Fire Service Provider Tool FAQs

- Why should I register with B2B?

  B2B provides portal services for the sharing of secure content via applications to third party vendors allowing them to better serve themselves, State Farm, and customers. Use of B2B grants third party vendors the ability to self-serve and electronically communicate with State Farm resulting in a more efficient partnership.

  If you have not received a registration email, or may have deleted it, please complete the Contact Us Email Form. To ensure proper routing, select the following on the form:

  Type of Business: **Fire Service Provider**
  Currently doing business with State Farm: **No**
  Reason for contact: **B2B Registration**

- Can I submit estimate, invoices or photos without registering or while pending registration?
  - You can submit documents and photos without registering or while your B2B registration is pending. However, the log in process will be more involved. If registered, you only need to log in with your B2B user id and password.
  - You do not need to log in to register and complete a Contact Us form.

- What if I do not know my customer's claim number to submit documentation?
  - This information can be found in the Claim Owner section of the State Farm estimate. You may need to reach out to your customer to obtain this information.

- Can I fax or email the information instead of uploading through the B2B Portal?
  - The B2B portal is the preferred method to ensure the most streamlined processing of the documentation.

- I am having technical issues with submitting a documentation, Who do I contact?
  - For technical issues with the website, assistance with B2B registration, log in, navigation or Administrator changes please call the B2B Help Desk at 855-311-2681.
  - If you are unable to view EFT remittance information, contact the EFT Support Team. Please include company information (name, address, and phone number), in your communication.
  - If you can view your payment but have questions, please contact your claim handler or your relationship manager.

- I have questions regarding a claim that are unrelated to the estimate, who should I contact?
  - Please refer to the Claim Owner section of the State Farm estimate. The specific team and telephone number associated with the claim are provided. Please contact this team directly and refer to the claim number.

- Can more than 1 person have access?

  Yes. Once the Administrator has created the initial B2B account, they can add additional users by completing the following steps:

  - Enter your B2B Id and password and click on 'LOG IN' button.
  - Click on the Profile & Settings link
  - Then click on the User Admin Link

  - Click on Add a User Button
  - Enter all of users required info
  - Select role(s) and determine if user should be Admin or Non-Admin and then click the submit button. Roles available depend on the Admin profile.

- Is it possible to enroll our vendor for EFT payments?

  Yes. To request EFT enrollment, please complete a separate B2B Contact Us form. To ensure proper routing, select the following on the form:

  Type of Business: **Fire Service Provider**
  Currently doing business with State Farm: **No**
  Reason for contact: **Electronic Funds Transfer Payment/Forms**