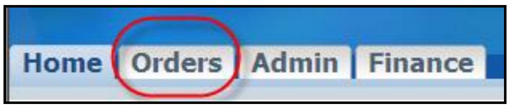
Proof of Insurance Deliverable Notices

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

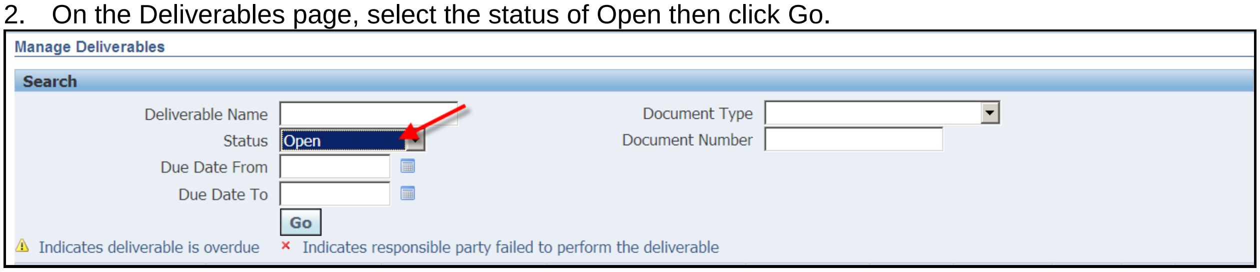
7 days prior to certificate expiration, Progressive will generate reminder notices to the email account registered with Progressive. The email will be sent from a general account System_WRKF_Notifications@progressive.com.

Responding to the Deliverable

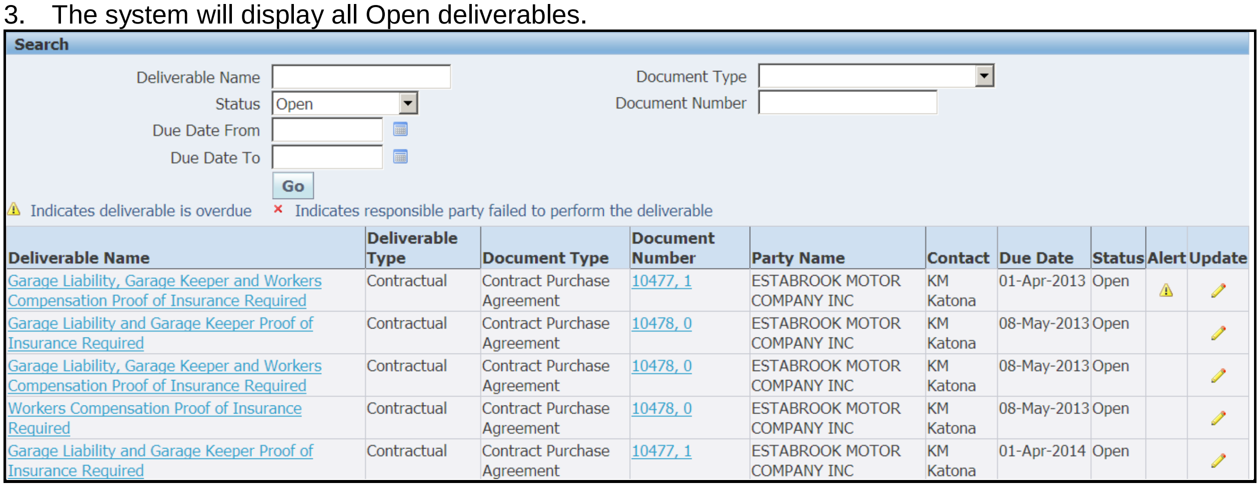
1. To attach the insurance certificate to the reminder notice in iSupplier, log into iSupplier and click on the Orders tab.



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

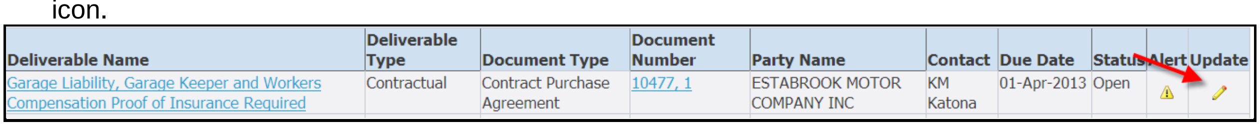


3. The system will display all Open deliverables.



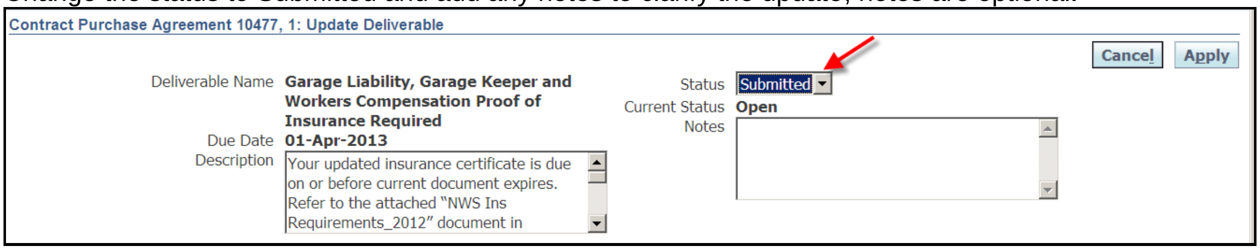
Deliverable Name	Deliverable Type	Document Type	Document Number	Party Name	Contact	Due Date	Status	Alert	Update
Garage Liability, Garage Keeper and Workers Compensation Proof of Insurance Required	Contractual	Contract Purchase Agreement	10477, 1	ESTABROOK MOTOR COMPANY INC	KM Katona	01-Apr-2013	Open		
Garage Liability and Garage Keeper Proof of Insurance Required	Contractual	Contract Purchase Agreement	10478, 0	ESTABROOK MOTOR COMPANY INC	KM Katona	08-May-2013	Open		
Garage Liability, Garage Keeper and Workers Compensation Proof of Insurance Required	Contractual	Contract Purchase Agreement	10478, 0	ESTABROOK MOTOR COMPANY INC	KM Katona	08-May-2013	Open		
Workers Compensation Proof of Insurance Required	Contractual	Contract Purchase Agreement	10478, 0	ESTABROOK MOTOR COMPANY INC	KM Katona	08-May-2013	Open		
Garage Liability and Garage Keeper Proof of Insurance Required	Contractual	Contract Purchase Agreement	10477, 1	ESTABROOK MOTOR COMPANY INC	KM Katona	01-Apr-2014	Open		

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

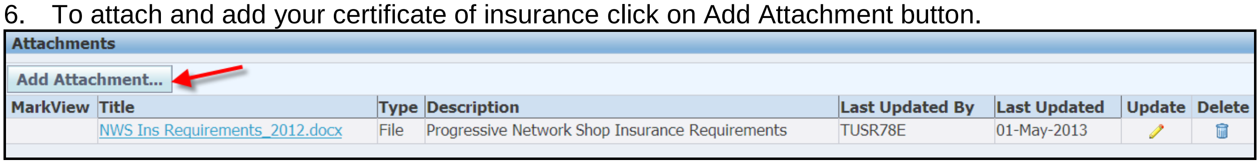


Deliverable Name	Deliverable Type	Document Type	Document Number	Party Name	Contact	Due Date	Status	Alert	Update
Garage Liability, Garage Keeper and Workers Compensation Proof of Insurance Required	Contractual	Contract Purchase Agreement	10477, 1	ESTABROOK MOTOR COMPANY INC	KM Katona	01-Apr-2013	Open		

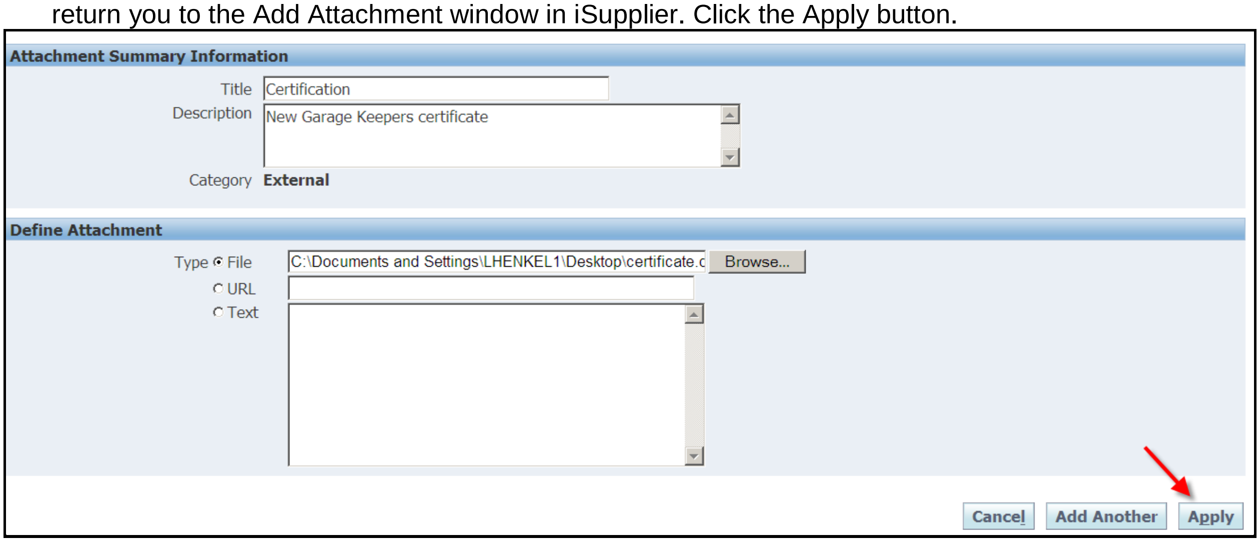
5. Change the status to Submitted and add any notes to clarify the update, notes are optional.



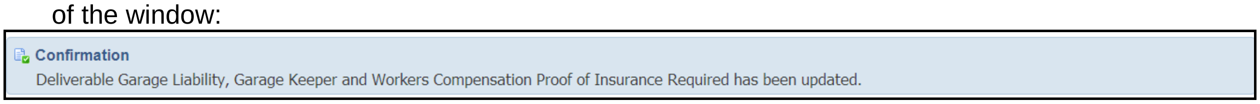
6. To attach and add your certificate of insurance click on Add Attachment button.



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

Scenario	Actions to Take
Attached the wrong document	Use the Delete (trash can icon) to remove the file. Follow the previous steps to attach the correct file.
Forgot to attach the document	If you have not been contacted by the Claims Compliance Team: Search for the item on the Orders > 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)
Forgot to change the status	If you have not been contacted by the Claims Compliance Team: Search for the item on the Orders > 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)

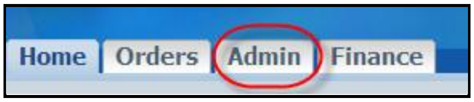
Manual Process to Provide Proof of Insurance
A paper copy of the insurance certificate should be faxed to 866-744-5542, attention: NWS Compliance.

Contacts Directory

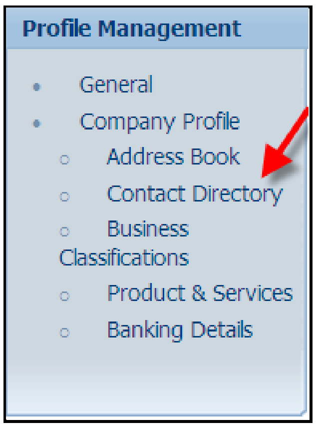
The iSupplier application allows Suppliers to provide Contact information to Progressive via the iSupplier portal.

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.

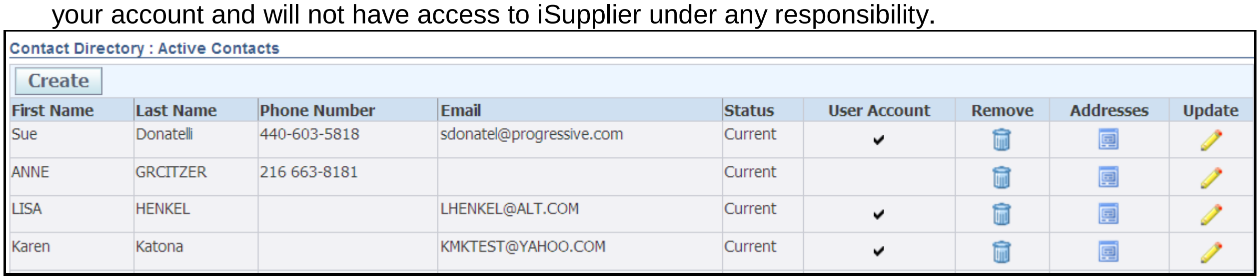
1. Click on the Admin tab.



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.



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	✔			

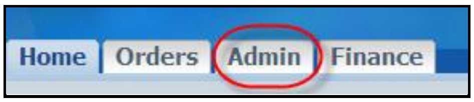
NOTE: To add an iSupplier User to your account an Add/Delete User from must be completed by the person with the correct authority and then submitted to Progressive for processing and approval.

Business Classifications

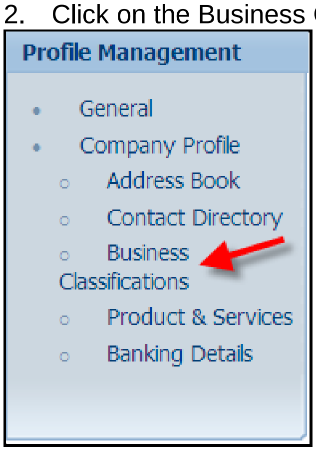
The iSupplier application allows Suppliers to provide their Business Classification information to Progressive via the iSupplier portal. Inclusion of this information is strictly voluntary and not required by Progressive.

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.

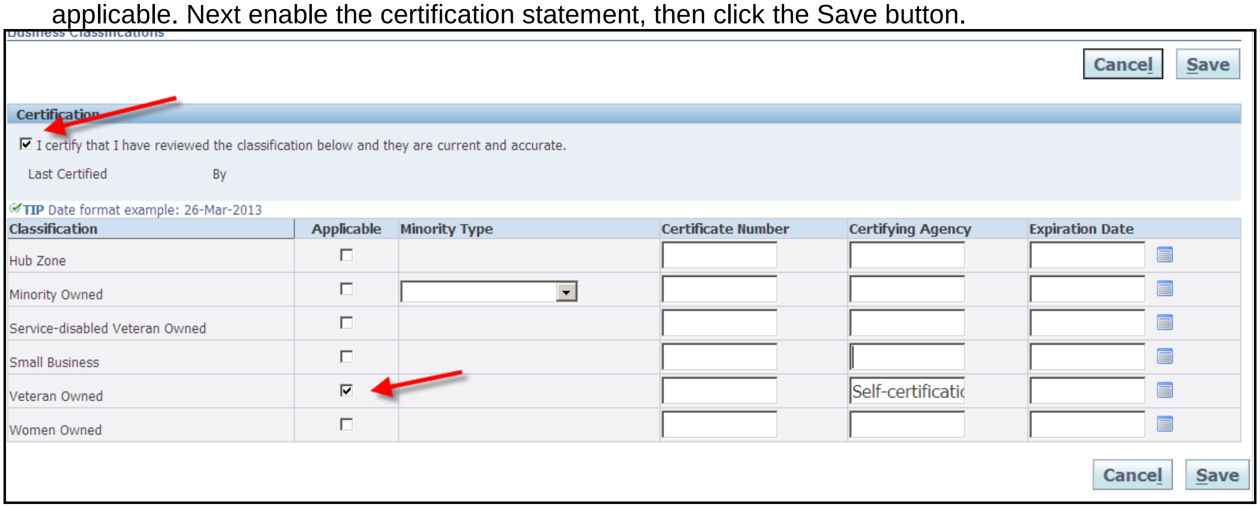
1. Click on the Admin tab.



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.

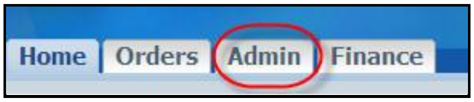


Products and Services

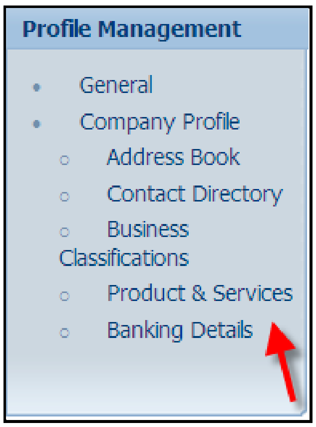
The iSupplier application allows Suppliers to provide their Products and Services information to Progressive via the iSupplier portal. Inclusion of this information is strictly voluntary and not required by Progressive.

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.

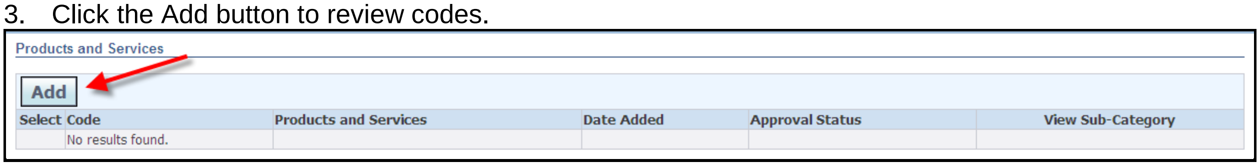
1. To start click on the Admin tab.



2. Click on the Products and Services link.



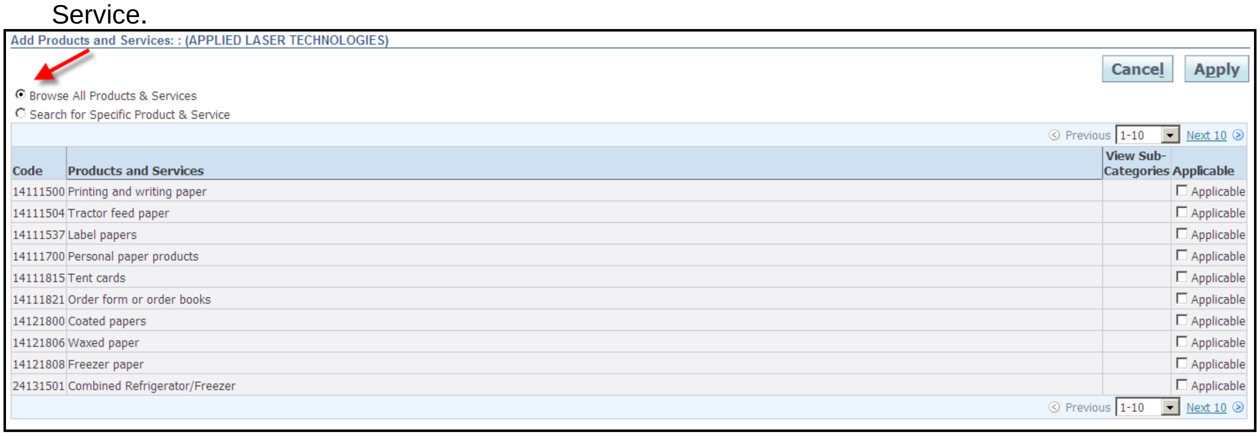
3. Click the Add button to review codes.


Products and Services

Add

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

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


Add Products and Services: : (APPLIED LASER TECHNOLOGIES)

Cancel Apply

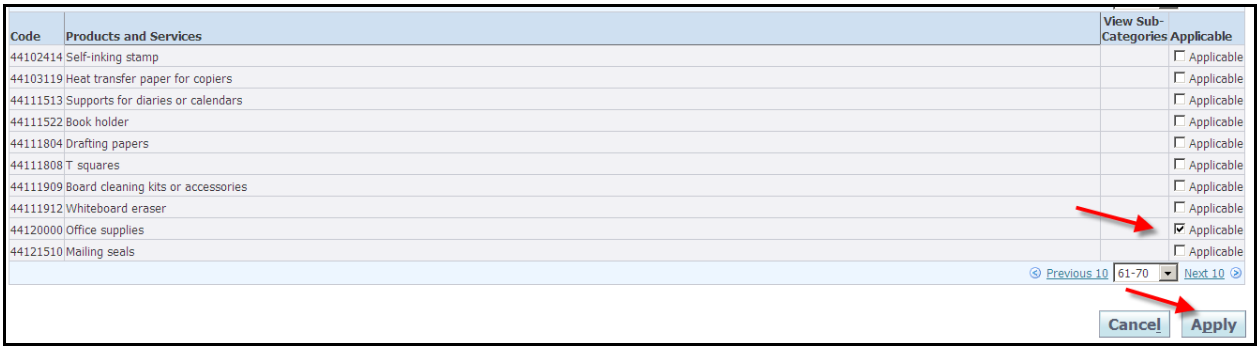
Browse All Products & Services
Search for Specific Product & Service

Previous 1-10 Next 10

Code	Products and Services	View Sub-Categories	Applicable
14111500	Printing and writing paper		Applicable
14111504	Tractor feed paper		Applicable
14111537	Label papers		Applicable
14111700	Personal paper products		Applicable
14111815	Tent cards		Applicable
14111821	Order form or order books		Applicable
14121800	Coated papers		Applicable
14121806	Waxed paper		Applicable
14121808	Freezer paper		Applicable
24131501	Combined Refrigerator/Freezer		Applicable

Previous 1-10 Next 10

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

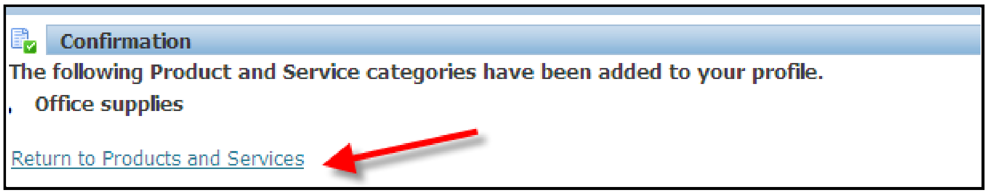


Code	Products and Services	View Sub-Categories	Applicable
44102414	Self-inking stamp		☐ Applicable
44103119	Heat transfer paper for copiers		☐ Applicable
44111513	Supports for diaries or calendars		☐ Applicable
44111522	Book holder		☐ Applicable
44111804	Drafting papers		☐ Applicable
44111808	T squares		☐ 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.



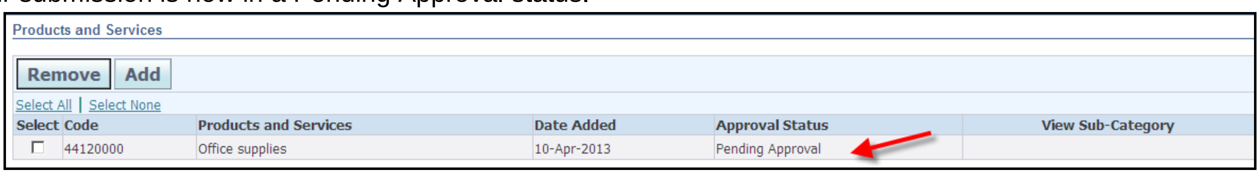
Confirmation

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.



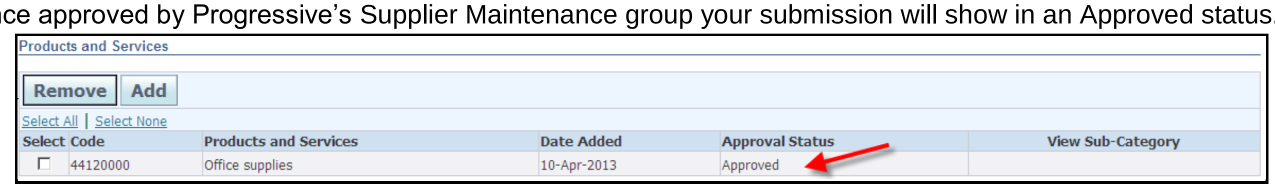
Products and Services

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	

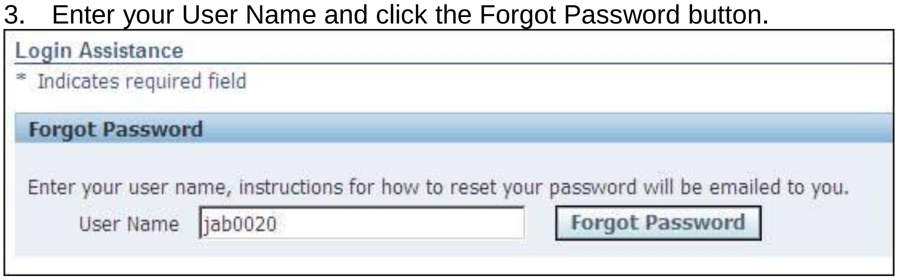
Self –Service Password Reset

Follow the steps below to reset your user password.

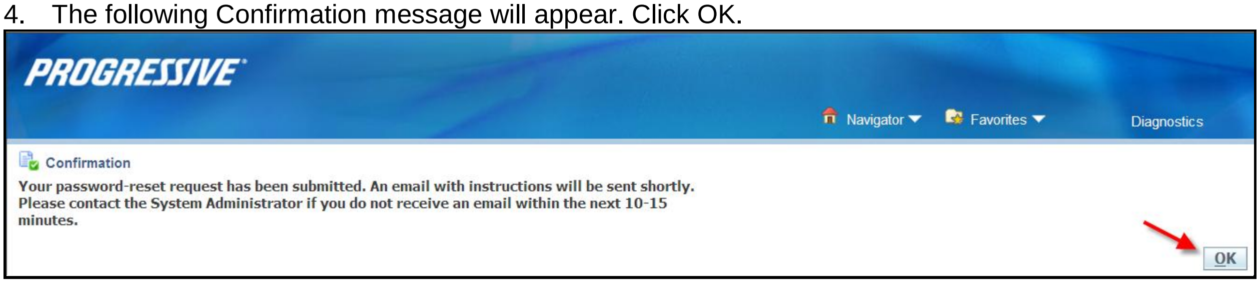
1. Access the iSupplier Login Page.

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

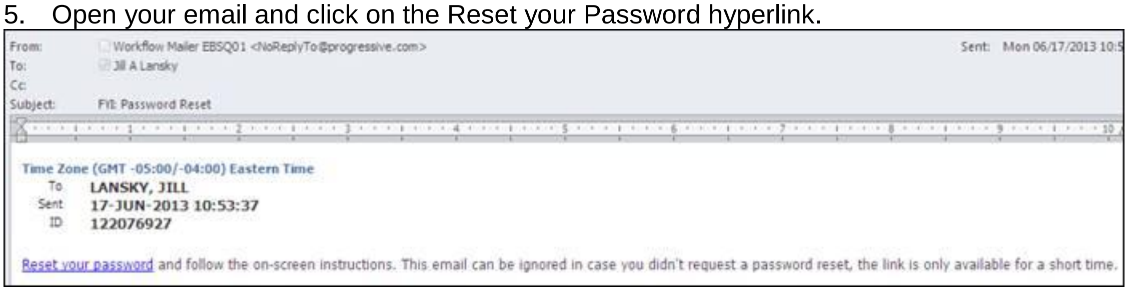
3. Enter your User Name and click the Forgot Password button.



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

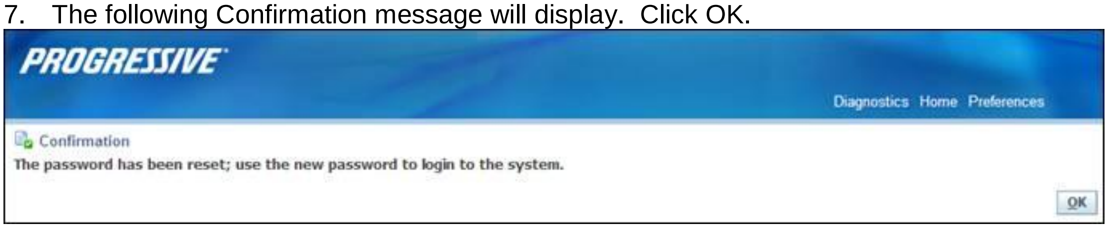


5. Open your email and click on the Reset your Password hyperlink.



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

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 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.