



iSupplier FAQ's

Getting Started...

What is the URL for iSupplier?

The URL is:
<https://suppliers.progressive.com/>. A link directly to iSupplier can also be found in WebTracker.

What information do I need to enter after I log on to iSupplier?

Log on to iSupplier and enter your banking information. This will ensure that your company is set up to receive payments from Progressive via EFT.

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.

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

Claims ISP Auto Manager: View & Edit capabilities

Claims ISP Auto Representative: 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.

Or you can send an e-mail to:
isuppliersupport@progressive.com

What are the hours of operation?

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

Who do I call if I have a discrepancy with the amount of the payment that was made to me?

Call your dedicated Claims Representative.

If you do not know the name and/or phone number of the Claims Rep, call the iSupplier Support Line at 877-616-7473 or send an e-mail to:
isuppliersupport@progressive.com.

How do I...

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.

Note: Your Supplier Number and WebTracker Numbers are used to link your repair shops identity between multiple Progressive applications.

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. If the Authorized User is no longer employed, the owner of the Network Shop must give someone else edit/view responsibility. Fill out and return back to Progressive the Network Body Shop 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:
isuppliersupport@progressive.com and request a password reset.

Note: You will be prompted to change your password every 120 days.

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 "Update" icon to make changes
5. Click "Save"

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

This can only be done by Progressive. Send an email to:
isuppliersupport@progressive.com

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 "Finance"
3. Select View Invoices or View Payments located in the blue toolbar.
4. Click "Go"
5. Perform a "Simple Search" using one or more search criteria

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

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

Proof of Insurance Deliverable Notices

What is the deliverable notice for? What action do I need to take?

The Deliverable notice is a reminder that your proof of insurance certificates for Garage Keepers, Liability and Workers Compensation are coming due.

If your agent has provided you with an electronic copy of the certificates:

Log into iSupplier
<https://suppliers.progressive.com/>

1. Navigate to the "Orders" tab
2. Search the "Deliverables" page changing the status to "Open" and Select "Go" (button)
3. Select the "Update" icon for the deliverable that corresponds to the email notice
4. Change the status to "Submitted"

Optional: Add notes to clarify the document being attached

5. Click on the "Add Attachments" button
6. In the "Description", enter the type of insurance certificate and term
7. Under the "Define Attachment Section", select "File"
8. Click on "Browse" (button) and navigate to the location where the electronic insurance certificate document is stored
9. Select the document. The system will return you to the "Add Attachment" window in iSupplier
10. Click "Apply" to accept the update.
11. Then click Apply again for the system to update

Where do I send the paper copies of the insurance certificates?

If you do not have electronic copy of the insurance certificate, please fax to (866-744-5542), attention: NWS Compliance.

Who do I contact for questions about the coverage's and limits for the Repair Shop program?

Email your questions to:
NWS_Compliance@progressive.com

I sent my certificates of insurance to Progressive but I received a reminder and/or overdue notice.

NWS Compliance may not have received or processed your document by the due date, so a notice was automatically sent as a reminder.

To ensure that your Certificate of Insurance has been entered correctly we encourage you to attach an electronic copy to iSupplier

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

You may also email it to NWS_Compliance@progressive.com or fax it to (866-744-5542), attention NWS Compliance.

I submitted my response to Progressive in iSupplier but forgot to attach the certificate to the record.

1. Search for the item on the "Orders" > "Deliverables" tab
2. In the "Search" options, change the status to "Submitted". Click "Go" (button) to search
3. Click on the "Update" icon for the appropriate deliverable
4. Click on the "Add Attachments" button

5. In the “Description”, enter the type of insurance certificate and term
6. Under the “Define Attachment” section, select “File”
7. Click on “Browse” (button) and navigate to the location where the electronic insurance certificate document is stored
8. Select the document. The system will return you to the “Add Attachment” window in iSupplier

I attached the wrong certificate in iSupplier how do I delete the wrong certificate?

1. Use the “Delete” (trash can icon) to remove the file.
2. To attach the correct document, Click on the “Add Attachments” button
3. In the “Description”, enter the type of insurance certificate and term
4. Under the “Define Attachment” section, select “File”
5. Click on “Browse” (button) and navigate to the location where the electronic insurance certificate document is stored

6. Select the document. The system will return you to the “Add Attachment” window in iSupplier

I submitted my Certificate of Insurance in iSupplier but forgot to change the status on the iSupplier record.

1. Log into iSupplier
2. Navigate to the “Deliverables” tab after selecting the “Orders” tab
3. On the “Deliverables” tab, search for the Deliverable
4. In the “Search” options, change the status to “Open”. Click “Go” (button) to search
5. Click on the “Update” icon for the appropriate deliverable
6. Change the status from “Open” to “Submitted”
7. Select “Apply” (button)

In iSupplier, how do I verify that my insurance certificates actually uploaded correctly?

To verify the insurance certificate attachment uploaded correctly in iSupplier; search for the attachment in the Orders > Deliverables tab.

1. In the Search options, change the status to “Submitted”
2. Click “Go” (button) to search
3. Click on the link for the deliverable with the recent due date (current insurance certificate expiration date)
4. Scroll the attachment section. Your file will be located here

Privacy

How does Progressive protect my privacy?

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.