

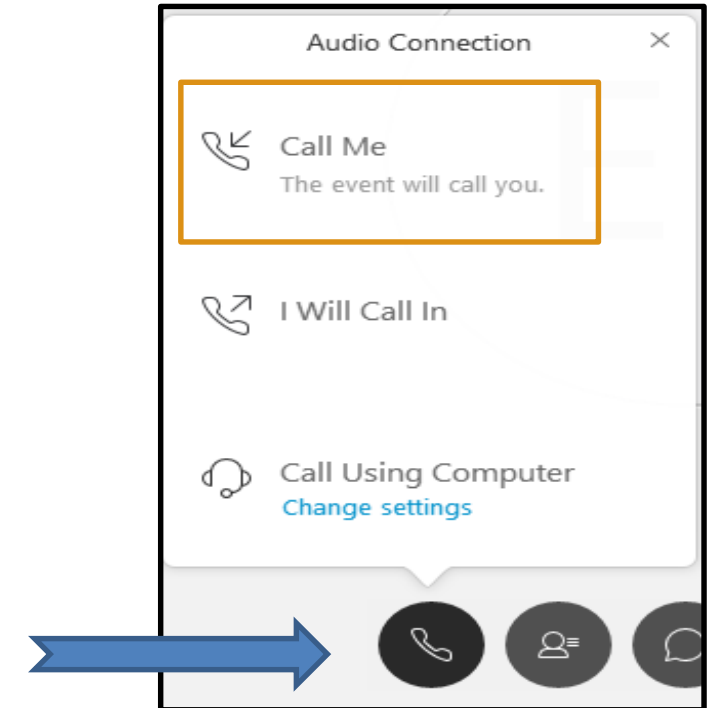


How to Join the Call

If you are joining this session on a computer that does not have speakers, we have a telephone audio option for you.

1. Click the phone icon -  or the icon with 3 dots  on the bottom of your screen to select audio connection.
2. Recommended option: Click "Call Me" and enter a phone number you want to use for this session .
3. Alternatively, check step 5 of the [WebEx event participation guide](#) attached to your invite.





ICBC Collision Repair Program Meeting #4

February 25, 2020



Facilitator



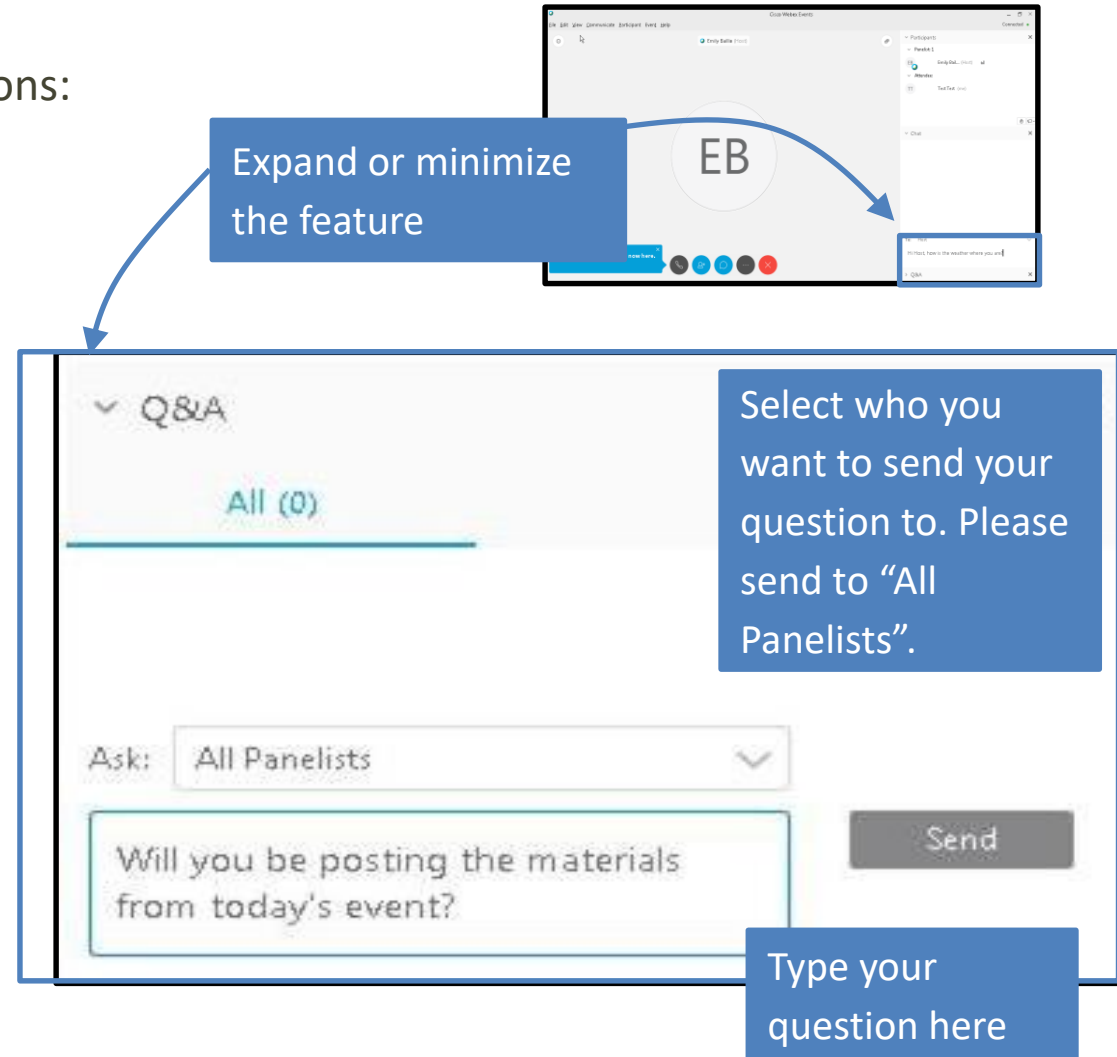
Juliet Irwin

Change Management

WebEx Host

Housekeeping – Q&A

During the session, we will use the following interactions:



The screenshot shows a web interface for a Q&A session. A blue box labeled "Expand or minimize the feature" points to a toggle switch in the top right corner of the interface. Another blue box labeled "Select who you want to send your question to. Please send to 'All Panelists'." points to a dropdown menu labeled "Ask: All Panelists". A third blue box labeled "Type your question here" points to a text input field containing the question "Will you be posting the materials from today's event?". A "Send" button is located to the right of the input field. A small inset window in the top right corner shows a video feed of a person with the letters "EB" overlaid.

Competition Act: Law Compliance

- ICBC, its employees, the association, association staff and individual attendees (collectively the “Attendees”) give high priority to full compliance with both the letter and spirit of the federal Competition Act (the “Act”).
- During meetings and programs, the Attendees will not condone or permit any discussions, whether official or “unofficial” or “off the record”, of price-fixing, collective refusals to deal (i.e., boycotts), blacklisting, market division/allocation, supply restrictions or other anti-competitive activities that may contravene the Act.
- If, at any time during the course of a meeting, any Attendee believes that a sensitive topic under the Act is being discussed, or is about to be discussed, they will advise the chair of the meeting and ask that such discussions stop.
- Similarly, Attendees at any meeting should not hesitate to voice concerns they may have in this regard. Such discussions must also be avoided before, after and on the “fringes” of meetings.

Welcome



Shane Loiselle

*Manager, MD Program
Services*



Troy Campbell

*Manager, Claims
Programs*

Program Guide & Updates

- Integral & QAPM Reminder
- Old vs New Program
- SVA
- Q&A

Customer Surveys

- What's changed
- KPIs
- Timeline
- Our ask of you
- Q&A

Business Partners Site

- Resources

Next Steps

- Feedback
- Mentimeter Survey
- Q&A



Entegral Reminder

Complete and submit your facility's Entegral profile no later than **February 29, 2020** – a requirement for all facilities in our program.

<https://www.entegral.ca/>

Login

Material Damage

Home » Material damage » New collision repair program

Material damage

- New collision repair program
- Collision on-site coordinator network
- Frequently asked questions
- Training requirements
- External training providers and approved courses
- Mitchell training and support
- Collision estimate support requests

New collision repair program (effective Feb. 2020)

Following extensive consulting with industry, the new collision repair program is in effect as of February 3, 2020. The new program focuses on increasing efficiencies to reduce cost; managing program performance and control; and rewarding and promoting high-performance repair facilities.

To find out more about the new program, you can review the [collision repair program guide](#).

Collision Repair systems and requirements

Access to these systems is restricted to Collision Repair Program facilities and their authorized employees. You require a username and password to access these systems.

In addition, please ensure that you have the necessary [Technology requirements](#).

If you do not have an ICBC facility number, please contact the Supplier Program & Administration team at carshop@icbc.com.


Program guide

- [Collision program guide](#) (effective Feb. 2020)


Systems and applications

Entegral


- [Entegral](#) If you are not already in the program you will not be able to successfully create a profile until Monday May 4th 2020.




Pardon our dust. In the next few months, you'll notice some changes around here. We're changing our name to Entegral. It means a new logo, of course. But it also means you'll start to see improvements to the application you use every day. Learn more about where we're headed at [entegral.com](https://www.entegral.com).



Username*



Password*



[Forgot Password?](#)

Login

[Learn More](#) [Terms of Use](#) [Privacy Policy](#) [Contact Us](#)

QAPM Reminder

Login to QAPM, set up your account and remember to **update your email address** to receive a notification whenever a QA assessment has been completed.

<https://www.partnerconnect.icbc.com/my.policy>

Material Damage

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Material damage

[New collision repair program](#)

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QA assessment performance measures (QAPM)

- [QA Assessment Performance Measures Application](#)





- All system and network access is restricted to authorized individuals for ICBC business purposes only.
- By using the system or network resources you confirm your acknowledgement of, and compliance with, all applicable ICBC policies and procedures.
- All system and network access, including access to personal information, is monitored and reviewed on an on-going basis.
- Unauthorized access, malicious use, or access without appropriate business justification is strictly prohibited and may lead to disciplinary measures.
- System and network access logs may be used or released in compliance with the Freedom of Information Protection of Privacy Act (FIPPA).

Log in

Username

Password

Log in

Transition to New Collision Repair Program

Express Repair Program

Earned Authority – A participant could submit one estimate or supplement under their authority level

Site Visits – ICBC can place the vehicle on hold to conduct the site visit

Support Estimate Decisions – ICBC may conduct site visit if repair facility has not supported through Express

DIV – Performed ad hoc, indicating negative compliance only

Collision Repair Program

Review Threshold – A participant can submit an estimate and supplements under their review threshold limit

Site Visits – ICBC can't place the vehicle on hold to conduct a site visit unless exception

Support Decisions – Repair facilities expected to justify estimate with photos, remarks & documentation

QA Assessment – Majority of assessments random and include positive and negative compliance

Updates

- Program Training
- New repair facility locator launch Equipment reminders
- KPI Scorecard
- Technical Training
- QA Assessment Updates

ICBC Collision Repair Program

New Program Branding

New Program Brand



Tier 1 Branding



2020 COLLISION
TOP PERFORMER

Specialty Vehicle Assessment



**Specialty Vehicle
Assessment (SVA)**



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Business Partners Site

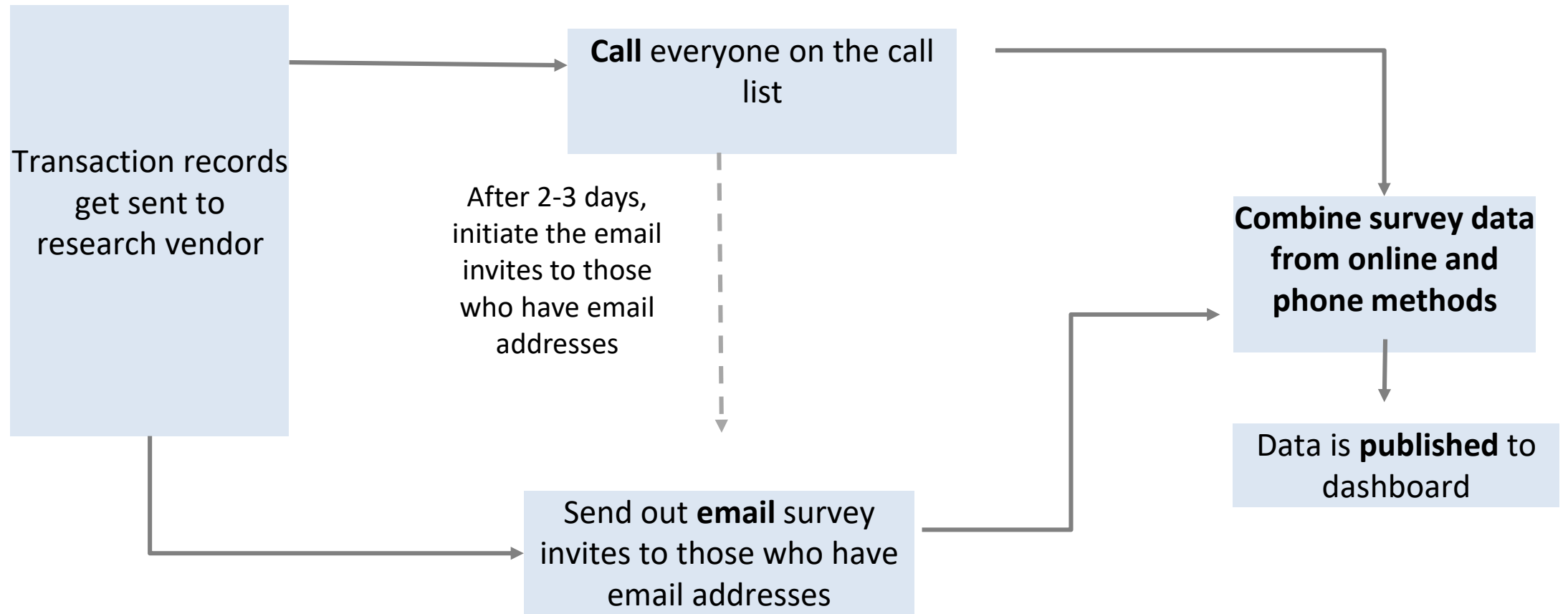
- Resources

Next Steps

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Customer Survey Program – What's Changing



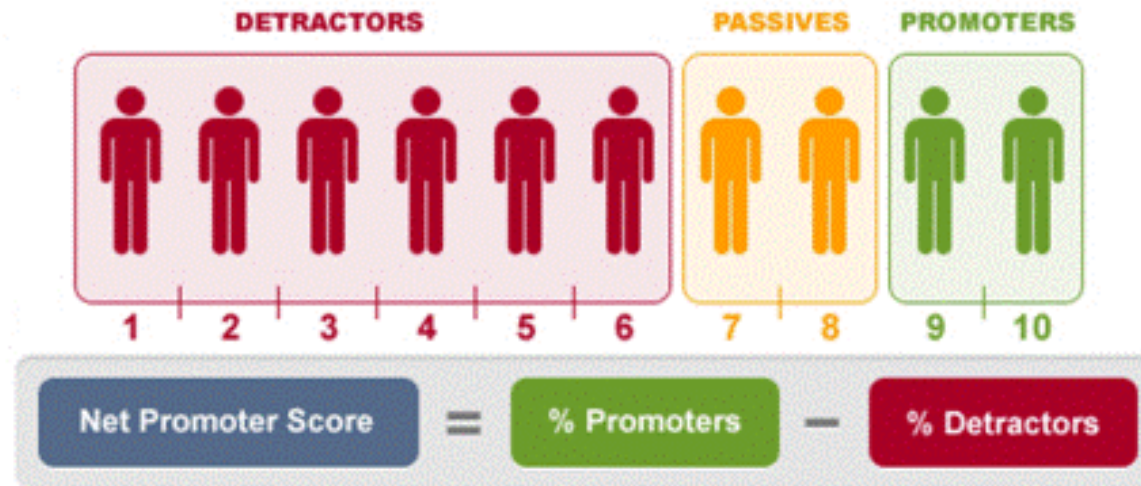
New Survey Approach



Key Customer Key Performance Indicator (KPI)

- Net Promoter Score (NPS), a lead indicator of customer loyalty and satisfaction.
 - The results of the survey will contribute to performance based ranking and tiering.
 - It will contribute 20% towards Collision Key Performance Indicators (KPIs).

“How likely are you to recommend [name of collision facility] to your friends and family?”



Dual Facilities

Combined set of Collision and
Glass surveys/month

Mitchell Connect – Reports - Indicator
for Collision vs. Glass

Mitchell Connect – Login remains the
same

Glass – customer surveying begins early
April

Timeline

March TBD

Evaluate Performance

- Evaluation period begins

March TBD

Begin Surveys

- ICBC's survey vendor will conduct the new surveys using both phone calls and emails
- Customer feedback will be based on vehicles serviced from March TBD onwards

Late March

Mitchell Connect

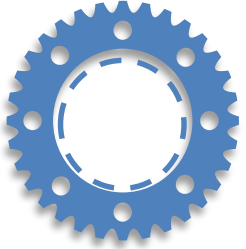
- Surveys will be conducted 3-11 days after the transaction
- Results will then appear in Mitchell Connect as surveys are completed

Late April

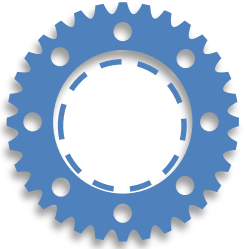
KPIs

- NPS will be available in the Integral dashboard by late April, 2020

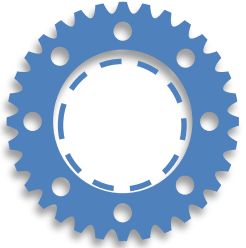
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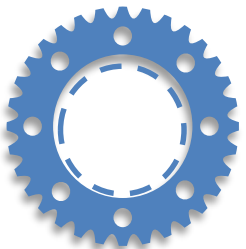
- Continue promoting the surveys



- Capture both phone numbers and email addresses



- Let customers know to expect a call and email from the ICBC survey vendor and that they should participate and provide candid feedback



- Collision repair facilities cannot contact customers and request that they change their feedback



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Excessive wait time delays
v New glass repair program
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Forms, user guides, and job aids
Towing
Rental vehicles
Commercial estimating services
Contact list
Rate schedules
v Vehicle claims history reports

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Mitchell UltraMate Config

Current as of August 1, 2019

To install the UltraMate configuration update, please click on the link below. After the download opens, click on the Run button.

[UltraMate Config](#) (Application)

! UltraMate: Important note

If you have not completed the configuration for the August 1, 2019 Material Cost Allowance Increase, please **do not** download the UltraMate Configuration file above.

Please phone Mitchell TAC at **1-800-448-4401**, who will assist in the configuration.

Collision Repair systems: hours of operation (PST)

Monday to Friday:
6 a.m.–10 p.m.

Saturday:

Mitchell hours of operation (PST)

Monday to Friday:
5 a.m.–5 p.m.

Saturday:
7 a.m.–11 a.m.

Provincial centralized express: hours of operation

Monday to Friday*:
7:30 a.m.–5 p.m.

*Limited services provided on



Program guide

- [Collision program guide](#) (effective Feb. 2020)

Procedures

- [Material Damage Claims procedures](#)

Systems and applications

- [Integral](#) If you are not already in the program you will not be able to successfully create a profile until Monday May 4th 2020.
- [QA Assessment Performance Measures Application \(QAMP\)](#)

Other applications

- [Alternative parts lookup](#)
- [ARIES supplement request](#)
- [ARIES payment request](#)
- [Password reset](#)
- [Document viewer](#)

Business Partners Site - Collision





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Collision on-site coordinator network



January 29, 2020 meeting

- [Presentation video](#) 
- [Presentation deck](#) 

December 12, 2019 meeting

- [Presentation video](#)
- [Conversation guide](#) 
- [Presentation deck](#) 

November 6, 2019 meeting








- [Presentation video](#)
- [Conversation guide](#) 
- [Presentation deck](#) 

Support resources

- [How to zip and unzip a folder](#) 



Entegral

- [Entegral](#)  If you are not already in the program you will not be able to successfully create a profile until Monday May 4th 2020.
- [Entegral demo #1](#) (November 6, 2019)
- [Entegral demo #2](#) (December 12, 2019)
- [Entegral collision repair facility profile checklist](#) 
- [Entegral consent form](#) 
- [Entegral cover letter](#) 
- [Job aid: Completing the Entegral consent form](#) 
- [Job aid: Update a profile or application in Entegral](#) 
- [Job aid: Entegral profile instructions](#) 

QA assessment performance measures (QAPM)

- [QA Assessment Performance Measures Application](#) 
- [QAPM demo](#) 
- [Job aid: How to access the QA Assessment Performance Measures Application](#) 
- [Job aid: QA assessment performance measures](#) 
- [QA assessment questionnaire](#) 

QAPM Job Aid





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- [QA assessment questionnaire](#) 



Business Partners Site – Forms, user guides and job aids



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▼ New glass repair program
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▼ Vehicle claims history reports
News archive

Forms, user guides and job aids

Program guides

- [Collision program guide](#) 📄 (effective Feb. 2020)
- [Glass program guide](#) 📄 (effective Mar. 2020)

User guides, system requirements and manuals

- [Technology requirements](#) 📄 Nov. 2020
- [Collision program equipment list](#) 📄 (Jan. 2020)
- [ARIES Payment Request System user guide](#) 📄 Jan. 2020
- [FAQ - Cycle time \(updated\)](#) 📄 Dec. 2019
- [Glass Web Express Procedures Manual](#) 📄 Mar. 2015
- [Alternative Parts Lookup Supplier User Guide](#) 📄 Aug 2007

Job aids

- [Digital image checklist](#) 📄 Feb. 2020
- [Collision and Glass regions](#) 📄 Jan. 2020
- [Mitchell - Hit and run job aid](#) 📄 Jan. 2020
- [Glass Web Express job aid - Process a Claim Eligible for Windshield Repair](#) 📄 Mar. 2017
- [Windshield Repair Tent Card](#) 📄 Mar. 2017
- [Windshield Repair Poster/Desk Aid](#) 📄 Mar. 2017
- [Mitchell Connect error job aid](#) 📄 Mar. 2017

Forms

- [Annual Training Report](#) 📄
- [Authorization for Direct Bank Deposit](#) 📄
- [Collision program equipment list](#) 📄
- [Commercial Claims Vendor Tools and Equipment Requirements](#) 📄
- [Facility and Equipment Requirements for Base Towing and Towing and Recovery Plus](#) 📄
- [Material Damage Vendor Number - Trade form](#) 📄
- [Mechanical Tool and Equipment Requirements](#) 📄
- [Vendor Programs Privacy Checklist](#) 📄

Rental forms

Complete the applicable sections for courtesy and rental vehicle reimbursement.

- [ATS Form CL113D](#) 📄

If your region has a preferred rental vehicle supplier:

- [Direct Rental CL113H](#) 📄

If your region does not:

- Use [Direct Rental CL113F](#) 📄.

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Feedback

ICBC

Auto insurance Claims Driver licensing & ID Vehicles & registration Road safety

Search...

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Material damage

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New glass repair program

MD supplier programs

Express Repair program participants

System user guides and job aids

Towing

Rental vehicles

Commercial estimating services

New collision repair program

Stay up to date with news and communication on ICBC's new collision repair program.

Questions?

For questions related to program redesign, the on-site coordinator network, or support materials, please use [our online form](#). For all other questions, please email MDPrograms@icbc.com.

MD

ICBC road show feedback and next steps | September 27, 2019

ICBC changes that may impact non-accredited collision repair shops | August 1, 2019

ICBC collision program redesign road show finishes – next steps | July 18, 2019

ICBC

New Collision and Glass Repair Programs

Following extensive industry consultation, ICBC is preparing to implement the new Collision Repair and Glass Repair programs in early 2020. We will communicate regularly and directly with repair facilities throughout this process; nevertheless, should you have questions, please send them to us using the form below. We will respond to your inquiry within ten business days.

Only questions concerning the new collision and glass repair programs are to be submitted via this form. Please direct questions about ICBC's other supplier programs to MDPrograms@icbc.com or to your usual ICBC contact.

Thank you.

*What is your question about?

*Company name

*First name

*Last name

*Business email address

*What is your question?

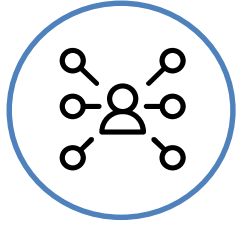
Please do not include any personal information.

Submit

Next Steps



Visit the MD section of ICBC's Business Partners site



Share the information provided with your colleagues



Next online meeting will be announced when we are ready to showcase the new Locator and the KPIs within the Integral dashboard



Submit any questions using the form on the Business Partners site

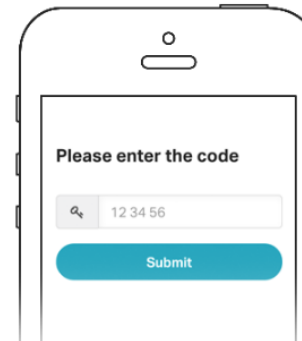
Survey

Go to www.menti.com and use the code **11 29 02**



1

Go to www.menti.com



2

Enter the code **11 29 02**
and submit your responses!

*"By using Mentimeter, your responses ("**Personal Information**") will be collected by Mentimeter, for the purpose of facilitating your use of Mentimeter software, including for participating in webinars and training (the "**Purposes**"). Mentimeter has equipment and resources located in the United States of America and Europe. You expressly consent to your Personal information being stored and accessed outside of Canada, and disclosed both inside and outside of Canada for the Purposes. You further consent to use and disclosure of the Personal Information for advertising purposes. To the extent possible, please avoid providing any Personal Information when completing this survey and do not share the URL or voting codes provided to you."*



Thank You
for
Joining Us Today!