PROGCENTRAL USER GUIDE





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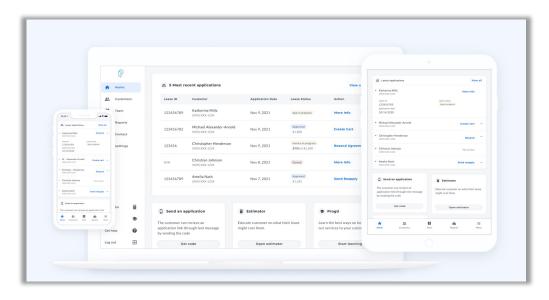
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WELCOME TO THE NEW PROGCENTRAL

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.

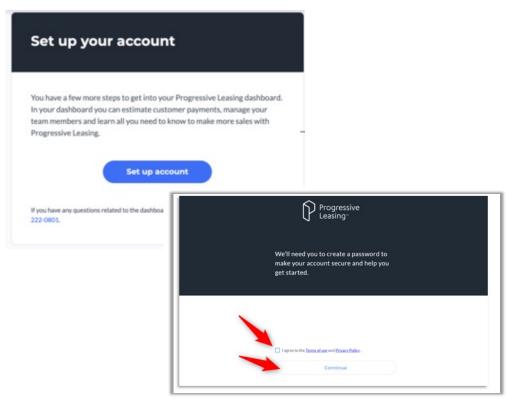
Mission: Provide a platform for retail partners that is the primary destination for LTO training, performance reports, sales, and marketing support, and helping Progressive Leasing customers complete lease transactions compliantly.

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.

- \cdot 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

A Home	I 5 Most re-	🙁 5 Most recent applications View all lease						
Customers	Lease ID	Customer	Application Date	Lease Status	Action			
Team	123456789	Katherine Mills (XXX) XXX-1234	Nov 9, 2021	App in progress	More Info			
Contact	123456782	Michael Alexander-Arnold (XXX) XXX-1234	Nov 9, 2021	Approved \$1,200	Create Cart			
Settings	123456	Christopher Henderson (XXX) XXX-1234	Nov 9, 2021	Invoice in progress \$900 of \$1.200	Resend Agreement			
	N/A	Christian Johnson (XXX) XXX-1234	Nov 8, 2021	Denied	More Info			
	123456789	Amelia Nash (XXX-1234	Nov 7, 2021	Approved \$1,355	Send Reapply			
Estimator	Send an ap	plication	Payment Estimator	r	🕏 ProgU			
ProgU 🥏	The customer can application link thr by sending the cod	ough text message	Educate customer on what t might cost them.	heir lease	Learn the best ways on how to our services to your customer.	offer		
	-,							

	P	
	Sign In	
Email		
Password		
Rememb	er me	
	Sign In	
Need help sig	ning in?	
Forgot passw Help	ord?	

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.

😬 Latest appl	icants			View all
Lease ID	Customer	Application Date	Lease Status	Action
18944121	Normand Herzog (801) 555-0174	02/08/2022	Invoice in Progress \$900 of \$1,000	Resend agreement
18944120	Ralph Champlin (801) 555-0183	02/08/2022	Approved \$1,000	Create cart
18944119	Perla Gorczany (801) 555-0147	02/08/2022	Involce in Progress \$500 of \$1,000	Resend agreement
18944118	Kerry Schowalter (801) 555 0140	02/08/2022	Invoice in Progress \$1,075 of \$1,000	View invoice Reser Add notes
18942581	Willia Dooley (801) 555-0178	01/12/2022	Approved \$1,000	Cancel agreement Creat

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'

P		18944121	Normand Herzog (801) 555-0174	02/08/2022	Invoice in Progress \$900 of \$1,000	Resend agreement	
A Home		18944120	Ralph Champlin (801) 555-0183	02/08/2022	Approved \$1,000	Create cart	
Custon	NIS.	18944119	Perla Gorczany (801) 555-0147	02/08/2022	Invoice In Progress \$500 of \$1,000	Resend agreement	
li Report	ts	18944118	Kerry Schowalter (801) 555-0140	02/08/2022	Invoice In Progress \$1,075 of \$1,000	Resend agreement	
Contac	ct	18942581	Willia Dooley (801) 555-0178	01/12/2022	Approved \$1,000	Create cart	
*							
		(Start an applic	ation	(B) Estimator	ProgU		
		Start an applic The customer can record through text message	elve an application	Estimator Educate customer on what their lease might cost them.	-	rays on how to offer our customer.	
Estimator Application ProgU		The customer can rece	elve an application	Educate customer on what their lease	Learn the best w		
Application	D	The customer can rece	eive an application by texting the code	Educate customer on what their lease	Learn the best w services to your		

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.

	Lease ID	Customer	Application Date	Lease Status	Access Application
	18944121	Normand Herzog (801) 555-0174	02/08/2022	Involue In Progress \$900 or \$1,000	The customer can receive an application
A Home	18944120	Ralph Champlin 0801) 555-0183	02/08/2022	Approved \$1,000	link through text message by texting the code below.
Customers		Per la Gorczany		Involce In Progress	RetailDashboard_Test_Store (Child_05)
E Tears	1074117	(001) 555-0147		\$500 of \$1,000	Text the code below to \$7597
th Reports	18944118	Kerry Schowalter (801) 555-0140	02/08/2022	Involce in Progress \$1,075 of \$1,000	PG_TEST
Constant	18942581	Willia Dooley (001) 555-0178	01/12/2022	Approved \$1,000	Show QR code for application +
					Scan to apply
Estimator 冒	Start an applic	cation	Estimator	ProgU	
Application	The customer can rec through text message		Educate customer on what their lease might cost them.	Learn the best ways on how services to your customer.	
ProgU 👘					
Get help	Get	code	Open estimator	Start learning	Close
Log out 🗩					e Print

HOME PAGE - PAYMENT ESTIMATOR

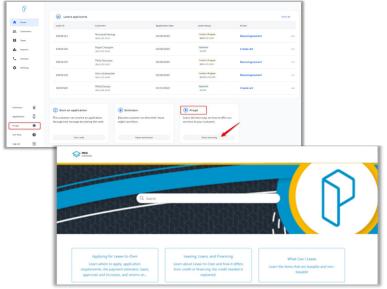
- Use this tool to give your customer an idea of what the payments and cost of leasing will look like.
- This easy budgeting tool helps you to explore costs in just a few clicks.
- First select your store
- \cdot Then add the cost of the item
- · Pay frequency and click 'get estimate'
- This tool will 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.

	🖲 Latest applic	ants				View all
ft Home	Lease ID	Customer	Application Date	Lease Status	Action	
Customers	18944121	Normand Herzog (005) 555-0174	02/08/2022	Involce in Progress \$990 of \$1,000	Resend agreement	-
La Reports	18944120	Ralph Champlin (001) 555-0103	02/08/2022	Approved \$1,000	Create cart	
Contact	18944119	Peria Gorczany (801) 555-0147	02/08/2022	(swalor in Progress) §300 or §1,000	Resend agreement	
A Seconds	10944118	Kerry Schowalte (801) 555-0140	02/08/2022	Involue in Progress \$1,075 of \$1,000	Resend agreement	
	10942501	Willia Dooley (801) 555-0178	01/12/2022	Approved \$1,000	Create cart	
intimator	() Start an applica	lion	Estimator	ProgU		
Application	The customer can receip through text message b		Educate customer on what their lease might cost them.	Learn the best ways on how to offer our services to your customer.		
Get help	Get cor		Coren estimator	Start learning		



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

	Catest applican	N					View all
	Lease 10	Galerier		Application Case	Lotest Status	Action	
	50944121	Normand Hor processory		02/96/2022	Process Program	Resend agreement	
	50944120	Raiph Champ (000/201-004)		02/06/2022	Assessed Silver	Create carl	
	30944119	Perta Gorizzar DOL 111-0127	×	02/06/2022	Index in Program Bibliour \$1,000	Resend agreement	
	38944118	Kerry Schowl (201) 222-01-0		02/06/2022	Public II Popping BURDESPECTION	Resent agreement	
	58942531	Wills Dooley (DOC 321-0679		05/12/2022	Associat	Create cart	
8	(2) Start an applicatio		(Estimator		Progil		
- 0	The customer can receive		Educate customer on what	Derivate	bears the best ways on here to other our		
-	through text meanage by t	oting the code	might cost them.		services to your customer.		
0	Get code		Openaatine		Start learning		

CUSTOMERS PAGE

On the customer page you will find:

- \cdot 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

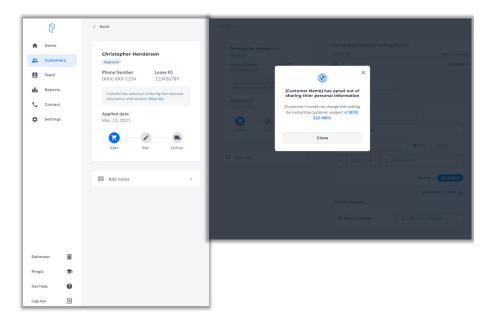
0		Customers 11	3 Total leases			Add existing	ig leas
A Home							
L Custor	mers	Q Search I	y last name	Search Ad	vanced search	Stores Y Filter	Ŧ
E Team		Lease ID	Customer	Application Date	Lease Status	Action	
I Report		123456789	Katherine Mills 0000/000-1234	Today	App in progress	More Info	
Setting		123456782	Michael Alexander-Arnold (000) 000-1234	Today	Approved \$1,200	Create Cart	
		123456	Christopher Henderson (XXX) XXX-1234	Today	Invoice in progress \$900 of \$1,200	Resend Agreement	
		N/A	Christian Johnson (XXX) XXX-1234	Today	(Denied)	More Info	
		123456789	Amelia Nash 0000000-1234	Yesterday	Espired	Send Reapply	
		123456789	Stephaine Fernandez (000) 000-1234	Nov 18, 2021	Availing delivers \$1,156 of \$1,200	Set Delivery Date	
Estimator		6754	Grace Rose 0000.000-1234	Oct 14, 2021	Availing delivery \$1,198.22 of \$1,200	Edit Delivery Date	
ProgU	۲	232323	Brett Christensen 0000.000:1234	Aug 18, 2021	Funded \$1.252 of \$2,000	View Delivery Date	
Get help	0						
Log out	æ						

		Customers 11				Stores	×
A Home						-	
A Custor	iers	Q Search I	by last name	Search Advanced search		Q Store name or phone	number
😫 Team		Lease ID	Customer	Application Date	Lease Stat	📑 In-store 🕥 Online	
III Reports		123456789	Katherine Mills 0000 XXX-1234	Today	App in prag	California	•
Contac		123456782 Michael Alexander-Arnold 0000 X0X-1234		Today \$1,200		Los Angeles	
		123456	Christopher Henderson 0000 XIX-1234	Today	Structure in p \$900 of \$1	 4500 Van Nuys Blvd, Oaks 	Sherman
			Christian Johnson 0000 XXX-1234	Today	(Denied)	11301 West Pico Bo	
Estimator		123456789	Amelia Nash 0000 XXX 1234	Yesterday	Expired	San Fransico	•
Get help	0	123456789	Stephaine Fernandez 0000 XXX-1234	Nov 18, 2021	Awaiting de \$1,156 of 1	Apply filter	
Log out	Ð	6754	Grace Rose		Availing do \$1.198.22	Clear filter	

CUSTOMER PAGE - CUSTOMER OPT IN/OUT

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

- \cdot 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.

	P	Q Search by phone	number - Ex. (801) 555	1234 Seat	rch	Add a	existing lease
_	Home Customers	Leases 444 Total leases			Stores Y Filter Y		
(9 11	Team Reports	Lease ID	Customer Normand Herzog (001) 555-0174	Application Date 02/08/2022	Lease Status Invoice in Progress \$900 of \$1,000	Action Resend agreement	
		Image: Customers Imag	Who's lease-to-ow Who's lease-to-ow Last 4 of 55N 1234 Meblie phone 845-399-0334	customers social security n sociated with their approva n agreement would you	al. 1 like to add?		
	- 1	Get help					

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:
 - \cdot Lease summary
 - \cdot Lease to own cost
 - · 12-month Lease to own total
 - Initial Payment
 - Payment due at signing

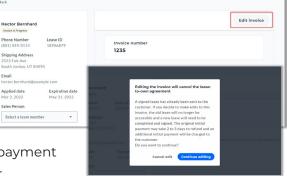
ñ	Home			Set up their lease by adding	item(s)
	Customers	Christopher Her	nderson	Cash price	Approval amount
8	Team	Phone Number (210) 123-1234	Lease ID 123456789	\$0	\$1,500.00
di.	Reports	Shipping Address 123 Street Name		Invoice number	
· .	Contact	San Antonio, TX 78	8233		
¢	Settings	Email christopher.hender	rson@companyurl.com	Lease items	
		Applied date Mar. 15, 2021	Expiration date Mar. 15, 2021	Brand name	
		Sales Person		Item description	
		Select a team	member •	Item # / SKU	New OUsed
		Store	Source		
		Best Buy	Online	- Qty + \$ 1	tem cost
		information you obta	nly use the customer ain from Progressive I ProgCentral Portal) for		Cancel Save Item
		with their lease-to-c	of assisting customers own agreement. You may tion for marketing or 5.	Other charges	Add another item 🕀
			ses their right to opt-out		
		of these communica Progressive Leasing	dons, you agree to notify at (855) 222-0801	Delivery charge	\$ Delivery charge
		0	2 — B		ate lease
		Cart	Sign Deliver		
		Add notes	>		
Estima	itor 📓				
ProgU					



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.



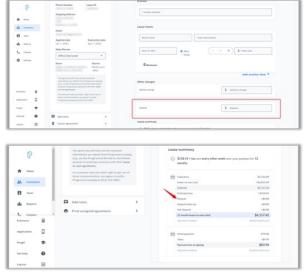
REFUNDABLE LEASE DEPOSIT (RLD)

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.

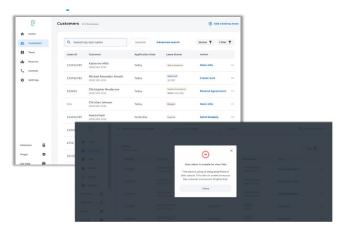
2. Once the deposit has been entered, it will show in the Lease Summary the Deposit, Deposit sales tax, and Net Deposit.

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*.



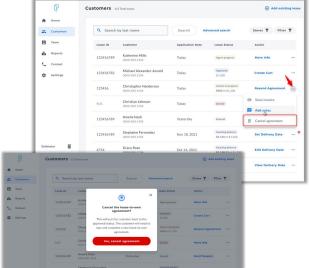
CUSTOMER PAGE - READ ONLY VIEW

- 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.



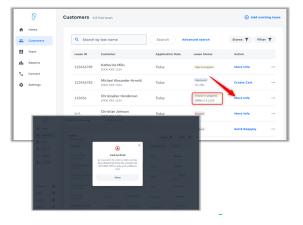
CUSTOMER PAGE - CANCEL AGREEMENT

- 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.



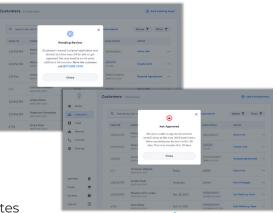
CUSTOMER PAGE - AWAITING DELIVERY

- 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.

P		Customers 113										🕀 Add existin	ng leas
A Home													
Custon	iers	Q Search t	oy last n	Subn	nit a c	delive	ry da	te for		×	ced search	Stores Y Filter	T
E Team		Lease ID	Custor	Chris	tophe	er Her	nders	on			Lease Status	Action	
Report		123456789	Kathe	May	- 2	2020	•			\leftrightarrow \rightarrow	App in progress	More Info	
Contac	t i			\$	м	т	w	т	F	5			
🗘 Setting	\$	123456782	Micha (XXX) >	30	31	1	2	3	4	5	Approved \$1,200	Create Cart	
		123456	Christ (XXX) >	6	7	8	9	10	11	12	Invaice in progress \$900 of \$1,200	Resend Agreement	
		N/A	Christ (XXXI) X	13 20	14 21	15 22	16 23	17 24	18 25	19 26	Deried	More Info	
Estimator ProgU		123456789	Ameli (XXXX)	27	28	29	30	1	2	3	Expired	Send Reapply	
Get help	0	123456789	Stepha (XXX) XX	ine Ferna X-1234	ndez			Nov 1	3, 2021		Awaiting delivery \$1,156 of \$1,200	Set Delivery Date	
Log out	Ð	6754	Grace F					Oct 14			Awaiting delivery \$1,198.22 of \$1,200	Edit Delivery Date	

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.

P		Customers III	I Total Jeanes				Add existi	ng lease
A Horno								
Custor	ners	Q Search b	y last name	Search Ad	vanced search		Stores T Filter	T
E Team		Lesse ID	Customer	Application Date	Lease Status		Action	
th Report		123456789	Katherine Mills (000) XXX-1234	Today	App in progress		More Info	
to Setting		123456782	Michael Alexander-Arnold 0000.0001-1234	Today	Approved 51,200		Create Cart	
		123456	Christopher Henderson 0000/000-1234	Today	Invoice in progress \$900 of \$1,200		Resend Agreement	
		N/A	Christian Johnson	Today	(Denied)	۲	View involce	
						p	Add notes	
		123456789	Amelia Nash (300) 300(-1234	Yesterday	Expired	8	Cancel agreement	
		123456789	Stephaine Fernandez (2000) 2006-1234	Nov 18, 2021	Availing delivery \$1,556 of \$1,200		Set Delivery Date	
Estimator	8	6754	Grace Rose (000) 000-1234	Oct 14, 2021	Availing delivery \$1,198.22 of \$1,200		Edit Delivery Date	
ProgU	۲		Rrett Christensen		[united			
Get help	0	232323	(100) XXX-1234	Aug 18, 2021	\$1,252 of \$2,000		View Delivery Date	***
Log out	Œ							



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.

P		< Back		
A Home		Roy Bednar Approved	Set up their lease by adding items Cash price	Approval amount
Custome	ers	Phone Number Lease ID	\$0.00	\$1,000.00
İ Team	- 1	(801) 555-0199 9157416 Shipping Address	Invoice	
Reports	- 1	2522 Fait Ave South Jordan, UT 84095		
Contact	- 1	Email roy.bednar@example.com	* Invoice number	
Settings		Sales Person		
Estimator		Select a team member 🔹	Lease items	
Application	۵	Applied date Today	Brand name	
ProgU	\$	You agree you will only use the customer information you obtain from Progressive	* Item description	
Get help	0	Leasing (e.g., via this ProgCentral Portal) for the limited purpose of assisting customers with their lease-to-own agreement. You		
Log out	€	with their lease-to-own agreement. You may not use this information for marketing or advertising purposes.	ltem # / SKU	New O Used

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.

	Q			Store RetailDashboard_Test_Store (Child_02)	Source webservices	Leas	se summary	
ft -	Home	- 1				C3	\$42.31 + tax due every week near your p	baydays for 12 months.
*	Customer			You agree you will only use the cust information you obtain from Progre (e.g., via this ProgCentral Portal) fo	essive Leasing r the limited	^	Cash price	\$1,000.00
8	Team			purpose of assisting customers with to-own agreement.	h their lease-	-	Lease-to-own cost	+\$1,249.00
	ream			If a customer exercises their right t	o ont-out of		Subtotal	\$2,249.00
di -	Reports			these communications, you agree to	o notify		Estimated tax	+\$163.18
				Progressive Leasing at (855) 222-0	801.		Deposit	+\$0.00
	c	*					Deposit sales tax	+\$0.00
Estimat	tor						Net Deposit	+\$0.00
				Add notes	>		12-month lease-to-own total	\$2,412.18
Applicat	tion			Add notes			Payment method	Bank account
ProgU			×	Cancel agreement	>			
Progu		2		Print unsigned agreement	5	8	Initial payment	\$49.00
Get help		0	-	i tint unsigned agreement			Taxes	+\$3.55
Gethelp	p	U					Payment due at signing	\$52.55
Log out		Ð					Payment method	Debit/Credit card

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.

INVOICE	Progressive Leasing
Harlan Hintz	Invoice:#1235
Lease ID: #9548576	Expiration Date: -
Chair	Qty 1 \$900.00
Lease summary	
Cash price (includes item price plus applicable sales tax)	\$500.00
Lease-to-own cost	+\$649.00
Subtotal	\$1,149.00
Estimated tax	+\$83.09
12-month lease-to-own total	\$1,232.09
Payment method	Bank account
Initial payment	\$49.00
Delivery charge	+\$0.00
Taore	+\$3.55
Payment due at signing	\$52.55
Payment method	Debit/Credit conf
\$21.16 + tax due every week near your paydays for 12 months.	
The retail partner has agreed to only use customer information obtained fr purpose of assisting customers with their lease to own agreement.	on Progressive Leasing for the limited
To review your Lease-to Own agreement please refer to your email or visit <u>maccoord/login</u> To cancel your lease or exercise an early purchase option	htt <u>as l'iwww.proazessivela.com/</u> call <u>(877) 898-1970</u>

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

P		Q Search by name • Find a	team member		() Invite	team member
A Home						
Custor	mers	Team 6 Team members			Fil	ter T
Team		Name	Role	Email	Store	Status
Report	14	NM Nick Miller	Owner	nick.miller@company	All Stores	Active
Contac	a l	NM NICK MILLER	Uwiter	nick.mitter@company	An stores	Active
C Setting	25	JH Jessica Hancock	Manager	jesstherealprincess@	Multiple (2)	Active
		JA Johnathan Alexander-Arnald	A None	jalexanderarnold@gm	Fort Lauderdale Nort	Invited
		BA Beatrice Alvarez	Sales Associate	beatrice.alvarez@hot	Fort Lauderdale Sout	Active
stimator	8	LK Laura Knight	District Manager	laura.knight⊜bestbuy	Multiple (6)	Active
hogU Set help	* 0	CH Christopher Henderson	Assistant Regional	christhedude@email	Multiple (23)	Active
tuo po	Ð					

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.

Home	ers	Back Invitations Invite your employees so the	ey can have access to Pre	ogressive Leasing.		
E Team		Individual invitations			Need to invite several team members at once?	
III Report		First name	Last name		Get Started	
Contac	1	Email address				
Setting	\$	Choose a role		*		
		Select a store		>		
Estimator						
ProgU	۲					
Get help	0		Send invite			
Log out	Ð					

TEAM PAGE - BULK INVITES

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

(Back

Invitations

P

A Home

Customer

E Team

Reports

Contact

A Settings

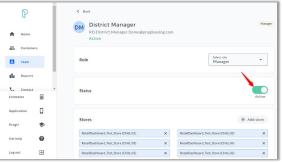
- For those Stores who need to invite multiple users, the bulk invite process can be utilized.
- Users who have the permission to 'Manage Users' can invite other users to ProgCentral

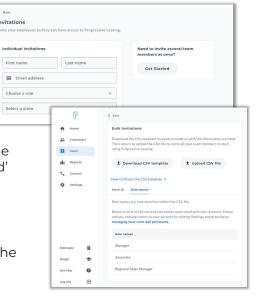
by clicking on +Team Member from the Team Page, and then click 'Get Started'

- · 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 < Back P changing the status to DM District Manager inactive. A Home
- 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).

P		Reports Downloads		C Refresh
Home		Name	Description	Action
Custom	ers	Application History	Provides listing applications.	Select
Reports		Contracts Status	Provides a listing of applications that are currently in a "Contracts" status.	Select
🗘 Settings		eSign - Out for signature	A list of all eSign agreements that are waiting for the customer to sign.	Select
		eSign - Ready to fund	These eSign agreements have been signed and are awaiting proof of delivery to be funded.	Select
		Funding Report	Provides a listing of applications that have been funded.	Select
		Funding Report (no grouping)	Provides a listing of applications that have been funded.	Select
Estimator	8	Pending and Approved	Provides a listing of applications that are currently in a "Pending" or "Approved" status.	Select
ProgU	*	Status Analysis	This report provides a break down of applications that were sent to Progressive Leasing from your store by status, average invoice, and total amount funded.	Select
Det help	0 0			

CONTACT PAGE

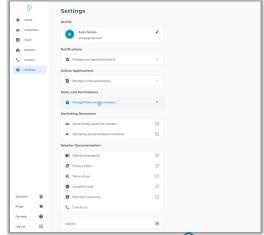
- Should a Retailer require assistance, our Retailer Support staff are available to help.
- Our Retailer support department is available:
 - · (855)-222-0801
 - Mon-Sat 7AM-10PM MST
 - Sun 8AM-8PM MST
- · Customer Service is also available for any Customers who need assistance.
 - · (877) 898-1970
 - Mon-Sat 7 AM- 10 PM MST
 - Sun 8 AM-8 PM MST

0		í l	
A Home		Contact information We're here to help.	
Custome Team III Reports Contact Settings		Retailer support Retailer support Retailers support Retailers support Retailers result, or leave, Retailers result, or leave, Retailers result, or leave, Retailers result, or leave, Retailers representative	Customer service Anulation the catherer with bitmather (Fiber have questions compared in the same of the service
Estimator		For quartiens about sites reports. John Smith john.smith@progleasing.com	Progressive Leasing 255 West Data Drive Draper, UT 84020
ProgU	*		
Get help	0		
Log out	Ð		



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.

P	Settings		← Edit my profile	
A Horne	Profile		First name Rebecca	
Customers	Rebecca Scott rebecca.kustan24@gmail.com	1	Last name Scott	
E Team	Online Applications		Email address rebecca.kustan24@s	pmail.com
Contact	Manage online applications	>		
Settings	Roles and Permissions			
Estimator	Manage Roles and Permissions	>		
Application	Marketing Resources			
ProgU 🗢	ALL Social media assets for retailers			
Get help 🕜	Progressive Leasing			
Log out 🕑	Retailer procedures	Ø	Cancel	Save

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.

P	Settings	
A Home	Profile	
Customers	Andy Nelson	
E Team	andy@gmail.com	
Reports	Notifications	
Contact	A Manage new application alerts	
Settings		
	A Here C Back	
	A Customers Manage new application alerts	
	Provide us with the email addresses where you would like to receive alerts for all new Progressive Leasing applications for your stores	
	In Reports Select a store location	
	Contact RetailDashboard_Test_Store (Child_03)	
	Contract Add email addresses	
	Extinator 🗑 🏧 Email address 🧹 🖥 Delete	
	Application	
	Progti 📚	
	Ont Inty: @	
	Lagent D	

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.

P	< Back	
ft Home	Manage online application links Select the store location for the Progressive Leasing	conline
Customers	application link.	
E Team	Select a store location	
Reports	Select a store	3
Contact	Online link	
C Settings	S Online link	Copy
	Start an Application The customer can receive an application link through texting the code below.	h bext message by
Estimator	Select a text-to-apply store location	
PregU 🗢	Select a store	>
Cet help		

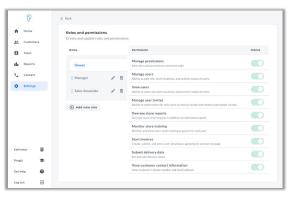


SETTINGS PAGE - ROLES & PERMISSIONS

- **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.

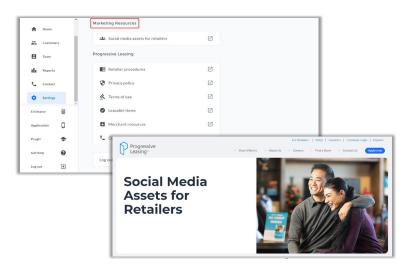
 Roles & Permissions is permission based.



Permission	Included access / actions
	Grants access to the Roles screen:
Manage permission	Edit roles and permissions
	Grants access to the Teams screen:
	 Manage and view invites for new users
Manage users	Deactivate users
	Change user roles
	Grants access to the Reporting screen:
Oversee store reports	Run store-level reports (such as the Funding
	Report)
1000000000	Create, submit, and edit carts
Start Invoices	Send lease-to-own agreements
Submit delivery date	Set and edit delivery dates
	Control whether a customer's personal identifiable
View Customer Contact	information (PII) is displayed or hidden
Information	 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.

A Home	Marketing Resources	
Customers	Social media assets for retailers	
E Team	Progressive Leasing	
Reports	Retailer procedures	
Contact	Privacy policy	
Settings	Terms of use	
Estimator	Leasable items	
Application	Merchant resources	
ProgU 📚	Contact us	
Get help		
Log out	Log out	Ð



INTRODUCING AUTOMATED RETURNS THROUGH PROGCENTRAL

Home									
Customers	0-0-	0-0	Invol	ce number					
	Cart Signature	Deliver Funded	123	ice number 145					
Team	Christopher Hend	derson							
Reports	Funded Phone Number	Lease ID	Cash	price		Remaining approval			
Contact	(210) 123-1234	123456789	\$295	0.99	_	\$1,200.01			
Settings	Shipping Address 123 Street Name San Antonio, TX 782	133	Amou after (nt shown is at the time of Fund (Return/Exchange). A new appl fitional lease, Must be in good	ication and initial payment	w additional changes made t will be required to create			
	Email christopher.henders	on@companyurl.com							
	Applied date Mar. 15, 2021 Sales Person	Expiration date Mar. 15, 2021	Add Re Please and add Rotaile		istomer is returning. Please III item(s) being returned v ing the return.	e adjust the refunded amount da this transaction must be in th	•		
	Select a team m	ember •	* But	urned item nback Nightstand		Quantity			
	Store Best Buy	Source Online	* Ref.	umed reason as broken					
	You agree you will only information you obtain Leasing (e.g., via this P	n from Progressive	- iter 654	n a / sku B	\$ 125.0	nd amount 10			
	the Britted purpose of their lease-to-own agr use this information fe advertising purposes.	assisting customore with	Can	umed Rem nback Nightstand		Quantity 1			
	If a customer exercises these communications	s their right to opt-out of , you agree to notify		umed reason as broken					
	Progressive Leasing at	(855) 222-0901	' iter 654	n #/sku 8	\$ 125.0	nd amount 10			
				Confirm possession of items ()	Required)				
	Add notes	C	ustomers	Have all items been returned? 113 Total leases				🕀 Add existi	ng lear
			ustomers		s	iearch Advance	od search	Add existing the second sec	
		C	ustomers	113 Total leases	Store name	Advance	ed search Lesse status		
		C	Q Search	113 Total leases h by last name				Stores Y Filte	
		C	Q Search Lease ID	113 Totalleases h by last name Customer Christopher Hender	Store name	Application date	Lease status	Stores T Flite	r T
		C	Q Search Lesse ID 123456789	113 Total leases h by last name Customer Christopher Hender DOOI XXXX 1234 MICUSE Alexander	Store name Big Lots	Application date Teday Exp.Jan 21, 2022	Lesse status App in progress Approved	Stores Y Filte Action More info	r T
		C	Q Search Lesse ID 123456782	13 Total leaves h by last name Customer Customer Customer Mitchel Negander. Doot) 254 Customer Custome	Store name Big Lots Lowys	Application date Today Exp. Jan 21, 2022 Today Exp. Jan 21, 2022 Nov 18, 2021	Lesse status App in progress Approved \$1,200 Invoice in progress	Stores T Filte Action More info Create cart	• T
		C	Q Search Lesse ID 123456789 123456789 123456789	Its Total leases Its J Total leases Its J last name Customer Customer Christopher Hender DON 1000 1204 Michael Alexander DON 1000 1204 Christopher Hender Christopher Hender	Store name Big Lots Lowes Jeromes	Application date Teday Exp. Jan 21, 2022 Teday Exp. Jan 21, 2022 Nov 18, 2021 Exp. Feb 21, 2022 Oct 14, 2021	Lesse status App in propress Approved 51.200 Invoice in progress 5900 of 51.200	Stores Y Filte Action More info Create cart Resend Agreement	r T
		C	Lesse 10 123456789 123456789 123456789 N/A	III Total Isaass IIII Total Isaass IIII Total Isaass IIII Total Isaass IIIII Total Isaass IIIII Total Isaass IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII	Store name Big Lots Lowes Jeromes Wayfair	Application date Roday Exp Jun 21, 2022 Beday Exp Jun 21, 2022 New 18, 2021 Exp Fee 21, 2022 Oct 14, 2021 Oct 14, 2021 Oct 14, 2021	Lesse status App in progress Approved 51,200 Insertion in progress, 5900 or 51,200 Denied	Stores Y Filte Action More info Create cart Resend Agreement More info	r Y
		C	Lesse ID 123456782 123456789 NIA 123456789	Its Total lases Its Jack Iname Used State Iname Used Stat	Store name Big Locs Lowes Jacones Wayfair Big City Wheels	Application date Index Body Body 21, 2022 Body Body 21, 2022 New 18, 8203 Explane 21, 2022 Oct 14, 3021 Cot 14, 3021 Cot 14, 3021 Oct 14, 3021 Oct 14, 3021 Oct 14, 3021	Lesse status Ade in progress S1.200 Inside in progress S900 of \$1,200 Denied Expired	Stores Y Filte Action More info Create cart Researd Agreement More info	r Y
		C	Lesse ID 123456789 123456789 123456789 NVA 123456789 NVA	ISI TockHeases ISI TochHeases ISI To	Store name Big Lots Lowes Lowes Jacomes Waydair Big City Wheels Big City Wheels	Application date Teday Dip Jun 21, 2022 Ser Jun 21, 2022 Dip Jun 21, 2022 Dip Jun 21, 2022 Dip Jun 21, 2022 Dip Jun 21, 2022 Oct 14, 2021 Dort 14, 2021	Lesse status Ale in progress 51,200 Invision in progress 5900 of 51,200 Denned Express Bitmend 51,228 of 1200 Availing delivery	Stores Y Filte Action More info Create cart Agreement More info Send re-apply View invoice	· · · ·
		e e	Lesse ID 123456782 123456789 N/A 123456789 123456789 123456789	113 Total Itasses by Jast name Customer Divisiogher Hendler- (0000) 000:1234	Store name Big Lots Lowes Jaromes Wayfair Big City Wheels Big City Wheels Big City Wheels Big City Wheels	Application date Index Body Body 21, 2022 Body 20, 2023 Body 20, 2024 Body 20, 2024	Lesse status Ade in angress S1200 Insetse in progress S900 of \$1,200 Demoit Examt S1232 of \$2,000 Assistant br>Assistant \$2,000 Assistant \$2,000 Assistant \$2,000	Stores Y Filte Action More info Create cart Researd Agreement More info Send re-apply View Involce Edit delivery date	r Y
		5 5 5 1 1 1 1	Lesse ID 123456789 123456789 123456789 NVA 123456789 123456789 123456789 123456789 123456789	ISI Total Itasses ISI Total It	Store name Big Lots Lowus Lowus Jammes Wayfair Big City Wheels Big City Wheels Big City Wheels	Application date Taday Explan 21, 2022 Staday Explan 21, 2022 Staday Explan 21, 2022 Oct 14, 2021 Det 14, 2021 Det 14, 2021 Oct 14, 2021 Oct 14, 2021 Oct 14, 2021	Lesse status Ade in singless S1200 Insolite in program S900 or 51,200 Denied Eserret S1252 of 52,000 Auditing advisor S1252 of 52,000 S1252 of 52,000 Fundet S1252 of 52,000	Stores Y Fitte Action More info Create cart Agreement More info Send re-apply View invoice Edit delivery date	r Y

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.

Ø	Roles and permissions Create and update roles and permissions		
A Home	Roles	Permission	Status
Customers	Owner	Manage permission Edit roles and permissions marchant wide	
E Team	🗄 Manager 🕜 📋	Manage users Manage and view invites for the new users, inactivate users, change role for users	
Contact	🗄 Store Associate 🖌 🖬	Oversee store reports Oversee store-level reports in addition to individual reports	
Settings	🗄 District Manager 🕜 🛱	Monitor store training Monitor and view store-level training progress for each user	
	II G-6935-4 🖍 🖻	Start invoices Create, submit, and edit a cart. Send lease agreements via email	
	🗄 Returns Admin 🛛 🖉 🖬	Submit delivery date Set and edit delivery dates	
Estimator	∷ G-6935-5 🖌 🖥	View customer contact information View customer's phone number and email address	
ProgU 📚	Add new role	Cancel Agreement Ability to cancel an agreement moving it back to approved status.	
Get help		Manage returns Ability to create and submit either a partial or full return.	
Log out 🕤			

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.

			Clear all filters Funded ×
itore Name	Application Date	Lease Status	Action
tetailDashboard_Test_S	08/25/2023	Funded \$500 of \$1,000	View delivery date
tetailDashboard_Test_S	08/25/2023	Funded \$400 of \$1,000	View invoice View d Add notes
letailDashboard_Test_S	07/20/2023	Funded \$500 of \$1,000	← Process return
tetailDashboard_Test_S	07/20/2023	Funded \$500 of \$1,000	View delivery date
tetailDashboard_Test_S	07/20/2023	Funded \$500 of \$1,000	View delivery date
		Funded	

• 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.

A Home	Phone Number Lesse ID DOO(XXX-0191 19074061	Cash price
Home Custamers	Customer has opted out of sharing their personal information with retailers. More info	\$900.00 Amount shown is at the time of Funding and does not reflect any additional changes made application and initial payment will be required to create an additional lease. Must be in goo
E Team	Applied date Expiration date Aug 25, 2023 -None-	
th Reports	Sales Person Select a team member	Lease items Everytime a lease item is added and/or edited, an agreement will need to be resent for signi
to settings	Store Source webservices	Chair \$900.00 422076 Qty1
	Add notes	Lease summary
Estimator	Print unsigned agreement	538.08 + tax due every week near your paydays for 12 months.
Application	← Process return	Cash price
ProgU 📚		Subtoctal Estimated tax
Get help		Deposit Deposit sales tax
Log out 🕀		Net Deposit

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.

		application and initial payment will be required to create an additional lease. Must be in good standing on existing lease.
P	Applied date Expiration date Aug 25, 2023 -None-	application and initial payment will be required to create an additional lease. Must be in good standing on existing lease.
A Home	Sales Person Select a team member	Add Return
Customers	Store Source	Please list out the item or items the customer is returning. Please adjust the refunded amount and add a refund reason. Please note all item(s) being returned via this transaction must be in the Retailer's possession prior to completing the return.
Team	RetailDashboard_Test_Store webservices (Child_02)	* Beturned Item Chair - 1 +
Reports		* Returned reason
Contact	Add notes >	received damaged
Settings	Print unsigned agreement View invoice	* Tertind amount \$ 900.00
		This field is required Confirm possession of items (Required) Have all items been returned?
Estimator		Add another 🛞 Cancel return Submit return
Application		
ProgU 📚		Lease items Everytime a lease item is added and/or edited, an agreement will need to be resent for signing.
Get help		Chair \$900.00 432876 0tv1
Log out		Hadding Notes

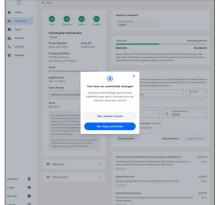
SUBMITTING A SUCCESSFUL RETURN

- 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.

Q. Search by las	t name	Search Advanced search				Filter Y
esse ID	Customer	Store Name	Application Date	Lesse Status	Action	
vebeervices 19074061	Vincenzo Spinka (2000/2004/0191	RetailDashboard_Te	n,5	Funded	O View return	
veliservices (9074040	Michel Bergstrom (801) 555-0116	RetailDashboard,Te	n,5	Funded \$400 of \$1,000	View delivery date	
rebenvices 1905-0946	Annmarie Wilms 1901) 555-0153	RetallDushboard_Te	n,5	Ouried	Moreinfo	
rebservices (1054145	Christian Guigowski (801) 555-0585	RetailDashboard,Te	n_6. 07/05/0020	Ouried	More info	
rebservices 19054944	Cecil Rippin (801) 555-0129	RetalDashboard,Te	e.s. 07/25/2023	Ceried	More info	
wboervices (9054943	Jake Moschiel (801) 555-0147	RetalDuchboard,Te	n,5 07/25/2023	Ouried	More info	
veliservices 1905-6942	Suk Jacobson (801) 555-0145	RetailDushboard,Te	n,5	O Deried	Mor O Return Submitted The return has been submitted.	wcessfully
elsevices	Shalanda Miller			A		

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.

P	Customers 1 Total leases						Add existing
A Home	Q. Search by last name	Search	Advanced search				Filter T
Customers	, search by last hand						
E Team							Clear all filters 19053862 ×
Reports	Lease ID	Customer	Store Name	Application Date	Lease Status	Action	
Contact	webservices 19053862	Pandora Marvin (801) 555-0191	RetailDashboard_Test_S	07/20/2023	Funded \$300 of \$1,000	O View ret	um
Settings							View delivery date
							 View invoice
							Add notes
						ſ	↓ Process return

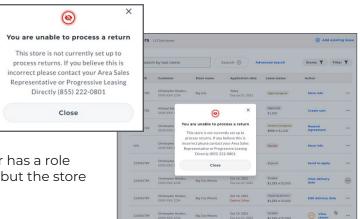
P		(e.g., via this ProgCentral Portal) for the limited purpose of assisting customers with their lease- to-own agreement. If a customer exercises their right to opt-out of		* Item # / SKU \$ * Refund amount	
A Home		these communications, you agree to notify Progressive Leasing at (855) 222-0801.		Confirm possession of items (Required) Have all items been returned?	
La Customer	•			Add another ④ Cancel return Submit	it return
Team	F	Add notes	>		
Reports	e	 Print unsigned agreement View invoice 	>	Lease items Everytime a lease item is added and/or edited, an agreement will need to be resent for signing.	
Contact		View invoice		Everyonite a rease item is added and/or edited, an agreement will need to be resent for signing.	
Settings					
				Returns	
				08/31/2023	
	~			chair	-\$200
Estimator				damaged in shipping	Qty1
Application	0			432876	
ProgU	\$				

VIEWING COMPLETED RETURN TRANSACTIONS

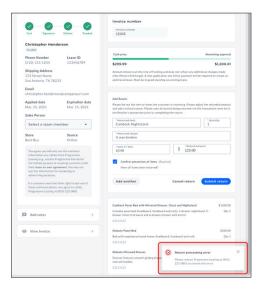
- \cdot Once a return has been successfully submitted a user may opt to view the transaction.
- To view the return from the customer table, the user can click to view the invoice.
- Once on the Invoice page the user will have a read only view of the lease and its transactional history from purchase through Return.

ĥ		(Child_02)	tegratio	Returns	
A Hor	me	You agree you will only use the customer information you obtain from Progressive Le (e.g., via this ProgCentral Portal) for the lin purpose of assisting customers with their le to-own agreement.	nited	12/01/2023 T-17 Chair	-\$493.72
👪 Cur	stomers	If a customer exercises their right to opt-ou these communications, you agree to notify		432876	Qty 1
😫 Tea	am	Progressive Leasing at (855) 222-0801.			
Re;	ports				
Estimator		Add notes	>	Lease amount summary	
	_	Print unsigned agreement	>	Cash price	\$0.00
Application	^ ⊌			Cost of leasing	+\$0.00
ProgU	۲			Estimated tax ①	+\$3.55
Get help	0			12-month lease-to-own total cost	\$3.55
Log out	€			Refundable lease deposit (includes tax)	-\$0.00

ERROR MESSAGES FOR RETURNS



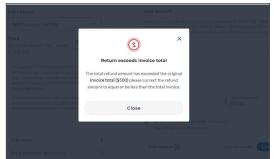
In the event the user has a role that allows Returns, but the store does not.



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.





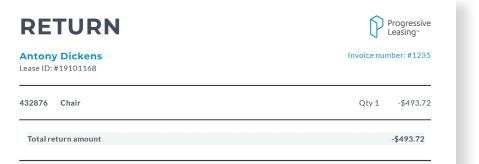
RETURNS PRINT INVOICE

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.



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 <u>(877)</u><u>898-1970</u>.

