



Workday Supplier Portal Frequently Asked Questions

What is the Workday Supplier Portal?

- The Workday Supplier Portal is a secure, self-service, web-based application provided to you by Progressive. **The Workday Supplier Portal is replacing the iSupplier portal and your supplier information will be migrated to our new system.** This tool will allow you to manage your bank account information with Progressive, contact information, manage user portal account access, and view payment remittance information. Features available will differ based on the user's access type.

What user access roles are available?

- Supplier Portal Manager - This role can view and edit banking information and contact information and the ability to view invoice and payment activity. This role can also manage user access by adding and removing users via a request form.
- Supplier Portal Inquiry - This role can view contact information and invoice and payment activity

How do I reset my password and/or username?

- If you have forgotten your username, please refer to the welcome email received from Workday or contact the Supplier Maintenance Team at ClaimsSupplierSupport@Progressive.com
- If you have forgotten your password, please click "Forgot my password" on the Workday Supplier Portal login page and follow the steps to reset your password

Who do I contact with questions about how to use the Workday Supplier Portal?

- Please refer to the user manual in the "Announcements" section of the portal home page for assistance and detailed instructions on how to navigate and use the Workday Supplier Portal. If you require additional assistance, please contact ClaimsSupplierSupport@Progressive.com or 877-616-7473 Monday through Friday between 8:00 AM and 5:30 PM Eastern Standard Time

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

- Please contact the Supplier Maintenance Team at ClaimsSupplierSupport@Progressive.com with the following information:
 - Supplier Name
 - Supplier Number (if known)
 - The old remittance email address
 - The new remittance email address
 - The remit to address that the change applies to

How do I add or remove users?

- Supplier Portal Manager users can manage user access using the "Supplier Portal Request" feature in the "All Apps" section of the home page of the Workday Supplier Portal. This request form will allow you to add or remove users within your company.

How do I view invoice or payment information?

- Navigate to the home page of the Workday Supplier Portal
- Click "View All Apps" or click the menu icon in the top left corner of the portal

Workday Supplier Portal Procedures Manual

- Click "Invoices and Payments"
- This page will display your most recent invoices and payments and contains a search feature

What information do I need to set up my bank account information?

- Routing Number
- Account Number
- Name of Bank
- Account Type (Checking or Savings)
- Please refer to the user manual in the "Announcements" section of the portal home page for assistance and detailed instructions on how to set up your banking information

How do I manage my bank account information?

- Please refer to the user manual in the "Announcements" section of the portal home page for assistance and detailed instructions on how to set up and update your banking information

How do I find my Progressive Supplier Name?

- Your Progressive Supplier Name can be located on the "Alternate Names" page within the Workday Supplier Portal
 - Navigate to the home page of the Workday Supplier Portal
 - Click "View All Apps" or the menu icon in the top left corner
 - Select "Alternate Names" under the View menu on the right
 - Your Progressive Supplier Name is listed as the "Primary Name".
 - Please reference this full primary name when calling or emailing Progressive for assistance

What happens when I make changes to my information on the portal?

- When changes are made by you and submitted in the Workday Supplier Portal, those changes will create a Change Event that will be sent to our Supplier Maintenance Team for processing. Our team will process the requested changes and the portal, and your Progressive supplier record will be updated to reflect those changes. If there are any questions regarding your request, our team will reach out to you prior to processing the request.