



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?

A: Detailed User Guide: <https://www.progressive.com/suppliers/suppliers/>
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