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## Vehicle Repair Cycle Time System Entry Procedures

The Cycle Time fields in ARIES Payment Request (APR) is designed to enable Collision Repair Program participants the ability to enter claim specific date and time information for the purposes of measuring vehicle repair cycle time KPIs. All repair facilities that are participating in the Collision Repair Program must provide this information for all of their ICBC vehicle repairs.

All applicable Cycle Time information must be entered into the date and time fields located in APR prior to submitting the estimate for payment. The estimate cannot be paid with the Cycle Time information missing.

**NOTE:** Please see the Aries Payment Request System User Guide (available on the ICBC Partners page) for system instructions.

### Definitions

***Car In Date (Key In Date)*** - The date the vehicle arrived at the repair facility for the purpose of repair with a fully authorized claim number.

***Car In Time (Key In Time)*** - The time that the vehicle arrived at the repair facility for the purpose of repair (to the nearest hour) with a fully authorized claim number.

***Repair Completion Date*** - The date that the vehicle repairs are completed and the owner and/or customer is contacted advising that the vehicle is ready for pick up or delivery.

***Repair Completion Time*** - The time that the vehicle repairs are completed and the owner and/or customer is contacted advising that the vehicle is ready for pick up or delivery (to the nearest hour).

***Car Out Date (Key Out Date)*** - The date that the repaired vehicle is picked up or delivered to the vehicle owner and/or customer.

***Car Out Time (Key Out Time)*** - The time that the repaired vehicle is picked up or delivered to the vehicle owner and/or customer (to the nearest hour).



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**1. Am I required to enter all ICBC repair estimates into the Cycle Time Capture System?**

Yes, all Cycle Time information for each estimate must be entered into APR in order for your facility to be measured for Cycle Time KPIs outline in the Collision Repair Program Guide. All Cycle Time information must be entered prior to payment of the estimate.

**2. What is the cycle time 'clock' based on?**

The cycle time clock is based on the North American Industry standard which is 24 hours per day, 7 days a week.

**3. Am I required to enter the Cycle Time data on the same day that the vehicle is picked up or delivered to the customer?**

You are not required to complete Cycle Time entries the same day that the vehicle is picked up or delivered to the customer.

**4. How do I enter Cycle Time when a customer has two or more estimates?**

In these circumstances, all estimates must be entered individually in APR using the following process:

- All repair estimates must have the same date and time entered in the Car In fields.
- At the conclusion of the combined vehicle repairs, enter the actual Repair Completion and Car Out date/time in APR on the estimate with the largest amount of labour hours.
- All other claims, enter a reasonable Repair Completion and Car Out date/time in APR that the repairs would have been completed if the ICBC claim had been repaired independently.

**Note:** Journal notes are recommended on claims with supplements after the Repair Completion date. Example: Multi-claim - cycle time in conjunction with claim number, AB12345-6.

**5. How do back-order parts effect my Cycle Time measurement?**

Back-ordered parts are something all collision repair facilities encounter. The ICBC Cycle Time measurement is an average of all repairs including those repairs with back-ordered parts. Cycle Times of 60 days or more will be captured, however excluded from the KPI measurements.

**6. How should I enter Cycle Time Repair Completion information when I am completing additional 'private' repairs in conjunction with an ICBC claim?**

Under these circumstances, you should enter the reasonable date and time that the repairs would have been completed if the ICBC claim was being repaired independently



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of any non-ICBC repairs. Although this procedure does leave room for interpretation, it is important to note that any anomalies may be identified during the customer survey process with a likely follow up from ICBC staff. It is recommended that these circumstances are properly documented in your working file in the event supporting documentation is requested from ICBC.

Note: The customer will be responsible for rental costs during the time the 'private repairs' are being performed.

**7. How should I enter the Car Out date and time in the event that a customer picks up their vehicle after my normal business hours?**

If a customer has arranged to pick their vehicle up from your facility after your normal business hours, the Car Out date and time should be entered to reflect the intended date and time for customer pick up as agreed to with the customer.

If the vehicle was NOT picked up when previously arranged, you must modify your Cycle Time data to accurately reflect the actual date and time the vehicle was picked up or delivered to the customer.

Note: Any anomalies may be identified during the customer survey process with a likely follow-up from ICBC staff. It is recommended that these circumstances are properly documented in your working file in the event supporting documentation is requested from ICBC.

**8. How should I enter Cycle Times for repair estimates that result in a Total Loss?**

Your Repair Completion date should be entered as the date that ICBC advised you that the vehicle was deemed a Total Loss and your Car Out date should be the date that the vehicle was removed from your facility.

**9. Can I enter all of the Cycle Time information on a claim at the end of the repair process, or do I have to enter times individually?**

You are to enter all of the Cycle Time information at the conclusion of the repair process.

**10, What is the definition of a fully authorized claim?**

A fully authorized ICBC claim number without any holds preventing repairs from commencing.

Note: When a hold has been released from the claim, the Cycle Time must commence.

**10. How should I enter the Car Out date and time, in the event that a customer does not pick up their completed vehicle until a later date?**



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In the event that a customer does not immediately pick up their vehicle once repairs are completed, the Car Out date and time must still be entered to accurately reflect the actual date and time of pick up or delivery. If the customer is out of town for an extended period you should contact ICBC to document the claim and review rental considerations, if applicable.

**11. What is the definition of Car In date when a customer arrives unexpectedly at our facility with a fully authorized claim number and insists that we take the car in today, however we are too busy to commence repairs immediately?**

The Car In date is defined as: The date when the vehicle has arrived at the repair facility with a fully authorized claim number. If you allow the customer to leave the car under these circumstances, Car In date and time commence immediately.

**12. What should I do if I submit incorrect Cycle Time information?**

You may correct your own cycle time information up to the date that the estimate has been paid by ICBC. In the event incorrect cycle time information requires changing after an estimate is paid, please contact the Material Damage Technical Service Centre/ Claims Systems Support at 604-777-4600 or toll free at 1-877-777-4607.

**13. What should I do if the ICBC claim I am working on does not have a vehicle registration number on the estimate (i.e. Garage Policy)?**

In most of these circumstances you will be able to initiate a cycle time transaction by entering seven zero's (0000000) into the registration number field. In the event that you are still unable to retrieve vehicle information please contact the Material Damage Technical Service Centre/ Claims Systems Support at 604-777-4600 or toll free at 1-877-777-4607.

**14. What happens if my facility is repairing an exotic, specialized, or collector vehicle, and parts are not available for a lengthy period of time (i.e. One month or longer)?**

Exotic and commercial vehicles Cycle Time entries are recorded however are not included in the Cycle Time metrics. In addition, Cycle Times of 60 days or more will be captured, however excluded from the KPI measurements.

**15. How do I enter cycle time for a vehicle that I'm completing temporary repairs on and then booking it in at a later date for the remaining repairs?**

**(An example of a temporary repair would be the installation of a door glass only, when there are additional paint and body repairs required)**



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Cycle time should be entered with the car in date as the date the vehicle has been booked in to complete the remainder of the repairs as they are outlined on the authorized estimate. The date of the temporary repairs does not need to be entered.

ICBC will continue to review cycle time results, on an ongoing basis, to help ensure accuracy and to gauge potential impacts due to specific or regional anomalies.