iSupplier FAQ’s

Getting Started…

Q: What is the URL for iSupplier?
A: https://suppliers.progressive.com

Q: What information do I need to log onto iSupplier the first time?
A: You need the User ID and temporary password that was sent to the email address your company supplied to Progressive when registering for EFT.

Q: What information do I enter in iSupplier to set up my bank account?
A: Routing Number
   Account Number
   Account Name – Purpose of bank account (i.e. business bank account)
   Description – Enter “Checking” or “Savings”

Q: How do I know my Bank Account information has been successfully entered into iSupplier?
A: 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.

Q: How long will it take before the first EFT payment is received?
A: Once your banking information has been submitted in iSupplier, it takes approximately 3 business days to confirm and approve the account for future EFT payments.

Q: What are the different roles that can be assigned to users on my account?
A: Claims ISP Manager: (View & Edit Bank Account/User Info)
   Claims ISP Inquiry: (View only)

How do I manage my account…

Q: How do I access my bank account information?
A: 1. Log on to iSupplier
   2. Click on the “Admin Tab”
   3. Click on “Banking Details”

Q: How do I update the e-mail address for my EFT Remittance Notifications?
A: Only Progressive can do this. Please email: isuppliersupport@progressive.com
Note: This does not apply to suppliers who are set up to receive a consolidated remittance file.

Q: How do I view what users are associated with my account?
A: 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 your company.
**Q: How do I add or delete a User Name from my account?**
A: Fill out and return Progressive’s Add-Delete User Form located at: https://www.progressive.com/suppliers/suppliers/

*Note:* The requestor on the form must have the “Claims ISP Manager” responsibility.

**Q: How do I look up an invoice or a payment?**
A: Attorneys who have access to the Legal Services System (LSS) can view this information there. If you are not an attorney:

1. Log on to iSupplier
2. Click on “Finance”
3. Click on “View Invoices” or “View Payments”
4. Enter Invoice or Payment Number, Click “Go”
5. (Optional) Click the “Export” button

**Troubleshooting…**

**Q: How do I reset my password?**
A: 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

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

**Q: If you still have questions or need assistance?**
Phone: 877-616-7473 (M-F 8:00 am-5:30 pm EST)
Email: isuppliersupport@progressive.com

*Note:* Please have your Supplier number available.

**Q: How do I find my Progressive Supplier number?**
A: 1. Log on to iSupplier
2. Click the “Admin Tab”
3. Your Supplier Number will display in the General information field