



Corp iSupplier FAQ's

Getting Started...

What is the URL for iSupplier?

The URL is:

<https://suppliers.progressive.com>.

What are the different roles that can be assigned to user's on my account?

Corp ISP Manager: View & Edit capabilities

Corp ISP External View: View capabilities only.

Who to call...

If you have a question or need assistance, contact the Progressive iSupplier Team at 877-616-7473. For verification purposes, please have your Progressive Supplier number and your User ID available.

Our e-mail address is:

corporateissuppliersupport@progressive.com

Our fax number is: 440-603-5560

Hours of operation:

Monday through Friday,
8:00am - 5:30pm EST

iSupplier System availability: 24/7

EFT Banking Information

How can I receive payments via EFT?

The first thing you will need to do is enter your banking information into iSupplier. This will ensure that your company is set up to receive payments from Progressive via EFT. Refer to: "Supplier Entry of Banking Information" in the training manual.

What information do I enter in the bank fields?

New Bank - Routing number new to Progressive's system

Routing Number – Enter Routing Number

Confirm Routing Number – Enter Routing Number

Account Number - Enter Account Number

Account Name – Enter account name i.e.

Savings Account, Business Checking

Description – Enter Checking or Savings

Existing Bank – Routing number existing in Progressive's system

Routing Number – Enter Routing Number

Confirm Routing Number – Enter Routing Number

Account Number - Enter Account Number

Account Name – Enter account name i.e.

Savings Account, Business Checking

Description – Enter Checking or Savings

How do I know my Bank Account information has been successfully entered into iSupplier?

A confirmation notice will be sent to your e-mail address. This is the same

email address that was used to register your company with iSupplier. A Progressive iSupplier Support Specialist will contact you if this process is unsuccessful.

How long will it take before the first EFT payment is received?

Once your banking information has been submitted and the routing number is confirmed valid, your bank account record will be approved and ready to receive live payments immediately. Payments take approximately 3 business days to reach your account.

How do I update the e-mail address for my EFT Notifications?

This can only be done by Progressive. Send an email to:

corporateissuppliersupport@progressive.com

Progressive Privacy Statement

The information we gather from our customers is required in order to conduct business. Security measures are in place to ensure your data is secure. We limit access to your information and maintain physical, electronic and procedural safeguards.

We are committed to protecting your privacy and earning your trust. To see the full description of Progressive's privacy practices, click on the "Privacy Statement" from your home page in iSupplier.

How do I find...

How do I find my Progressive Supplier number?

1. Log on to iSupplier
2. Click the "Admin Tab".

Your Supplier Number will display in the General information field.

How do I find the Customer Name and Ship To location on a PO?

1. Log on to iSupplier
2. Click the "Orders Tab"
3. Click the "PO hyperlink" to view the order information and PO details.
4. In the "Actions" field select "View PDF".
5. Click "Go"

Note: The Buyer listed on the PO is also available from this view. Click the hyperlink to view the Buyer phone number and e-mail address.

How do I...

How do I view what users are associated with my account?

1. Log on to iSupplier
2. Click on the "Admin Tab"
3. Click on "Contact Directory"

Note: The Contacts listed with a check mark in the User Account column can access the portal on behalf of the company.

How do I add or delete a User Name from my account?

The requestor (Authorized User) must have edit/view responsibility to give someone else edit/view responsibility. If

the Authorized User is no longer employed, the owner of the company must complete the form. Fill out and return back to Progressive the Corporate Add-Delete User Form located at:
<http://www.progressive.com/suppliers/suppliers.aspx>

If you have any questions contact the iSupplier Support Line at 877-616-7473.

How do I reset my password?

1. Log on to iSupplier
2. Click on the "Login Assistance" link
3. Enter your "User Name".
4. Click "Forgot Password".
5. A link to reset your password will be emailed to you.

...Or e-mail your User ID to corporateisupplier-support@progressive.com and request a password reset.

Note: Passwords must be at least 5 characters long and will expire every 120 days.

How do I obtain or print a copy of a PO?

1. Log on to iSupplier
2. Click the "Orders Tab"
3. Click the "PO hyperlink" to view the order information and PO details.
4. In the "Actions" field select "View PDF".
5. Click "Go"
6. PDF- File Save/Print

How do I update my physical address?

1. Log on to iSupplier
2. Click on the "Admin Tab"
3. Click on "Address Book"
4. Click on the "Update" icon to make changes
5. Click "Save"

How do I access my banking information?

1. Log on to iSupplier
2. Click on the "Admin Tab"
3. Click on "Banking Details"

How do I look up an invoice or a payment?

1. Log on to iSupplier
2. Click on the "Finance Tab"
3. Click "View Invoices" or "View Payments" located on the blue toolbar.
4. Perform a "Simple Search" using one or more search criteria
5. Click "Go"

Note: Enter "%" to complete a wildcard search.

How do I export my invoice search results or payment details?

1. Log on to iSupplier
2. Click on the "Account Tab"
3. Perform a "Simple Search" using one or more search criteria
4. Click "Go"
5. Click the "Export" button