ProgCentral
User Guide

TABLE OF CONTENTS

Progressive Leasing™

WELCOME TO THE NEW PROGCENTRAL

ProgCentral is the primary destination for merchants to offer and manage the Progressive Leasing LTO program. The platform is complete with tools including:

• account authentication,

• individual logins for a curated experience, Manager/Owner admin panel,

• easy navigation to help customers complete their purchase compliantly.

• LTO training, performance reports, sales, and marketing support.
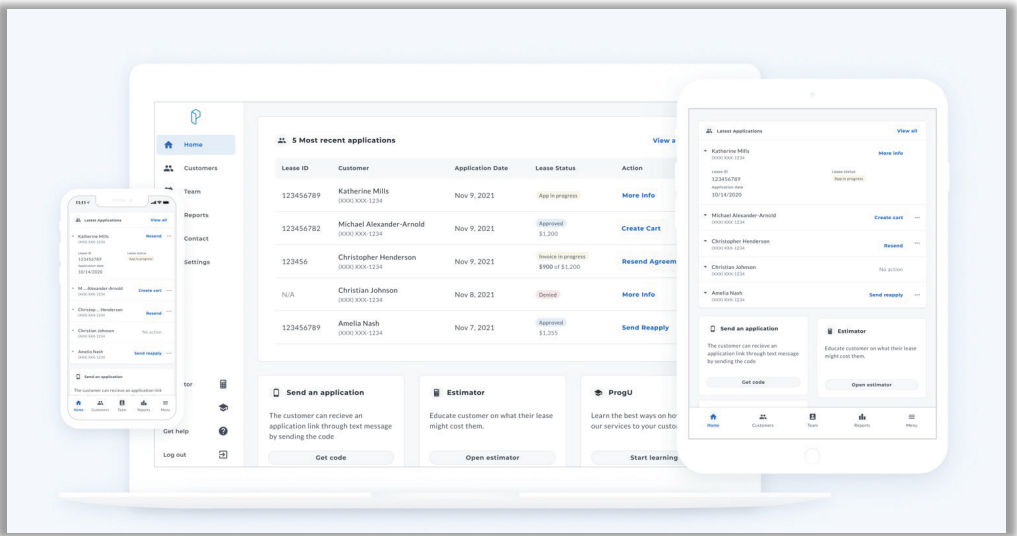
OUR VISION & MISSION

Vision: Become THE place for merchants for all things Progressive.

Mission: Provide a platform for retail partners that is the primary destination for LTO training, performance reports, sales, and marketing support, and helping Progressive Leasing customers complete lease transactions compliantly.

LET'S GET STARTED

Creating your ProgCentral account is quick, easy, and only requires a few actions on your part.

✓ Check your email for an invite from Progressive Leasing

✓ Click on the link that was sent with your ProgCentral invitation

✓ Next You'll need to agree to the Terms & Conditions and the ProgCentral Privacy Policy.

✓ Now it's time to create your Unique Password. Remember this one as you'll need it to log in. (This password should not contain your first/last name or the name of your store)

✓ Remember ProgCentral logins should not EVER be shared among users, each user needs to have their own login to access ProgCentral.

WHAT TO EXPECT
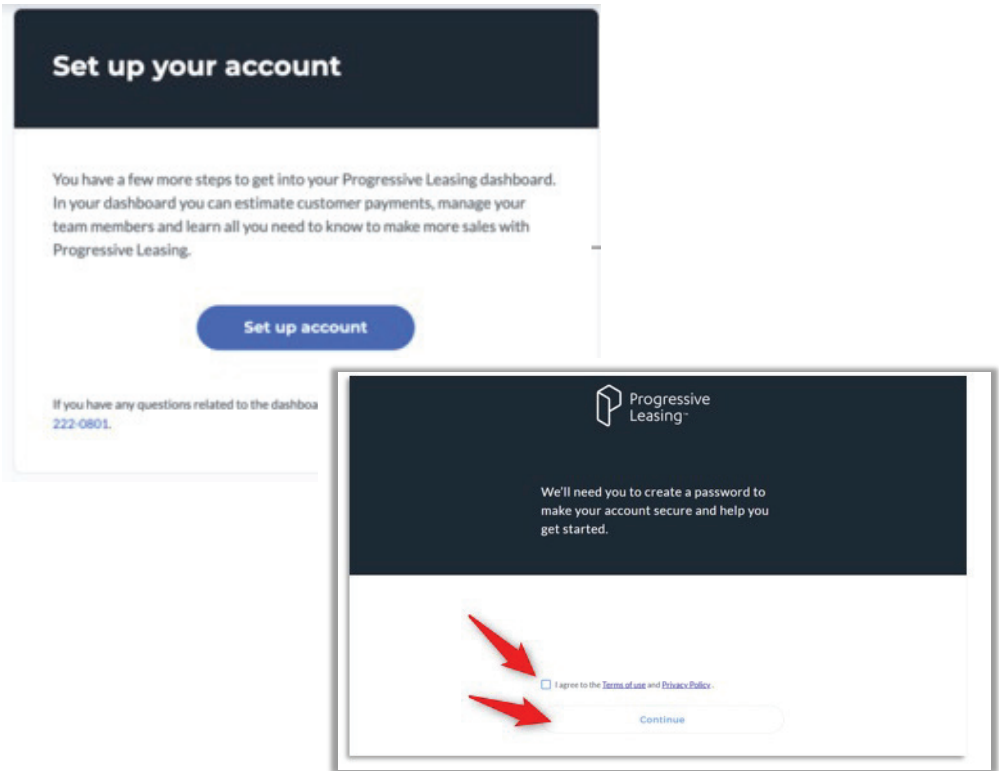
LOGGING IN

✓ Once you have activated your Account you are ready to explore ProgCentral.

✓ For future reference the URL to save to your favorites is: https://www.progressivelp.com/retaildashboardui/login

✓ If you forget your password at any time, you can always click 'Need help Signing in?' & then click on Forgot Password?
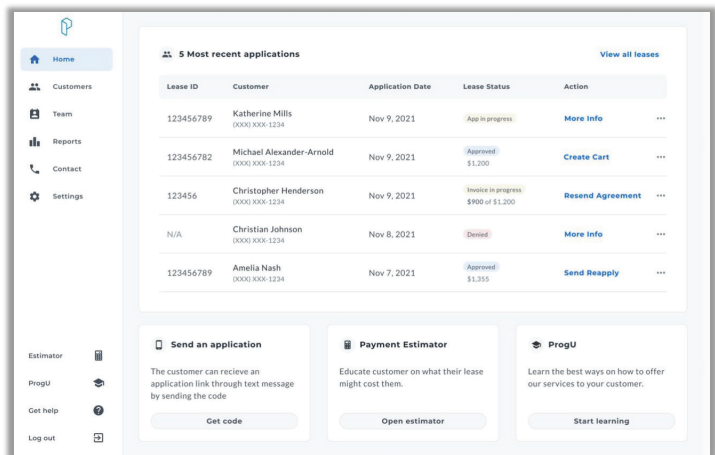
✓ We'll send you an email to reset it Right away!
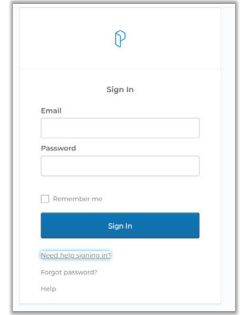
HOME PAGE

Once logged in, you'll be on the 'Home' Page.

• The top 5 most recent applications will display

• Left side tool bar for easy navigation throughout ProgCentral

• Quick short cuts to access:

　　　• TTA short code & QR Code for applications

　　　• Payment Estimator

　　　• ProgU Training

　　　• Get Help Section

　　　• Log out

HOME PAGE - LATEST APPLICATIONS

- The top 5 most recent applications automatically will display.

- The list of applications will show based on the user's store permissions.

- To expand this list, a user can click 'view all' (this will bring the user to the Customers page)

- A user can choose the suggestion action based on that lease status or choose to select an alternative action by clicking on the three dot next within the row.

HOME PAGE - TEXT TO APPLY

- As a Retailer, ProgCentral now offers a quick and easy way to send an application to a customer so that they can complete it on their own device.

- Once logged in, a user can access the Text to apply short code from the Home Screen by either clicking on 'Application' or 'Get code'

- The customer also has the option to scan using the QR code as well to easily obtain an application on their own device.

- If a Retailer does not have a short code then a message will appear when the user clicks on 'Get Code'

HOME PAGE - TEXT TO APPLY CONTINUED

· The system will display the number to Text the code to "57597" and the short code associated with that Store.

· In the event the user is having trouble accessing from the Stores computer the Associate can also choose to Print this information to provide to the Customer.

· In the event a user has access to multiple stores, when they click to send the code they will be prompted to select the store that they would like use for the Text to Apply Code.
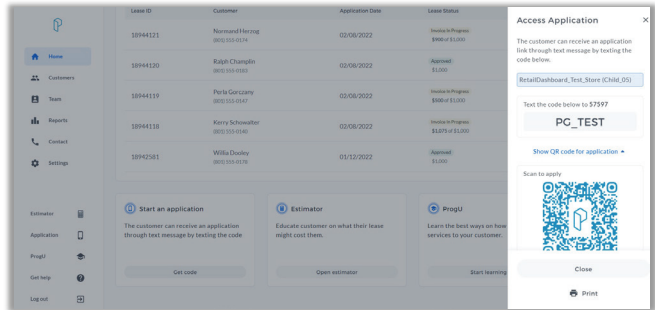
HOME PAGE - PAYMENT ESTIMATOR

· Use this tool to give your customer an idea of what the payments and cost of leasing will look like.

· This easy budgeting tool helps you to explore costs in just a few clicks.

· First select your store

· Then add the cost of the item

· Pay frequency and click 'get estimate'

· This tool will automatically display the 12 month lease to own cost with additional tools in the event the customer wants to look at ways to save money by shortening their total monthly payments.
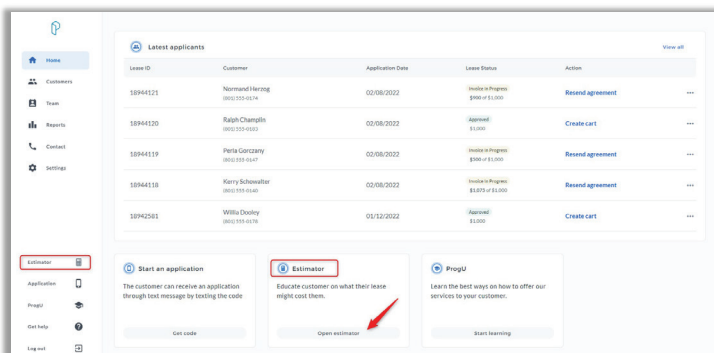
HOME PAGE - PROGU

· Easily access our Learning Management System through a single sign on.

· Once you are logging into ProgCentral you can go directly to any assigned training programs by clicking 'start learning' from the home screen or from the quick tool bar icon for 'ProgU' on the left side navigation.
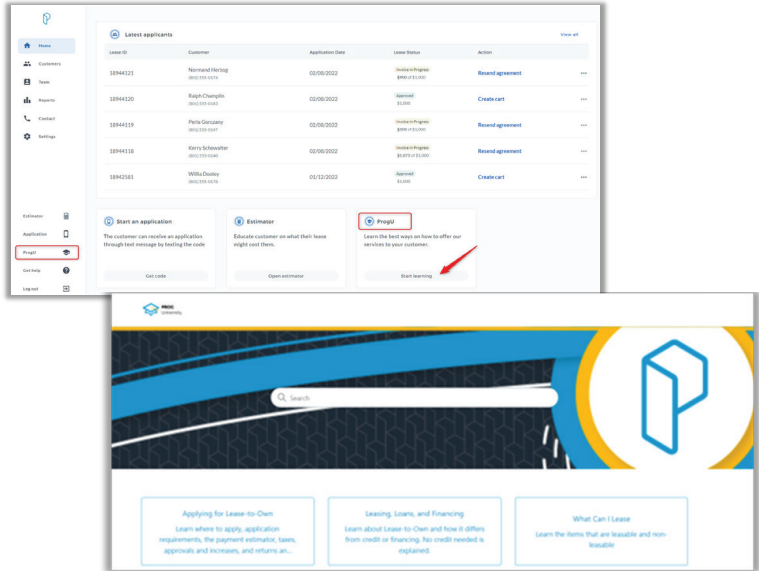
HOME PAGE - GET HELP?

· Over 40 help articles related to ProgCentral

· Short videos to walk users through our highlighted features.

· Quick Search feature to pull up related articles
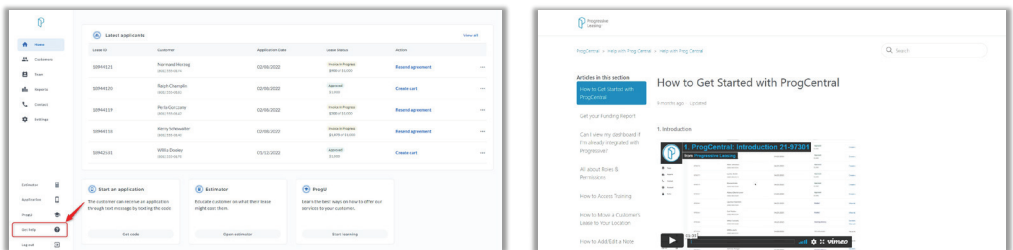
CUSTOMERS PAGE

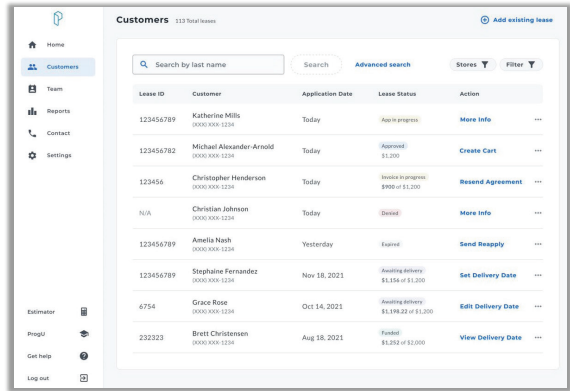On the customer page you will find:

• All applications/leases for all stores that the user has permission to.

• Search Options:

> • First Name
>
> • Last Name
>
> • Lease ID
>
> • Phone number

• Filtering:

> • By Store(s)
>
> • Date ranges
>
> • Statuses

• Store Switching (Add existing lease)

• Approval amount

• Approval amount vs. amount used

CUSTOMER PAGE - SEARCH & FILTER
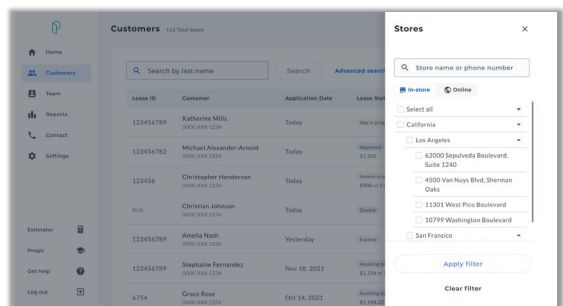
Easily look up Customers by Searching on:

• First name

• Last name

• Lease ID

• Phone number

Enhanced Store Filtering:

• In Store vs. Online

• Filter by State

• Select as many Stores as desired

• Simple clear filter and re-filter options

Filter on:
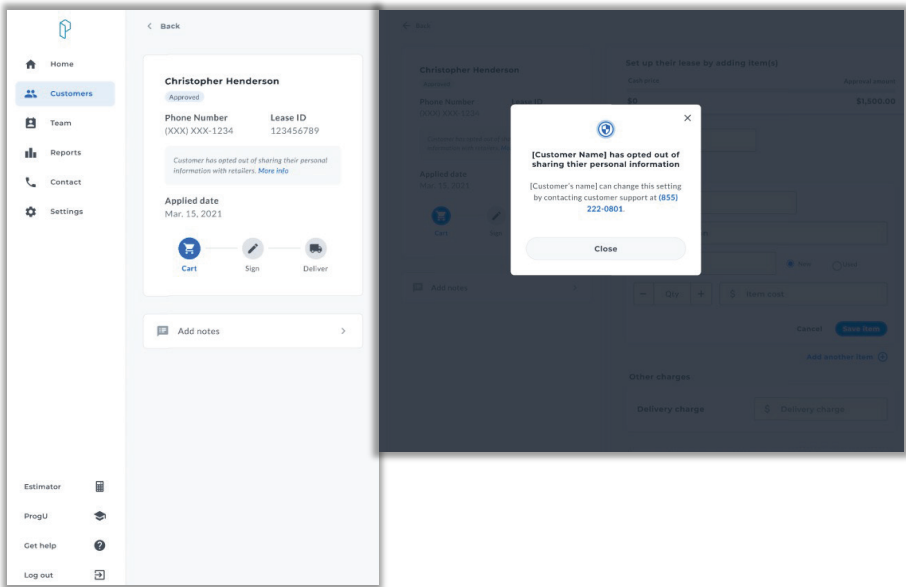
• Application Dates

• Statuses

CUSTOMER PAGE - CUSTOMER OPT IN/OUT.

There are two reasons why a Customer's contact information may not be displayed

· If a customer has 'Opted Out' of agreeing to share their contact information

· As a User the Permission to view Customer contact information is not enabled.

· When a Customer has Opted Out, only the last four digits of their phone number will display.

· On the Customer detail page the following message will display "Customer has opted out of sharing their personal information with Retailers. More Info".
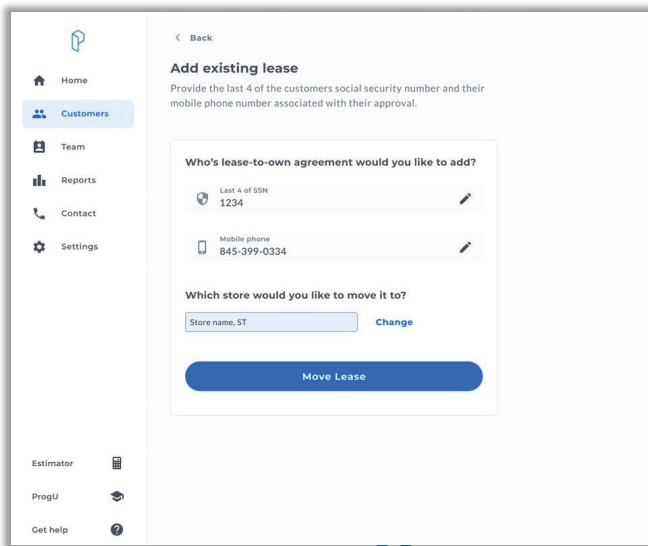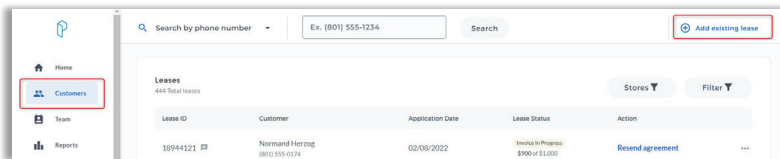
CUSTOMER PAGE - STATUSES

Status	Definition	Suggestion Action	Other Actions
App in Progress	This includes applications that are pending, In process, or pre-qualified.	More Info View Invoice	Add Notes
Approved	Application is complete and amount is confirmed. Retailer may begin.	Create Cart	Add Notes
Invoice In Progress	Once the items have been added & send agreement has be clicked, agreement is sent to customer (do not release merchandise)	More Info (if IP is declined) Resend Agreement	View Invoice Ad Notes Cancel Agreement Resend Agreement
Awaiting Delivery	Contract was signed & IP was successful. Delivery Date should be entered (Can release merchandise)	Set Delivery Date Edit Delivery Date	View Invoice Add Notes Cancel Agreement
Funded	Funded means that the lease has been paid to the store. This only happens after the customer receives all their merchandise.	View Delivery Date	View Invoice Add Notes
Expired	Applications will expire after 90 days or if the application was manually expired to allow a customer to reapply.	No Action	View Invoice Add Notes
Denied	Unable to approve the amount requested	More Info	View Invoice Add Notes

CUSTOMER PAGE - SWITCH STORE

If a customer has an open approval at a different store (with the same grandparent store ID, such as ecom to brick-and-mortar), the retailer can click the Add existing lease button to switch the approval to their store.

- If the lease cannot be moved, an error message appears.

- If the customer's information is incorrect, a popup appears and allows them to resubmit their information.

- If the lease can be moved, a message appears indicating the lease has been moved.

- A store switch can only occur in the following statuses: Approved and Contracts (if the LTO agreement has not been signed).

- If the account is in an Awaiting Delivery status (Contracts Received or Lease Accepted), the store must cancel the agreement to move the status back to Approved before switching.

- A store switch cannot occur for Funded accounts.

CUSTOMER PAGE - CREATE CART

Once the status of the agreement is Approved a user can now click 'Create Cart'

• The amount approved will display at the top and will automatically adjust as items are added to the cart.

• Fields that are required are identified with an asterisk *

• Retailers may elect to put all items in the item description or choose to itemize using the 'add another item button'

• Additional charges such as a Delivery Charge may be shown based on State regulations.

• Also shown:
  - Lease summary
  - Lease to own cost
 - 12-month Lease to own total
  - Initial Payment
  - Payment due at signing

CUSTOMER PAGE - EDIT INVOICE

Once an agreement has been sent should a customer want to make a change in the items leased the user can click 'edit invoice.'

• Edit invoice is available when the lease is an 'Invoice in Progress' or 'awaiting delivery' status.

• A funded Lease cannot be edited.

• Editing a lease will void the prior agreement and a new agreement will be sent.

• The original initial payment may take 2 to 3 days to refund and an additional initial payment will be charged to the customer.
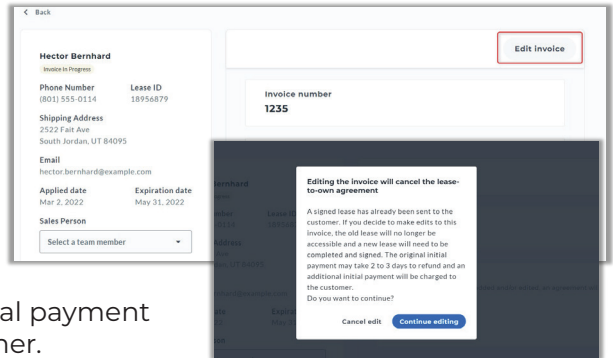
REFUNDABLE LEASE DEPOSIT (RLD)

Refundable Lease Deposit (RLD) gives a customer the option to make a deposit on their leased merchandise. This allows the customer to pay a portion of the cash price at the time of purchase, in certain stores that offer RLD. *Please note if you do not have this feature available, please contact your Sales Representative for assistance.*

1. During the *Create Cart* step, the store will have the option to add a deposit amount in the *Deposit* section found under *the Other charges* category.
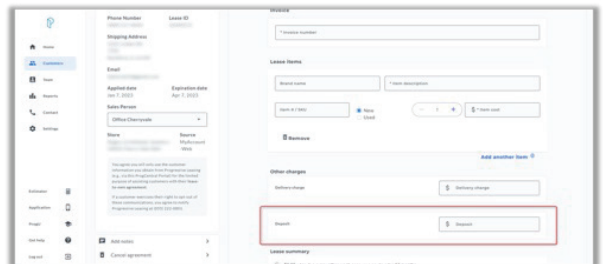
2. Once the deposit has been entered, it will show in the Lease Summary the *Deposit*, *Deposit sales tax*, and *Net Deposit*.
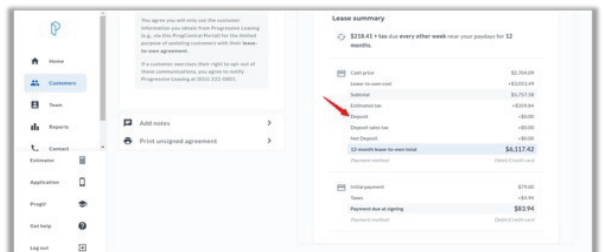
3. After the confirmation of the Lease-to-own summary with the customer, the store can select **Send agreement**. This will change the status to *Invoice in Progress*.

CUSTOMER PAGE - AUTOMATED INCREASES.

For When a customer's application is approved, the user can request an additional dollar amount from Progressive Leasing to increase the customer's total Approved lease-to-own amount. *Please note that there is no guarantee that the increase request will be granted.*

1. When a lease is an 'approved' status, the user will click to 'create cart.'
2. Once on the invoice page, the 'request increase' will be shown to he user.
3. When clicked the system will verify that the lease is eligible for an increase and if yes will be a successful message with the additional amount granted.
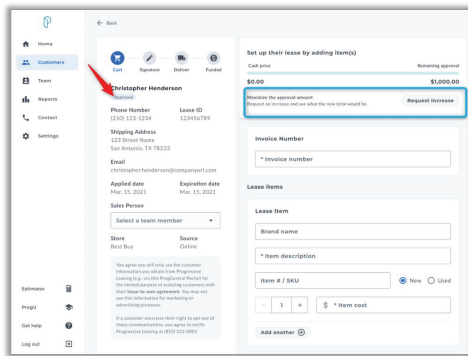
4. Please note an increase is not available if the customer has any other open leases with an outstanding balance or if the retailer is excluded from this feature.
5. A successful increase will display the new total approved amount available to the customer. Once the increase has been clicked, the button will no longer be shown or available.
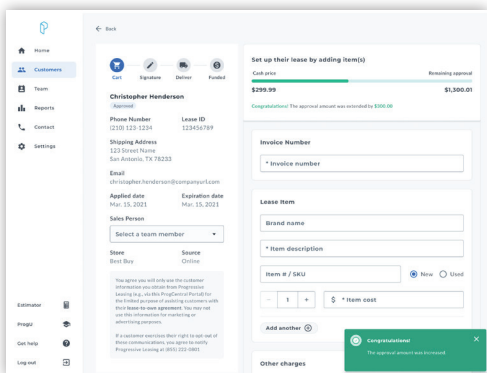
In the event the Retail associate chooses to 'edit invoice' if the increase button was not originally used it will be available when the invoice is now in an editable state.

Although a request may be granted, it is solely up to the customer whether they choose to use the additional approved limit.

# CUSTOMER PAGE - AUTOMATED INCREASES – PERMISSION

The ability for a user to request an increase is determined by the user's permissions.

For a user to be able to request an increase they must have the permission of 'Manage Invoices' enabled (Create, request increase, submit, and edit a cart. Send lease agreements via email).
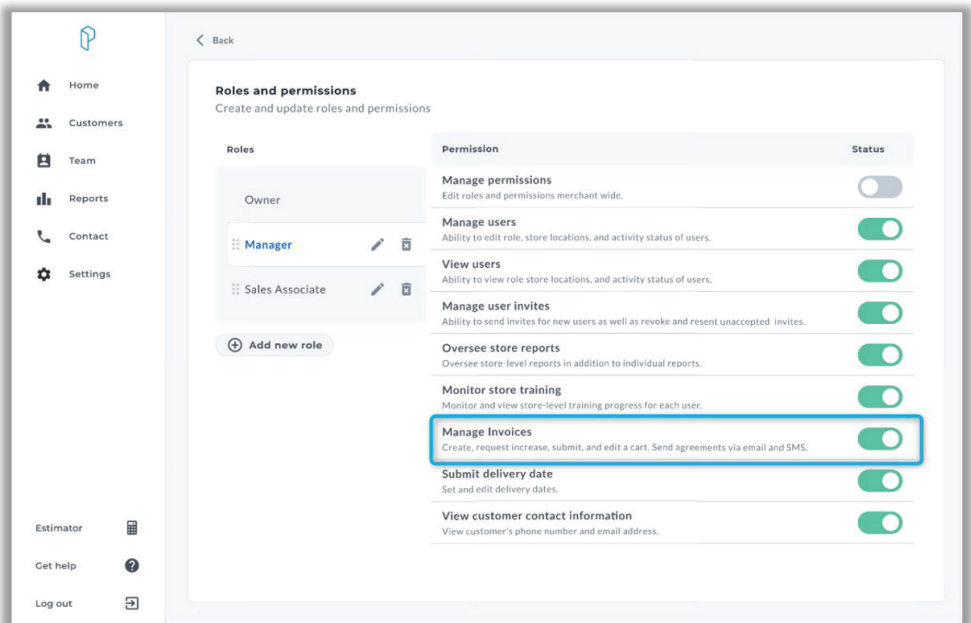
CUSTOMER PAGE - READ ONLY VIEW

· For those Retailers who are currently Integrated ProgCentral offers a 'Read only' view of their LTO transactions.

· Users have the ability to view all customers and current statuses within ProgCentral. As well as pull any Reports needed.

· However, a User will not be able to perform the actions of 'Create Cart' or 'Edit Cart' as these actions should only be done via the Integration.
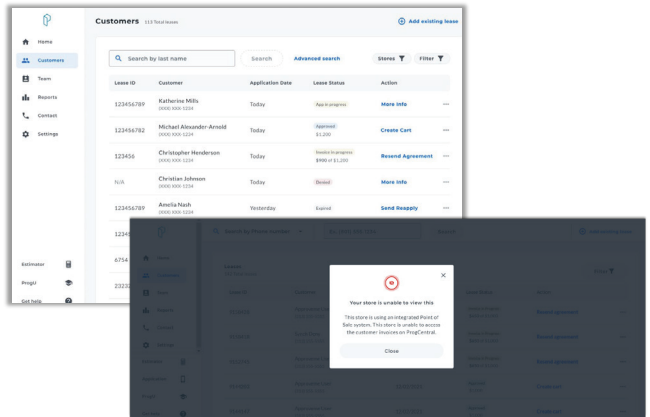

CUSTOMER PAGE - CANCEL AGREEMENT

· Retailers can cancel a lease-to-own agreement if necessary by clicking the three dots under the Action column on the Customers page or within the Customer Detail Page.

· If a retailer selects Cancel Agreement, the status will be set back to Approved.

· The Cancel Agreement option is available for the Invoice in Progress and Awaiting Delivery statuses.

· The Cancel Agreement option is not available for the Funded Status.
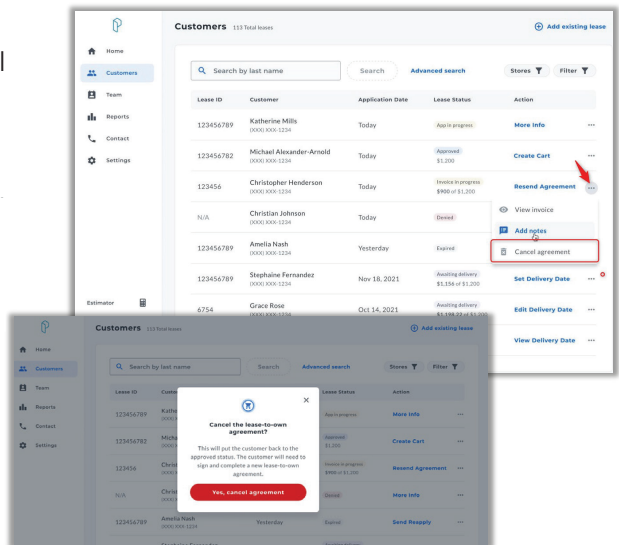
CUSTOMER PAGE - INVOICE IN PROGRESS

· Once the agreement has been submitted the status of the Lease will show as 'Invoice in Progress'

· At this time the agreement has been sent to the Customer and if needed the Initial Payment also charged.

· If there is an issue with the Initial Payment there will be a 'More Info' action available for the user to click on. This will highlight a message that there was an issue with the Customer's initial payment. The customer can either log into their account and retry with a different card or contact customer support at (877) 898-1790.

· In this status the merchandise should not yet be released.
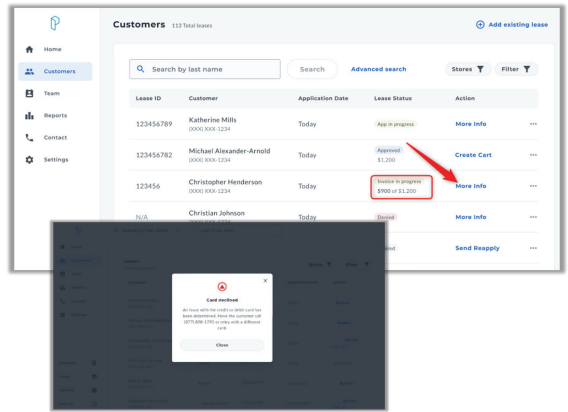
CUSTOMER PAGE - AWAITING DELIVERY

· Once a lease has moved into 'Awaiting Delivery' a delivery date can be submitted.

· The store will select the date the customer's merchandise was delivered or is scheduled for delivery.

· Delivery Dates can only go back 30 days.

· Delivery Dates can be edited until the status of the lease becomes Funded.
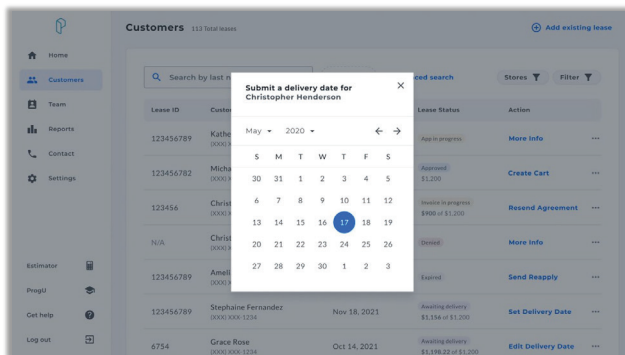
CUSTOMER PAGE- DENIED NOW WHAT?

- After a customer completes their application, Progressive Leasing assesses lease eligibility by processing the application through DDE (Dynamic Decision Engine).

- When the status of the lease is 'Denied' an action button of 'More Info' will display in ProgCentral.

- A Pending Review message indicates that required documentation is needed in order to make a final decision. It is likely once provided the status will change to Approved. The Retailer should advise the customer to contact Prog directly and provide the appropriate documentation.

- A Not Approved message indicates that it is not likely to be overturned but the Customer may reapply again in 30 days.
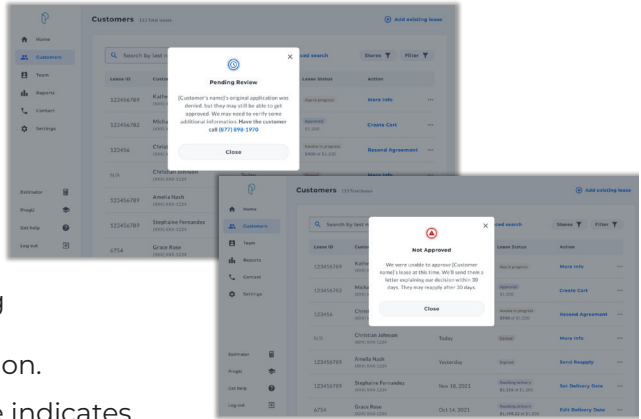
CUSTOMER PAGE - ADD NOTES

- ProgCentral offers the ability to create notes that are tied to individual leases.

- Notes added are automatically saved and can be viewed by any user who has permission to the store the lease is tied to.

- Notes can be added by multiple users as well, giving the ability to communicate back and forth on important customer/lease information.

- Once a note has been added, a note icon will display on the Customer table indicating there is a note associated with that lease.

- Notes can be added from the Customer table as well inside the Customer Detail page.
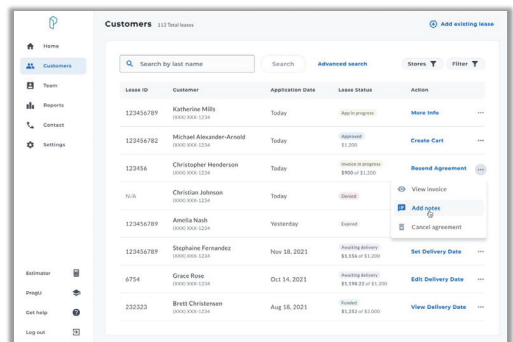
CUSTOMER PAGE - DESIGNATE A SALES PERSON

- ProgCentral offers the ability to 'Designate a Sales Person' for each lease.

- The 'Sales Person' is the Associate who assists the customer with the decision to purchase items within the store, but may not be the person completing the transaction in ProgCentral.

- By default, the Sales Person will be populated with the user who is logged into ProgCentral however the user may choose to designate a different user (Sales Person) from the drop down.

- In order for the Sales Person to be shown they must listed in the Team page as either active or invited.

CUSTOMER PAGE - PRINTING AN UNSIGNED AGREEMENT

As a Retailer you may be asked by your customer to print out an unsigned agreement for the customer to review prior to signing. The feature is available for the Retailer once the agreement has been sent (status is Invoice in Progress) but will not be available once the customer has signed (Awaiting Delivery). Should the customer request a copy of their signed agreement, they can obtain a copy through the Prog App or by contacting Progressive Leasing directly.

To access:

• This feature a Retailer user must have a role that allows access to create and edit invoices.

• The status of the lease must be 'Invoice in Progress.' From the customer table the user can locate the lease and click on the ... to 'view invoice.'

• Once on the Invoice page, there is an option to 'Print the Unsigned Agreement' allowing the user to print a copy of the unsigned agreement.

• This feature is only available when the status is 'invoice in progress' and the contract has not expired.

CUSTOMER PAGE - PRINT INVOICE

ProgCentral now offers a Printable Invoice for Retailers as a real-time receipt for any transactional needs. Should your customer request an itemized receipt of leased items the print invoice feature now makes this available directly within the system. Should the customer want to review their Lease-to-own agreement they can visit: **https://www.progressivelp.com/myaccount/login.**

To access:

- This feature a retailer user must have a role that allows access to create and edit invoices.

- The status of the lease must be one of the following: Invoice in Progress, Awaiting Delivery, or Funded.

- From the customer table the user can locate the lease and click on the … to 'view invoice.'

- Once on the Invoice page, a new action icon is displayed where the user can click on the "…" to initiate the 'Print Invoice' option.

- Depending on the status of the lease other actions may also be available under this section.

Please note: The retail partner has agreed to only use customer information obtained from Progressive Leasing for the limited purpose of assisting customers with their lease-to-own agreement.
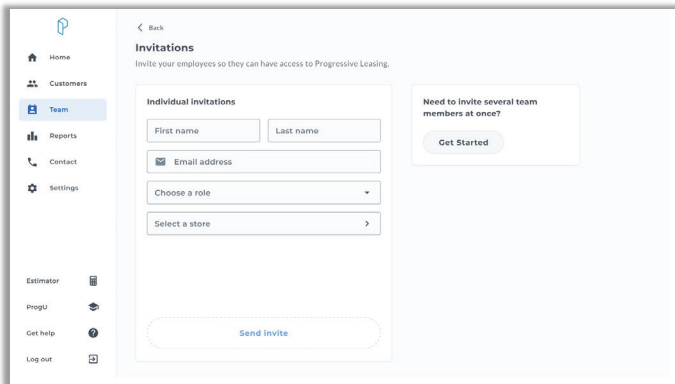

TEAM PAGE

- A prerequisite here is to create your unique Roles & Permissions by clicking on the Settings Page.

- Invite Team Members
  - Individually
  - Bulk invite

- Store Filtering

- Advanced Filtering:
  - Role
  - Status

TEAM PAGE - INDIVIDUAL INVITES

- A prerequisite to inviting users is that Roles & Permissions should be established prior.

- Users who have the permission to 'Manage Users' can invite other users to ProgCentral by clicking on +Team Member from the Team Page.

- In order to invite a user to ProgCentral you will need:
  - First Name
  - Last Name
  - A Unique email
  - The Role you will be assigning them.
  - The store(s) that they should have permissions to.

- Invitations will expire after 7 days.

- A invitation can be resent by clicking on the team member's name and clicking 'Resend' (this will restart the 7 day period).

- If a User leaves the organization their access should be changed to 'inactive'

- A user with the status of 'Invited' means they have not activated their account. An 'Active' user mean they are now activated.

- A user's Role and Store Permissions can be edited at any time by a User who has this permission.

TEAM PAGE - BULK INVITES

- A prerequisite to inviting users is that Roles & Permissions should be established prior.

- For those Stores who need to invite multiple users, the bulk invite process can be utilized.

- Users who have the permission to 'Manage Users' can invite other users to ProgCentral by clicking on +Team Member from the Team Page, and then click 'Get Started'

- A blank template can be downloaded, then populated an uploaded back to ProgCentral.

- Users can click on the 'How to fill out the CSV Template' for instructions as well as a list of Store ids and Roles available.

- Once the template is uploaded, a report indicating any errors will show as well as a confirmation users have been invited. Users will automatically be sent invites.
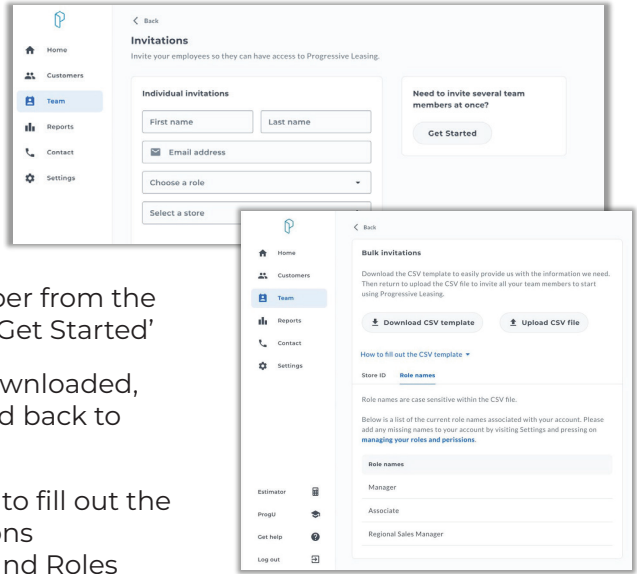
TEAM PAGE - INACTIVATING A USER

- Anytime an employees leaves, a user's access can be removed by clicking on the team member and changing the status to inactive.

- Inactive Users will no longer be able to access ProgCentral.

- If a User changes stores within the same Retailer, a User with the manage permissions role can add or remove store(s) as needed from this page as well.
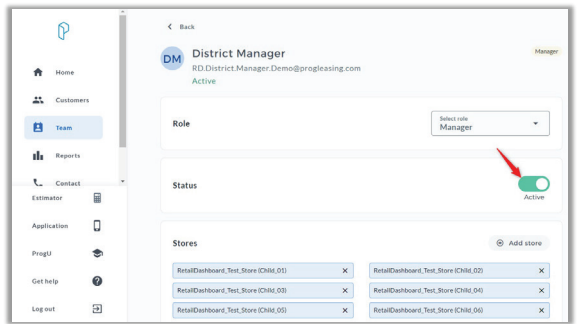
REPORTS PAGE

- Reports are available for Users who have the permission of 'Oversee store reports' enabled.

- Reports can selected between chosen date ranges.

- Users can select one or multiple stores to run reports on.

- Reports will download directly to the user's device.

- Reports are available from any device type (desktop/tablet/mobile).
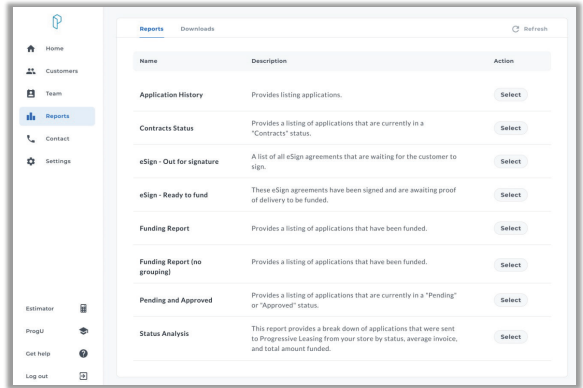
CONTACT PAGE

- Should a Retailer require assistance, our Retailer Support staff are available to help.

- Our Retailer support department is available:

  - (855)-222-0801
  - Mon-Sat 7AM-10PM MST
  - Sun 8AM-8PM MST

- Customer Service is also available for any Customers who need assistance.

  - (877) 898-1970
  - Mon-Sat 7 AM- 10 PM MST
  - Sun 8 AM-8 PM MST
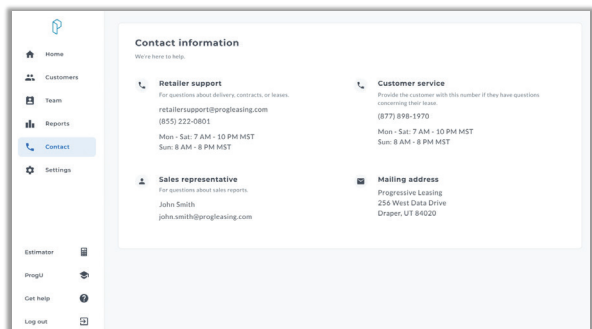
SETTINGS PAGE

- The Settings Page contains all of the Administrative components within ProgCentral.

- The User Profile will always display regardless of the user's permissions. It is here a User's first/last name maybe edited.

- Components within the Settings page are shown/hidden based on the Individual User's Permissions.

- All Users (regardless of permissions) will also see their:

  - User Profile
  - Retailer Documentation
  - Log out
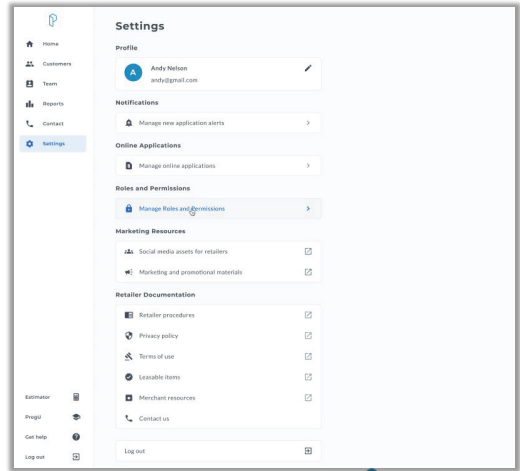
SETTINGS PAGE - USER PROFILE

- Once a user has activated their account via their email invitation.

- By clicking on the pencil icon a user can make changes to their first/last name.

- The email of the user is not editable as this is used as the primary key identifying the user's account.

- If a user has an email change, a new user must be created and the old user's account should be inactivated.
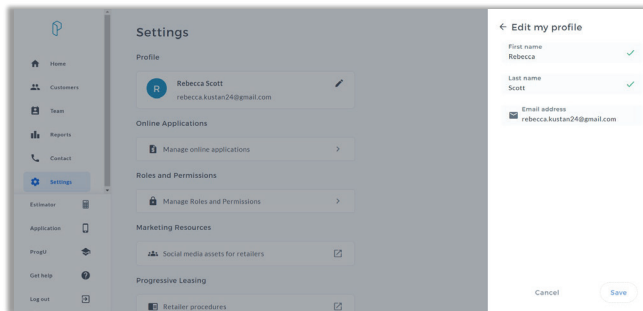
SETTINGS PAGE - NOTIFICATIONS

· ProgCentral offers the ability for a Retailer to receive email notifications to a designated email.

· Email notifications are automatically sent when an application is approved or denied.

· Email Lease notifications can be set for each store location.

· Retailers can set up multiple email recipients for lease notifications.
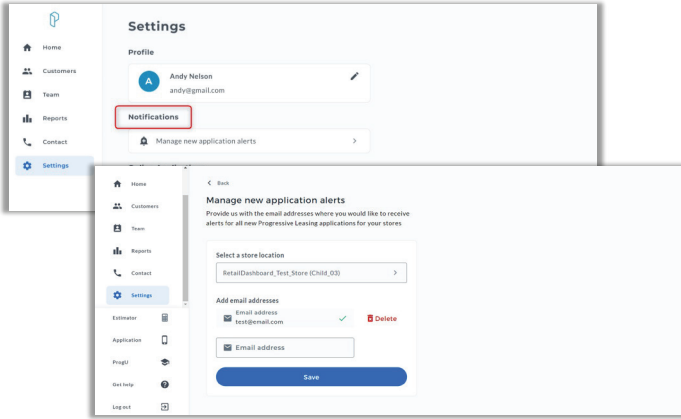
SETTINGS PAGE - ONLINE APPLICATIONS

· The Online Application section allows a user to select the specific store and be able to see and copy that store's Approve.me URL.

· Additionally user can select the Store and pull up the Text to apply short code as well as the QR code associated with that store.

· Note: The QR code on the Online Application will reflect the specific store selected, whereas the QR code on the Home page will bring up the Approve.me URL associated with the TTA store.
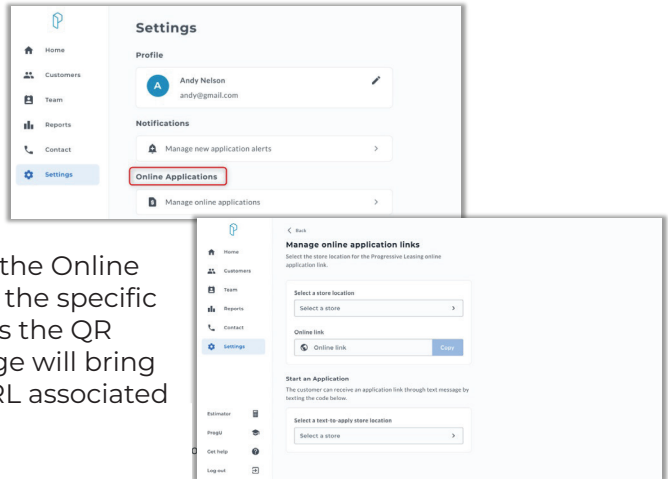
SETTINGS PAGE - ROLES & PERMISSIONS

- · **Roles:** Collections of permissions that can be assigned to team members. Roles are created and modified within the Roles screen by retailer employees with the correct accesses.

- • **Permissions:** This table contains the permissions that can be added or removed to a specific role. Permissions affect what pages and actions can be seen/used by team members.

- • **Owner:** Default role that includes all permissions. This role is assigned to the Primary Admin or the Corporate Headquarters (if applicable) and can only be modified when requested to Prog Leasing Support.

- · Roles & Permissions is permission based.
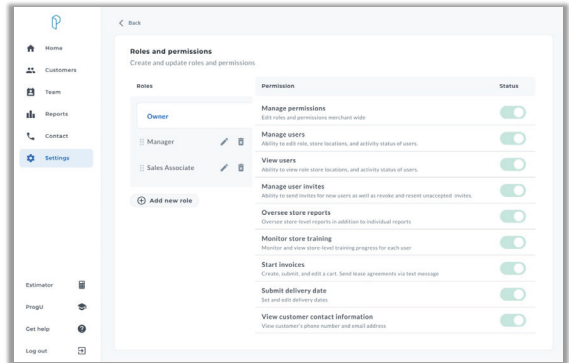
Permission	Included access / actions
Manage permission	Grants access to the Roles screen: • Edit roles and permissions
Manage users	Grants access to the Teams screen: • Manage and view invites for new users • Deactivate users • Change user roles
Oversee store reports	Grants access to the Reporting screen: • Run store-level reports (such as the Funding Report)
Start Invoices	• Create, submit, and edit carts • Send lease-to-own agreements
Submit delivery date	• Set and edit delivery dates
View Customer Contact Information	• Control whether a customer's personal identifiable information (PII) is displayed or hidden • Default is set to "On" (to show customer's phone number & email)

SETTINGS PAGE - MARKETING RESOURCES

- As part of making ProgCentral a one stop shop for ALL things Retailers we have added the ability to for a Retailer to easily access our Social Media Assets & Download them.

- In the future, we will also be adding the ability for a Retailer to order Marketing & Promotional Materials.
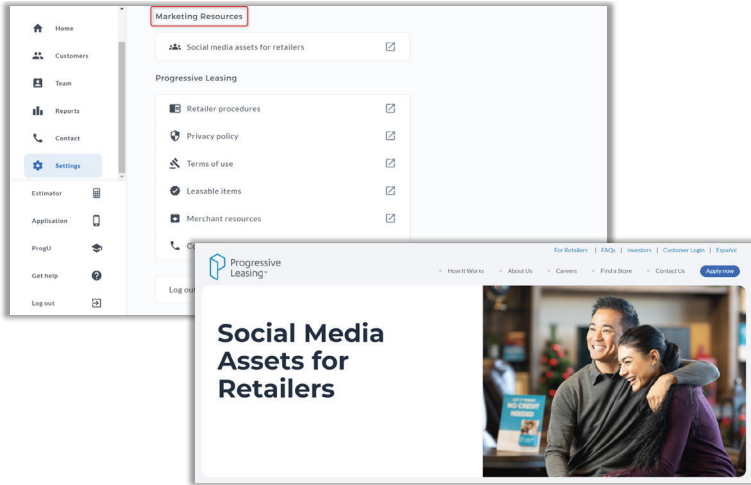
SETTINGS PAGE - MERCHANT RESOURCES

- Retailers can easily access our most current up to date policies for their LTO transactions from our library of Documentation.

- Documents can easily be reviewed with one click from the Settings page.
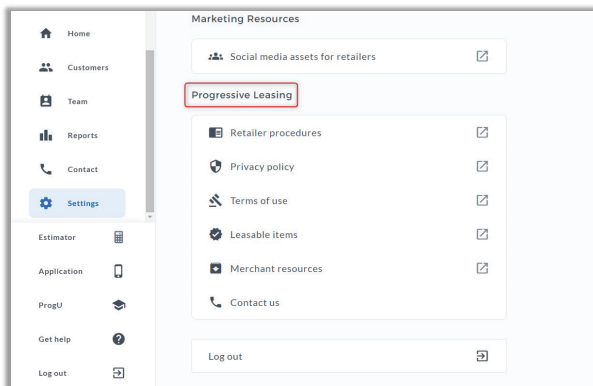
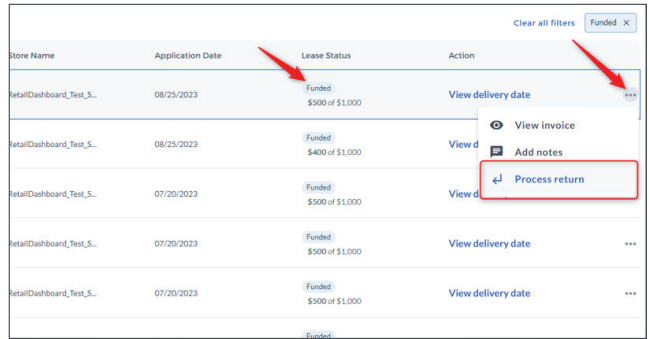# INTRODUCING AUTOMATED RETURNS THROUGH PROGCENTRAL

SETTING UP USER ROLES & PERMISSIONS FOR RETURNS

• Once the store settings have been enabled the Retailer can now proceed with setting up roles and permissions for the users who should have access to this feature.

• By default, the owner role will automatically have Returns enabled.

• It is recommended that Retailers review their Roles and determine if a new role should be created or if the Returns feature can be added to an existing Role.

• As a prerequisite to the returns permission a user completing returns must also have the 'start invoices' permission enabled.

• Any role that does not have the 'manage returns' enabled will prevent a user from completing returns however they will be able to view return transactions.
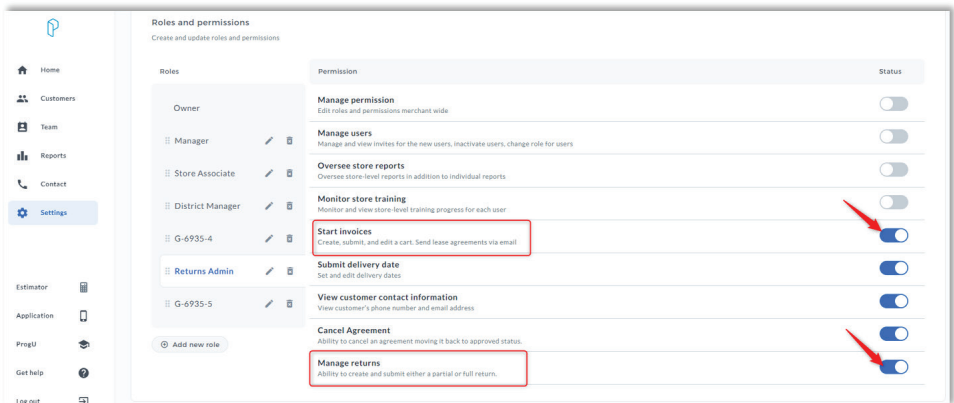
STARTING A RETURN FROM THE CUSTOMER TABLE

- Only leases that are in a Funded state can have a full/partial return completed.

- Any lease status prior to this the 'cancel agreement' should be used. This includes any leases in 'invoice in progress' or 'awaiting delivery.'

- To process a return a user can initiate from the customer table using the secondary action button (…) to then process a return.

- If the return feature is not enabled or the user does not have a role that allows returns this action will not show to the user.

- In the event a specific store does not allow returns when trying to process a return for that store the user will get an error message indicating that store is not able to process returns.

STARTING A RETURN FROM THE INVOICE PAGE

- A Return can also be initiated from the invoice page.

- Once on the Invoice page the process return button will initiate a return.

PROCESSING A RETURN

- Once the return has been initiated the return section will display.

- To process a return the following fields are required: returned item, quantity, return reason, item#/sku, return amount, & confirmation of possession of the item(s).

- Failure to complete required fields will prevent a return from being able to be submitted.

- A return should not be submitted until the Retailer has possession of the item(s) being return.

- The system allows for itemized returns by selecting 'add another' button additional item(s) may be added to the same return.

- The total refunded amount cannot exceed the original invoice total.

- All Returns should be processed within your own POS system as well as within ProgCentral.

- If you don't have access to this feature and would like to use it, kindly contact your Area Sales Manager to have it enabled.

SUBMITTING A SUCCESSFUL RETURN

- Once all the required fields are completed for a return a Retail user can 'submit return.'

- The successful confirmation pop up will display in the bottom right-hand corner.

- The user will be redirected back the customer table and the lease that was just actioned will be highlighted in green on the customer table.

- The 'view return' action signifies a return was completed on that lease.

- To view the completed return transaction the user can click 'view invoice' for a read only view of the lease transactions.
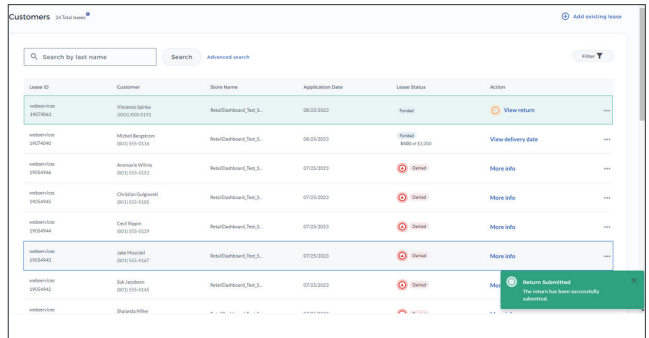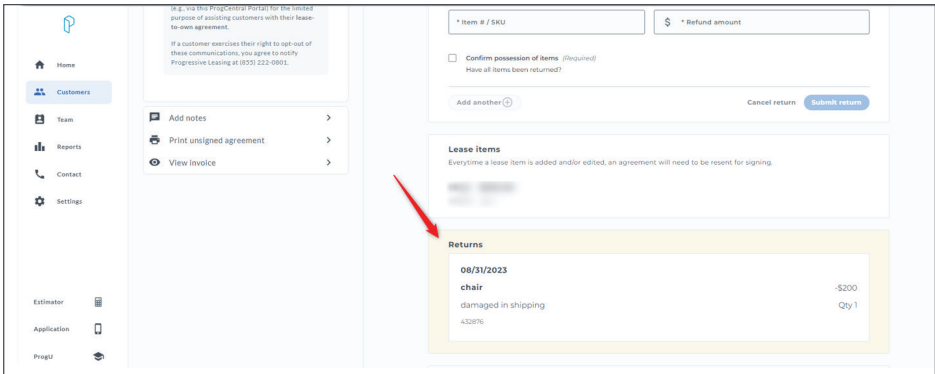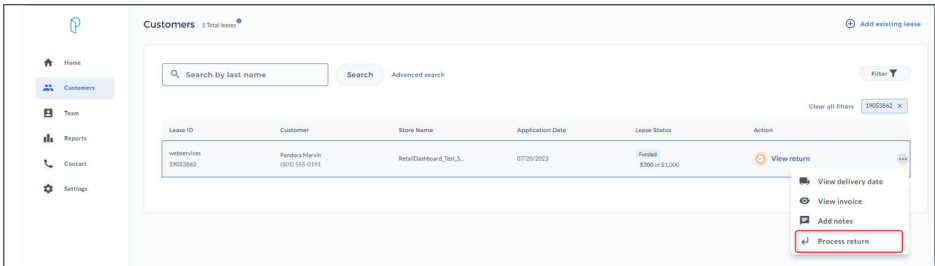
INCOMPLETE RETURNS

- Once a return has been initiated it must be also be submitted within the same transaction.

- The Return feature does not allow a user to start a return but not complete.

- Should a user navigate away from the return either via the 'cancel' or 'back' options a warning message will alert the user that the changes will not be saved.
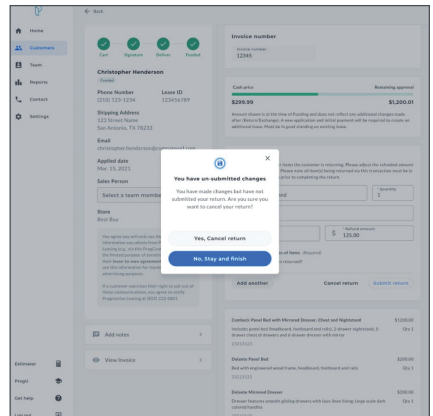
HANDLING PARTIAL RETURNS

· The Returns features allows for both full and partial returns to be handled.

· In the event of a partial return if there are additional item(s) need to be returned a user may initiate another return on the same lease.

· When viewing the invoice, the prior return transaction will display.

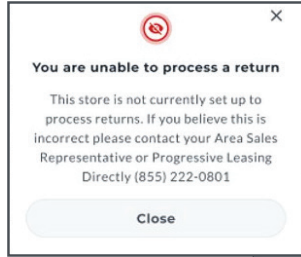· The total refunded amount cannot exceed the original invoice total.

VIEWING COMPLETED RETURN TRANSACTIONS

- Once a return has been successfully submitted a user may opt to view the transaction.

- To view the return from the customer table, the user can click to view the invoice.

- Once on the Invoice page the user will have a read only view of the lease and its transactional history from purchase through Return.
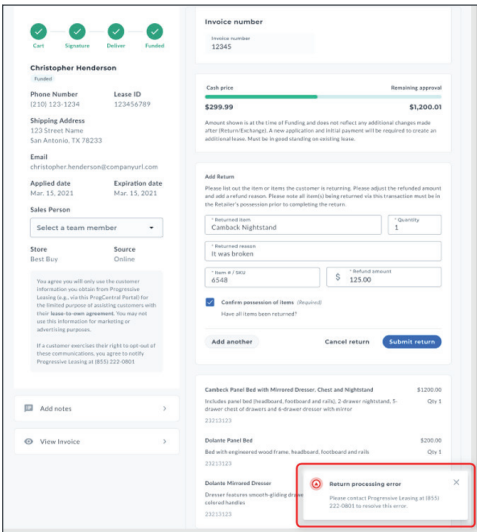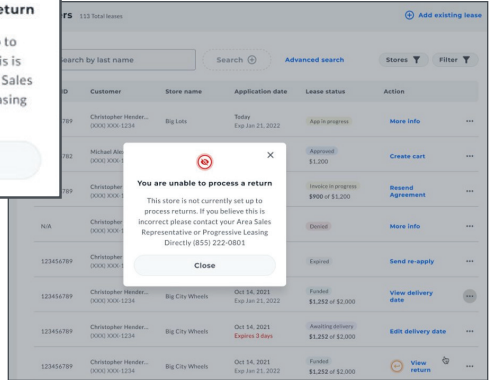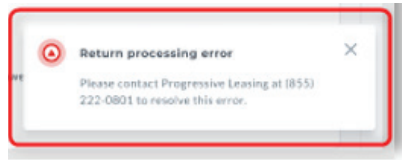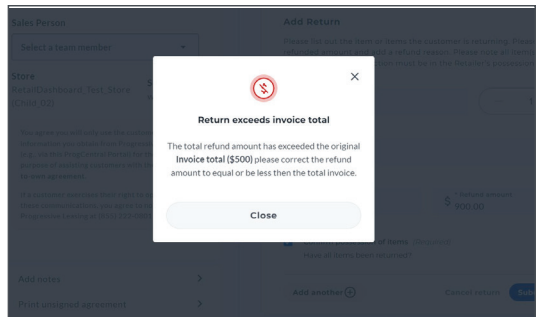
ERROR MESSAGES FOR RETURNS

In the event the user has a role that allows Returns, but the store does not.

In the event the submit return fails, the user will receive this message. To Resolve please contact Progressive Leasing.

The total refunded amount cannot exceed the original invoice total.

RETURNS PRINT INVOICE

Upon the successful completion of your return, an email notification will be automatically triggered to inform the customer about the processed return and provide an account update, accessible at **https://www.progressivelp.com/myaccount/login.**
When a return is submitted a 'real-time' update will be documented within Progressive in the event either the Customer or Retailer contacts Progressive Support. Lastly, when a return is submitted funds will be deducted from the retailer accordingly.
In the event the Retailer or the Customer requests a receipt for the return, ProgCentral now offers this option as well! Within the Invoice page, click on the ... in the top right corner of the invoice to be able to print a Return Invoice.

RETURN

Progressive Leasing™

Antony Dickens
Lease ID: #19101168

Invoice number: #1235

432876	Chair	Qty 1	-$493.72
Total return amount			**-$493.72**

The retail partner has agreed to only use customer information obtained from Progressive Leasing for the limited purpose of assisting customers with their lease-to-own agreement.

Progressive Leasing will work with the retailer to handle the return amount and apply it toward your Lease-to-Own total. To review your Lease-to-Own agreement or if you have questions about how this will change your lease, please visit the Progressive Leasing app. To cancel your lease or exercise an early purchase option call (877) 898-1970.