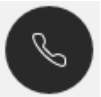
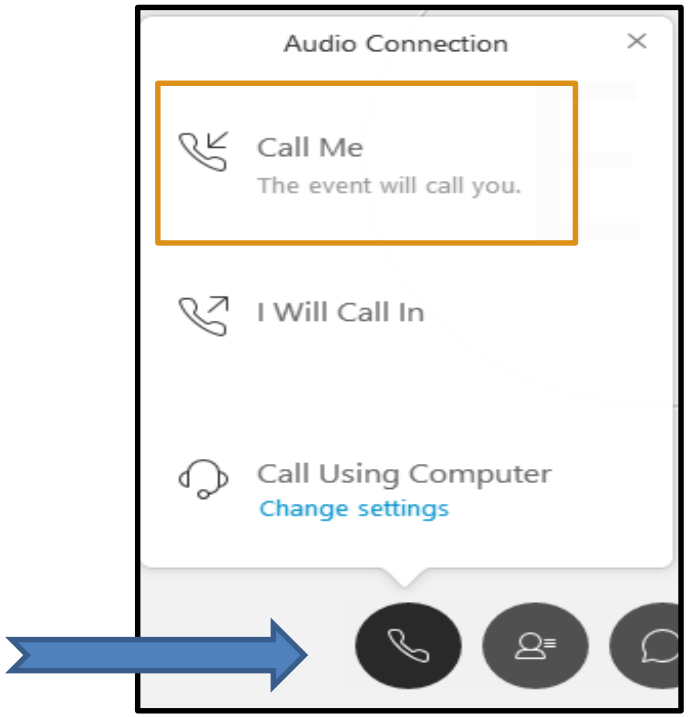
ICBC Collision Repair Program

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

ICBC Collision Repair Program

Facilitator

Juliet Irwin

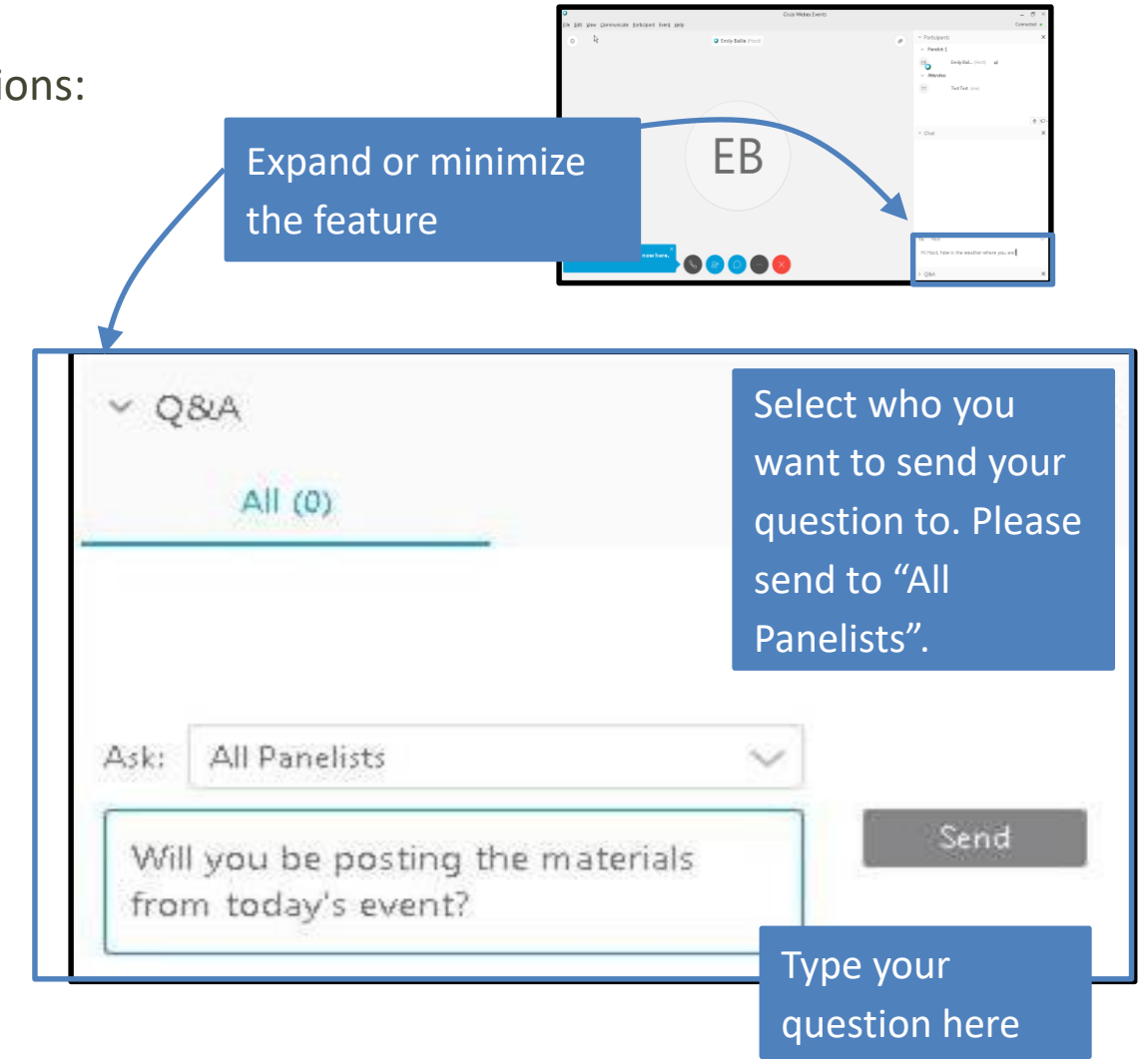
Change Management

WebEx Host

ICBC Collision Repair Program

Housekeeping – Q&A

During the session, we will use the following interactions:



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.

ICBC Collision Repair Program

Welcome

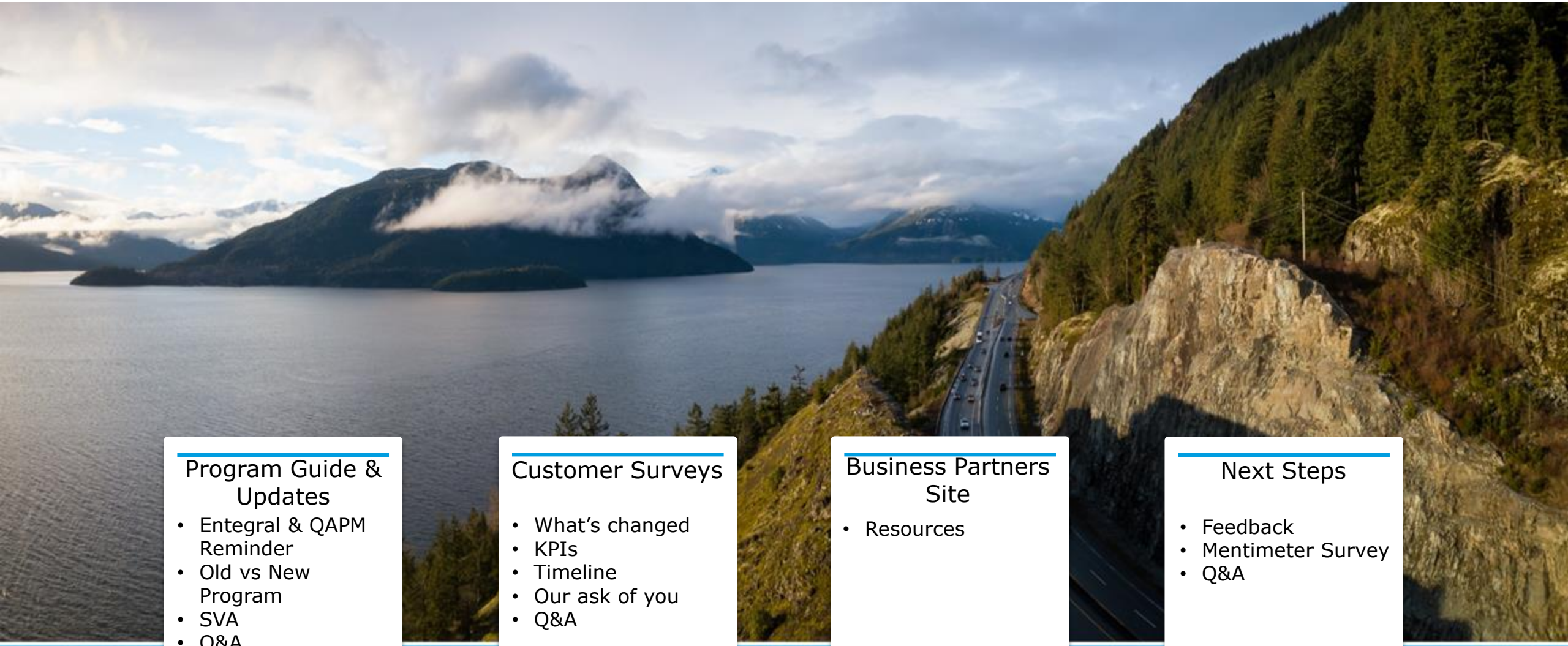
Shane Loiselle

Manager, MD Program Services

Troy Campbell

Manager, Claims Programs

ICBC Collision Repair Program



Program Guide & Updates

- Entegral & 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

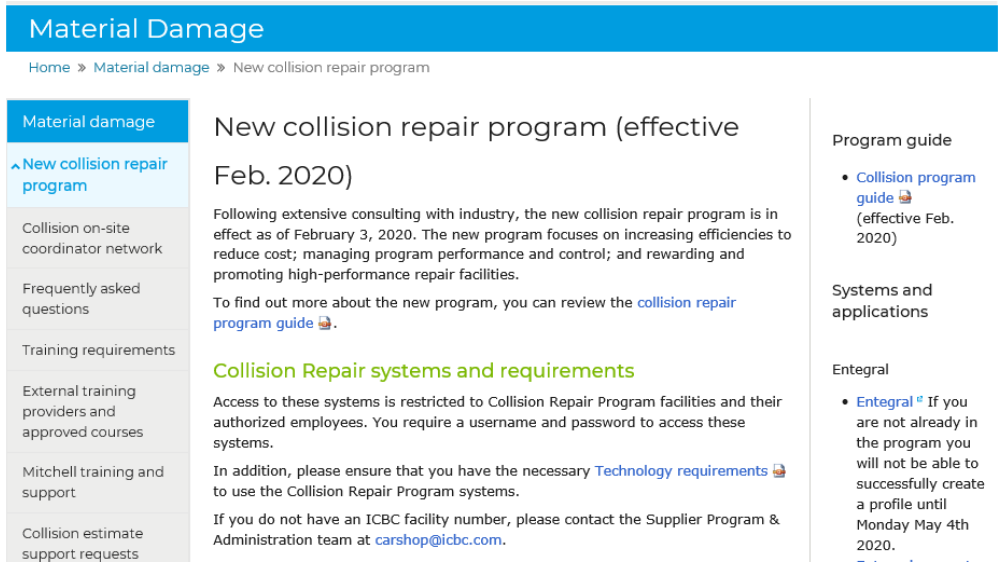
- Feedback
- Mentimeter Survey
- Q&A

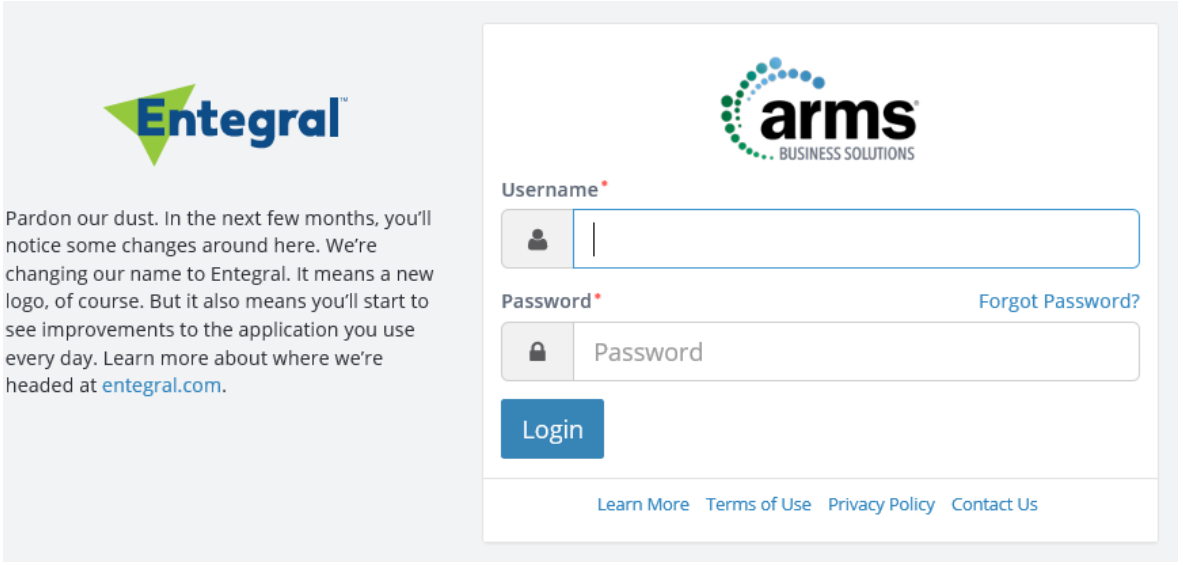
ICBC Collision Repair Program

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

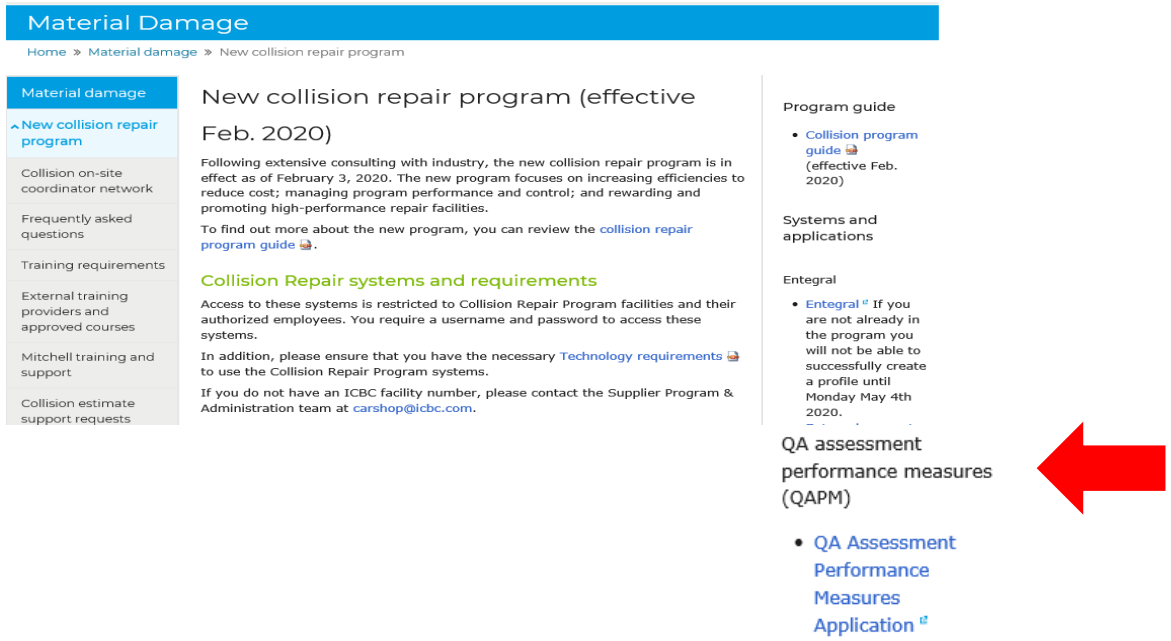




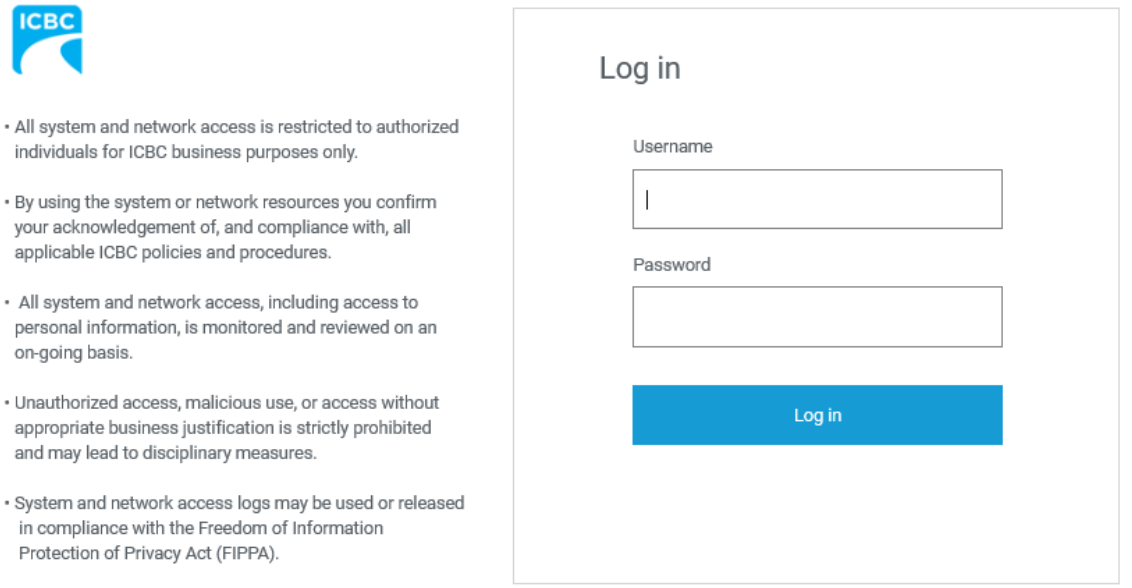
ICBC Collision Repair Program

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



ICBC Collision Repair Program

Transition to New Collision Repair Program

Express Repair Program	Collision Repair Program
Earned Authority – A participant could submit one estimate or supplement under their authority level	Review Threshold – A participant can submit an estimate and supplements under their review threshold limit
Site Visits – ICBC can place the vehicle on hold to conduct the site visit	Site Visits – ICBC can't place the vehicle on hold to conduct a site visit unless exception
Support Estimate Decisions – ICBC may conduct site visit if repair facility has not supported through Express	Support Decisions – Repair facilities expected to justify estimate with photos, remarks & documentation
DIV – Performed ad hoc, indicating negative compliance only	QA Assessment – Majority of assessments random and include positive and negative compliance

ICBC Collision Repair Program

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

ICBC repair network

Tier 1 Branding

ICBC repair network

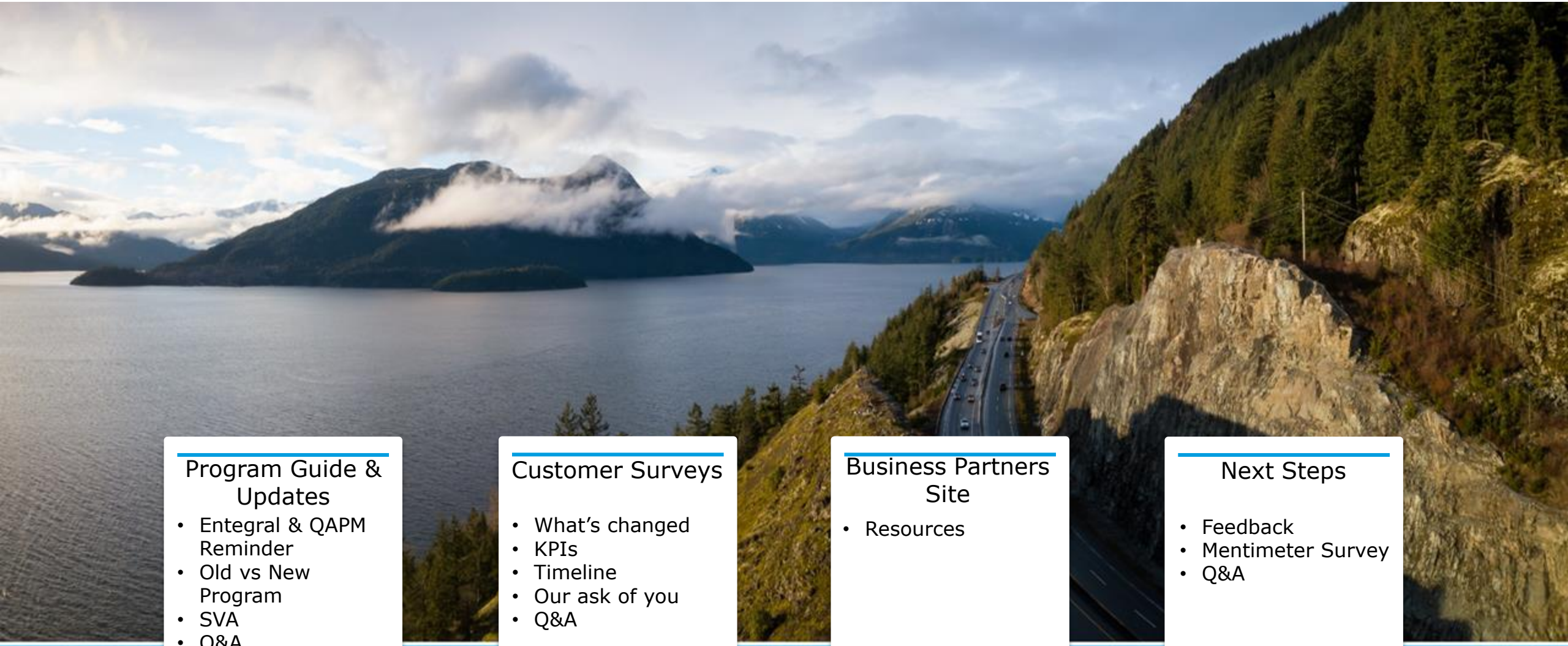
2020 COLLISION
TOP PERFORMER

Specialty Vehicle Assessment

Specialty Vehicle Assessment (SVA)

ICBC Collision Repair Program

ICBC Collision Repair Program



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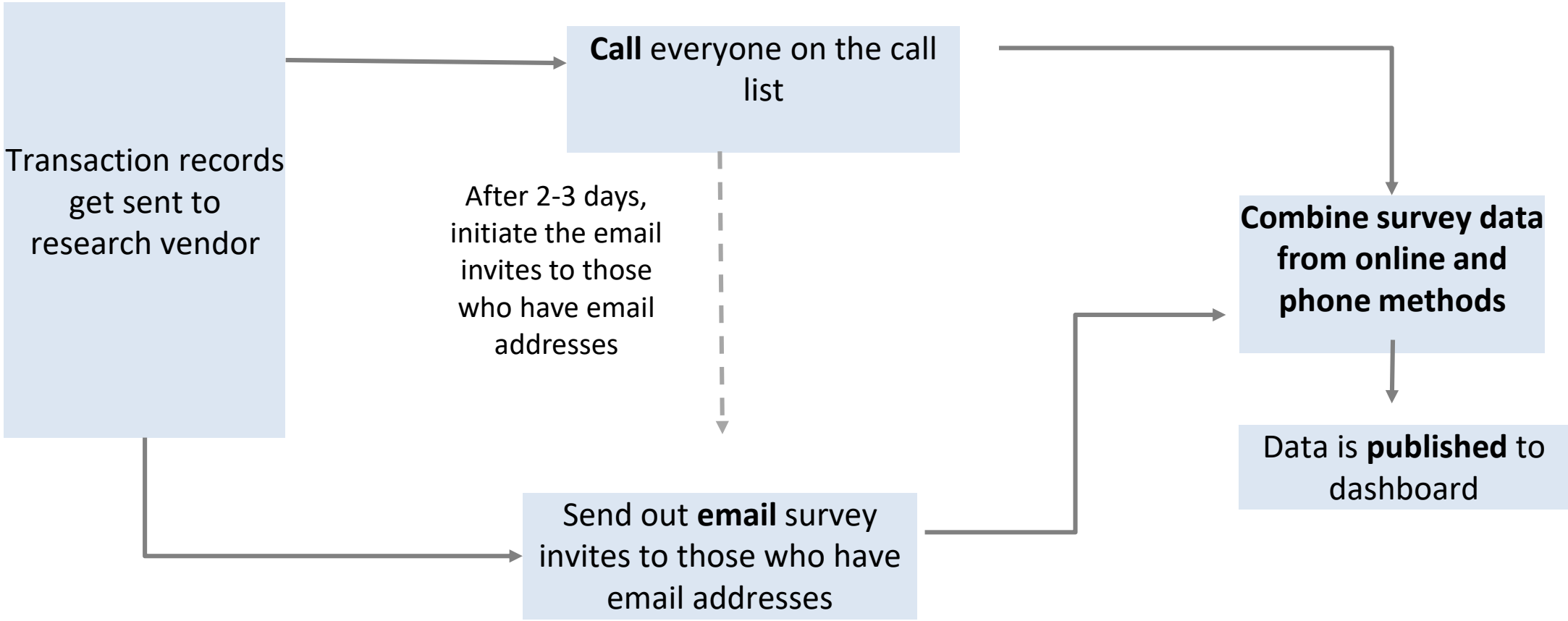
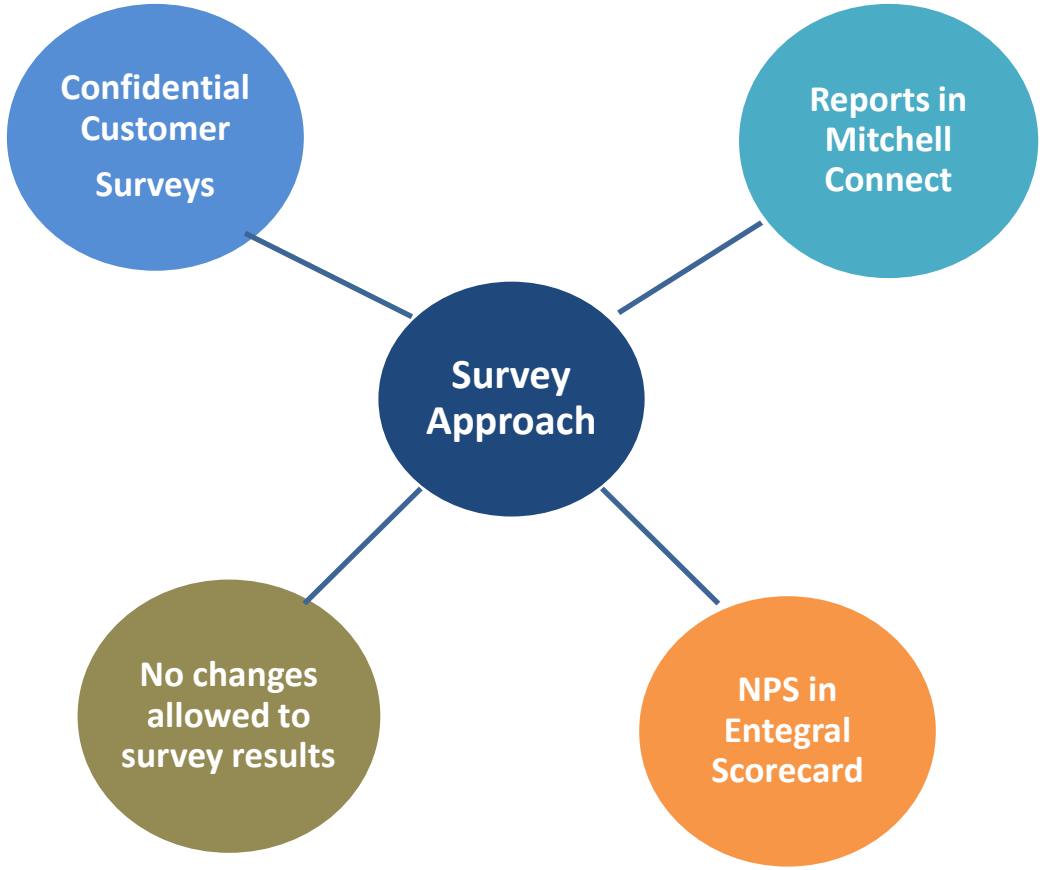
ICBC Collision Repair Program

Customer Survey Program – What's Changing



ICBC Collision Repair Program

New Survey Approach

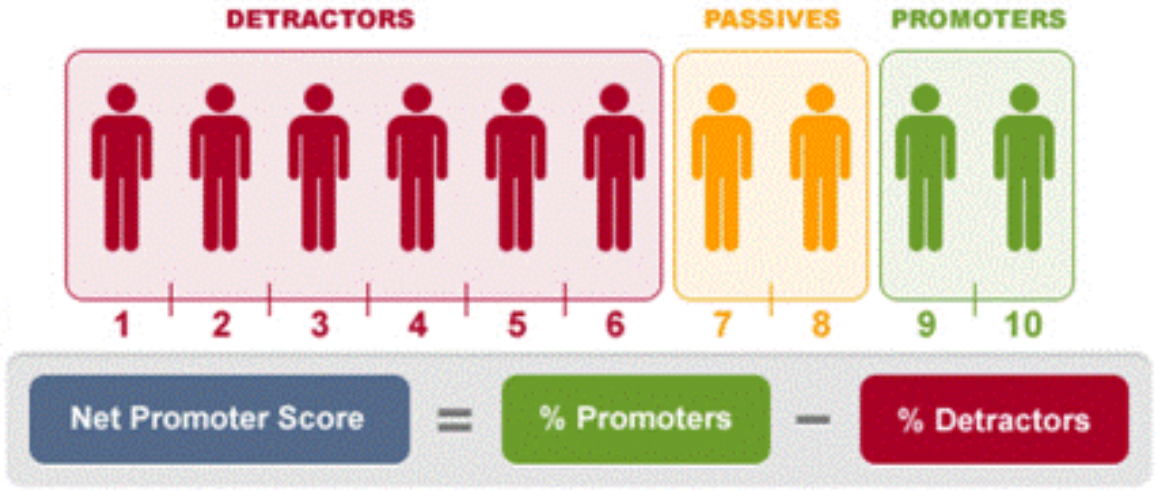


ICBC Collision Repair Program

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?"



ICBC Collision Repair Program

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

ICBC Collision Repair Program

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

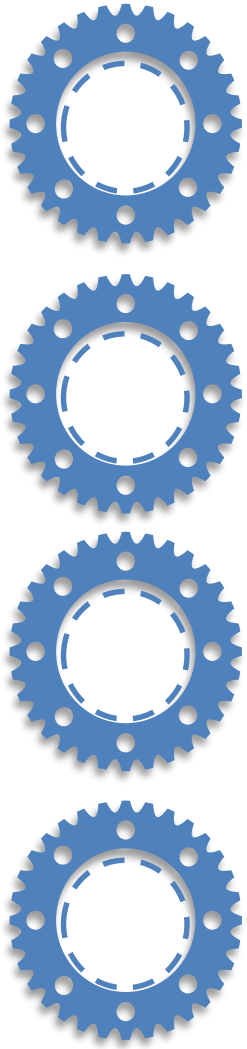
Late April

KPIs

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

ICBC Collision Repair Program

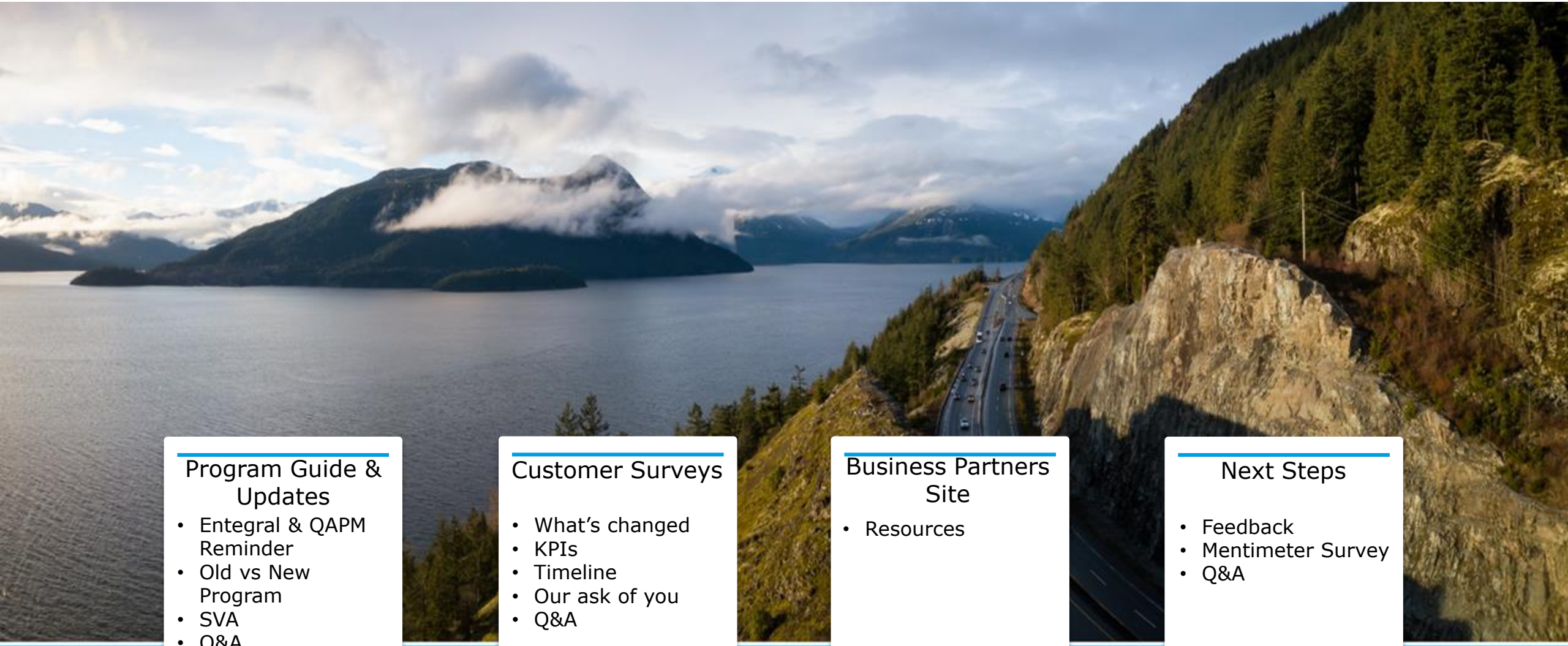
Our ask of you



- 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

ICBC Collision Repair Program

ICBC Collision Repair Program



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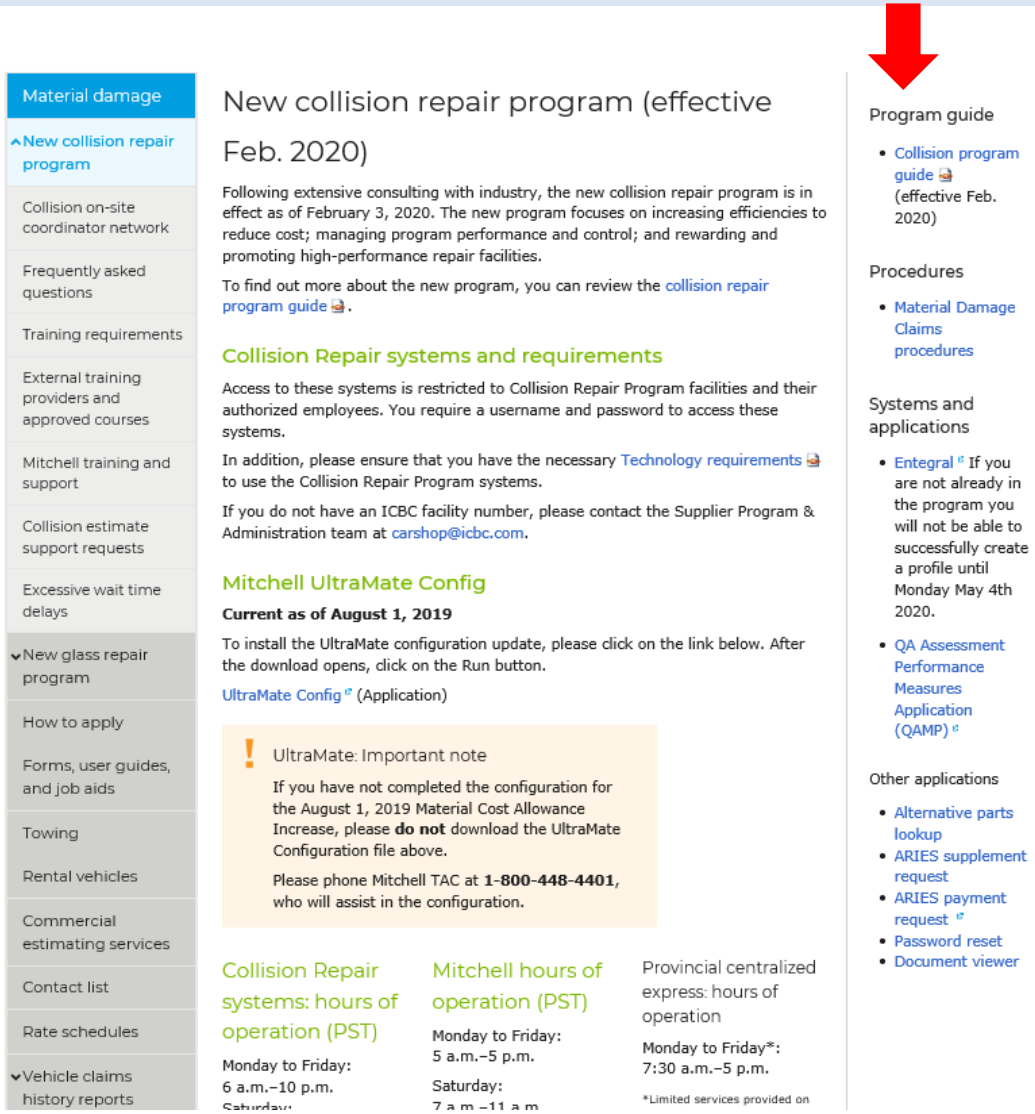
ICBC Collision Repair Program

Business Partners Site - Collision



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

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 to use the Collision Repair Program systems.

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

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

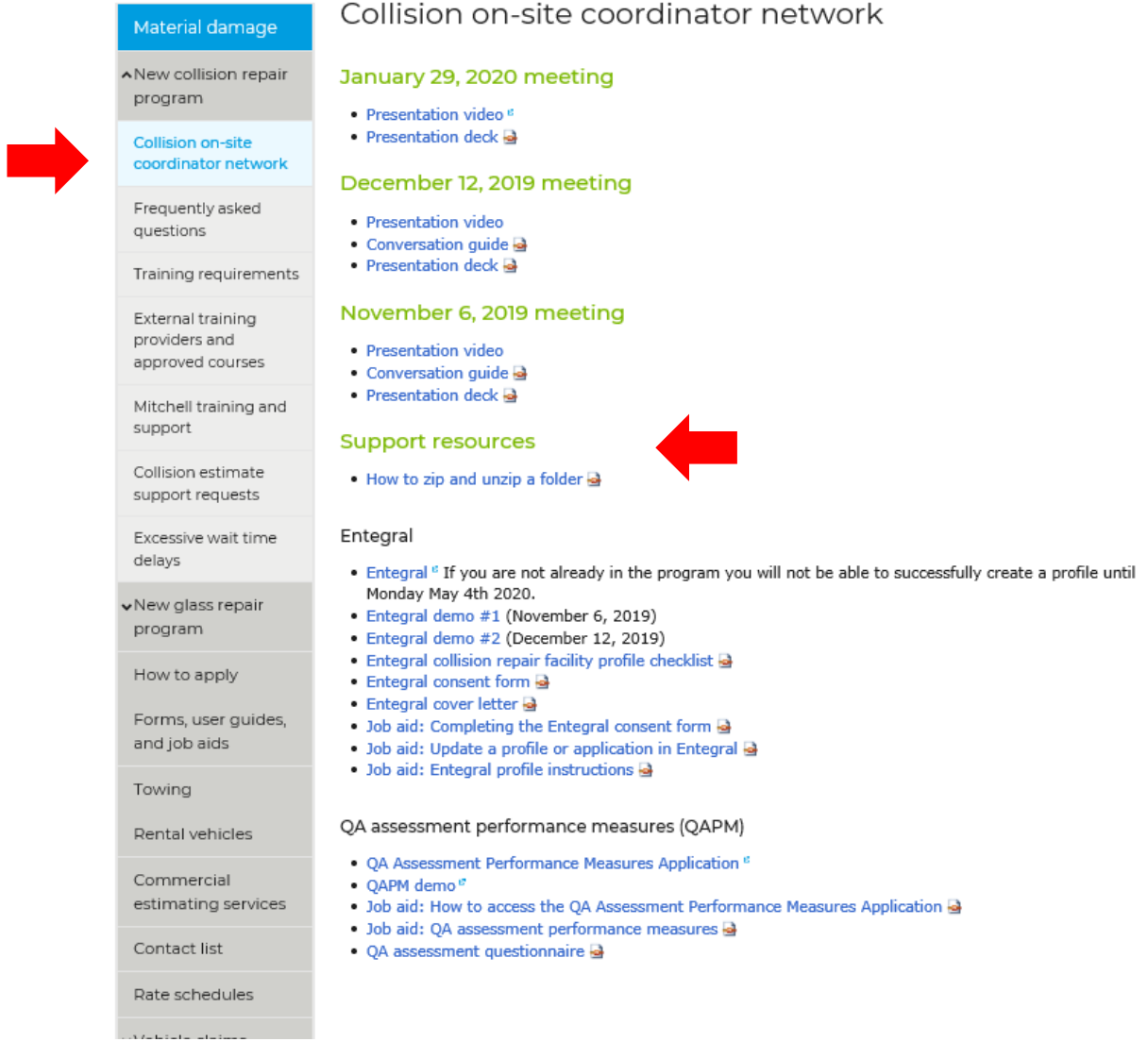
- Entegral If you are not already in the program you will not be able to successfully create a profile until Monday May 4th 2020.
- QA Assessment Performance Measures Application (QAMP)

Other applications

- Alternative parts lookup
- ARIES supplement request
- ARIES payment request
- Password reset
- Document viewer

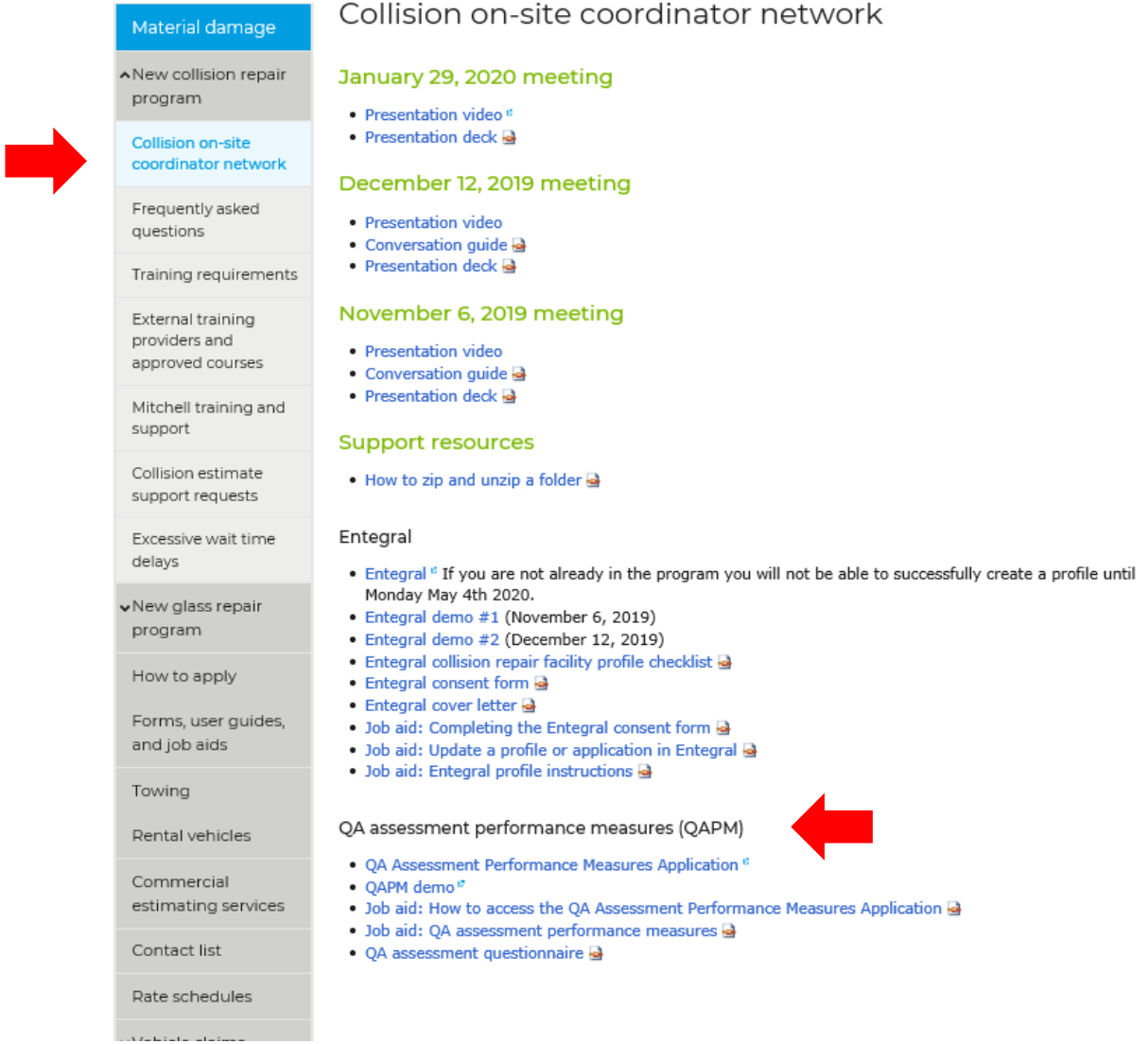
ICBC Collision Repair Program

Business Partners Site - Collision



ICBC Collision Repair Program

QAPM Job Aid



ICBC Collision Repair Program

Business Partners Site – Forms, user guides and job aids

Material damage

- New collision repair program
- New glass repair program
- How to apply
- Forms, user guides, and job aids
- Towing
- Rental vehicles
- Commercial estimating services
- Contact list
- Rate schedules
- 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

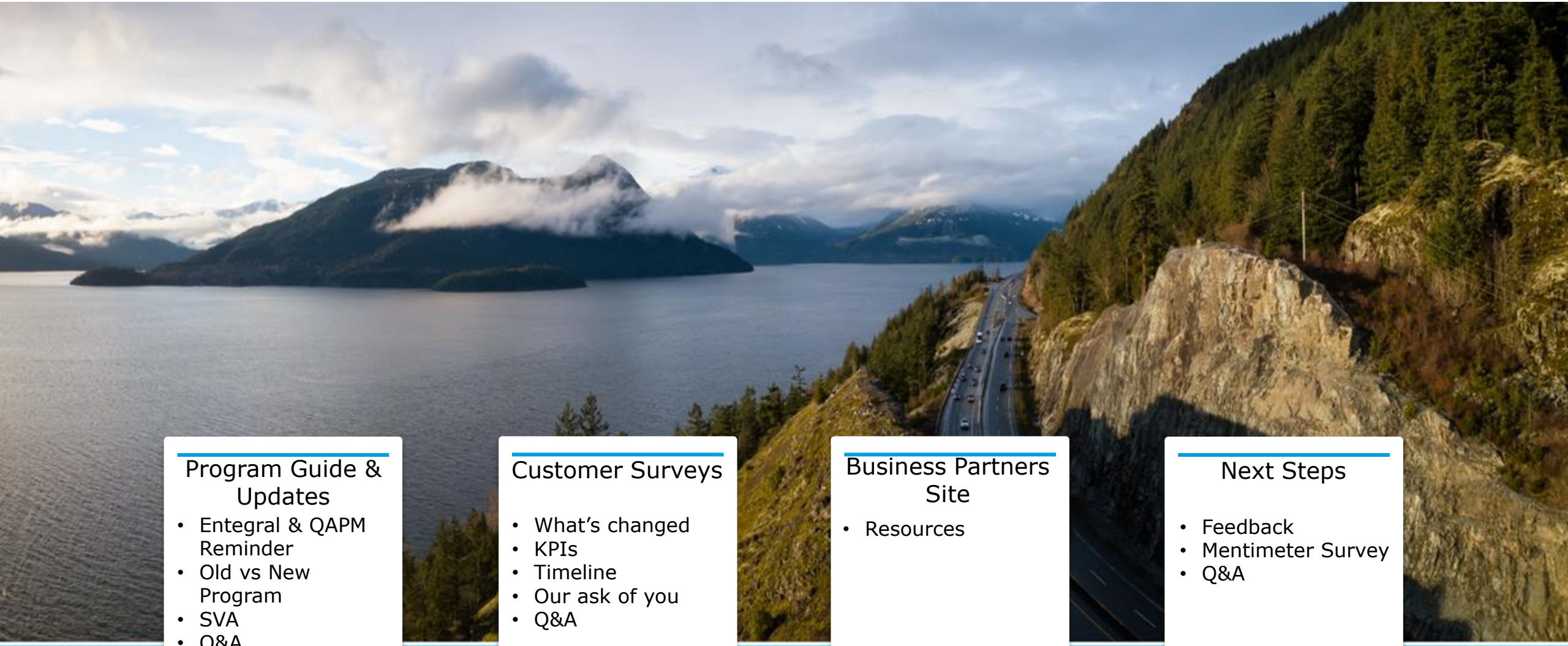
If your region has a preferred rental vehicle supplier:

- Direct Rental CL113H

If your region does not:

- Use Direct Rental CL113F.

ICBC Collision Repair Program



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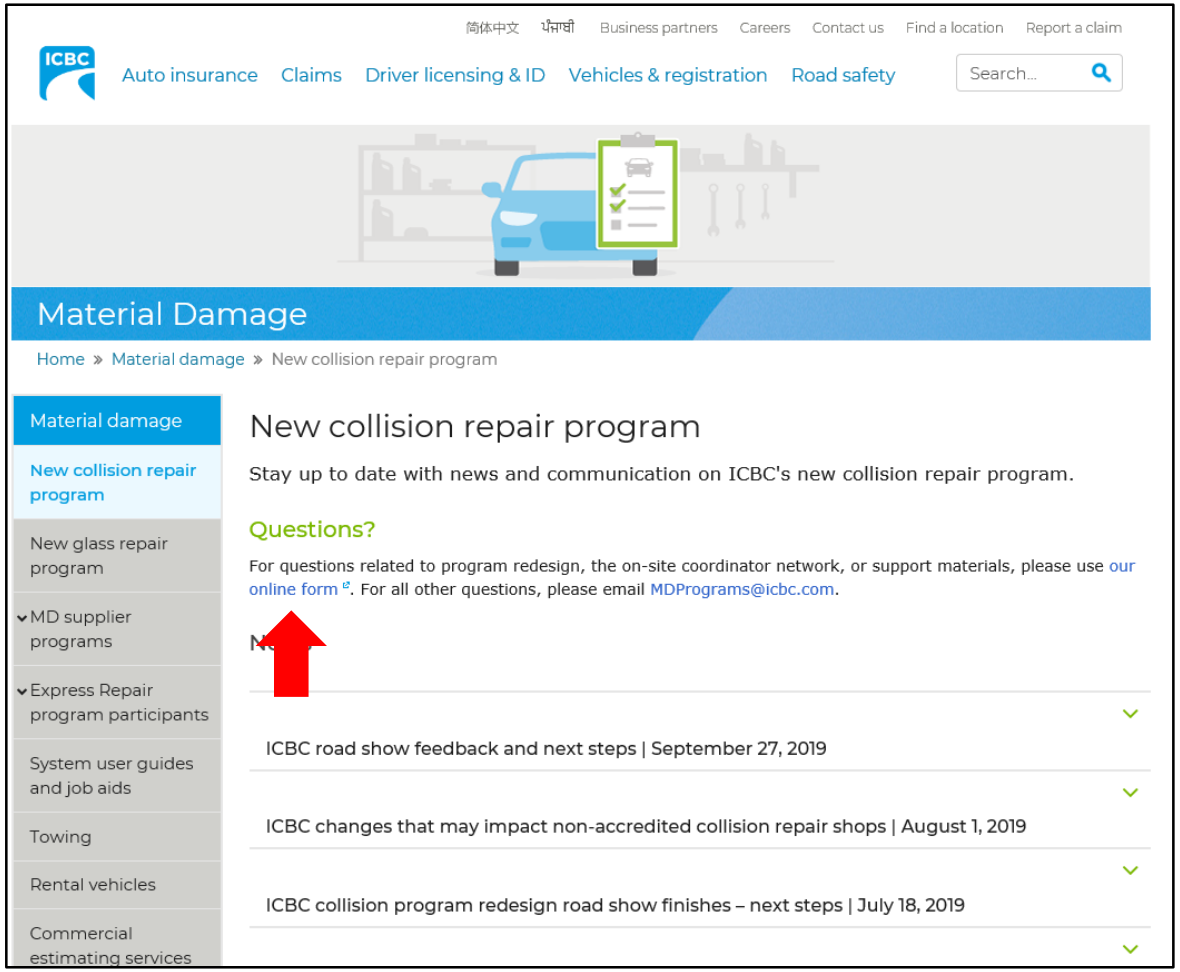
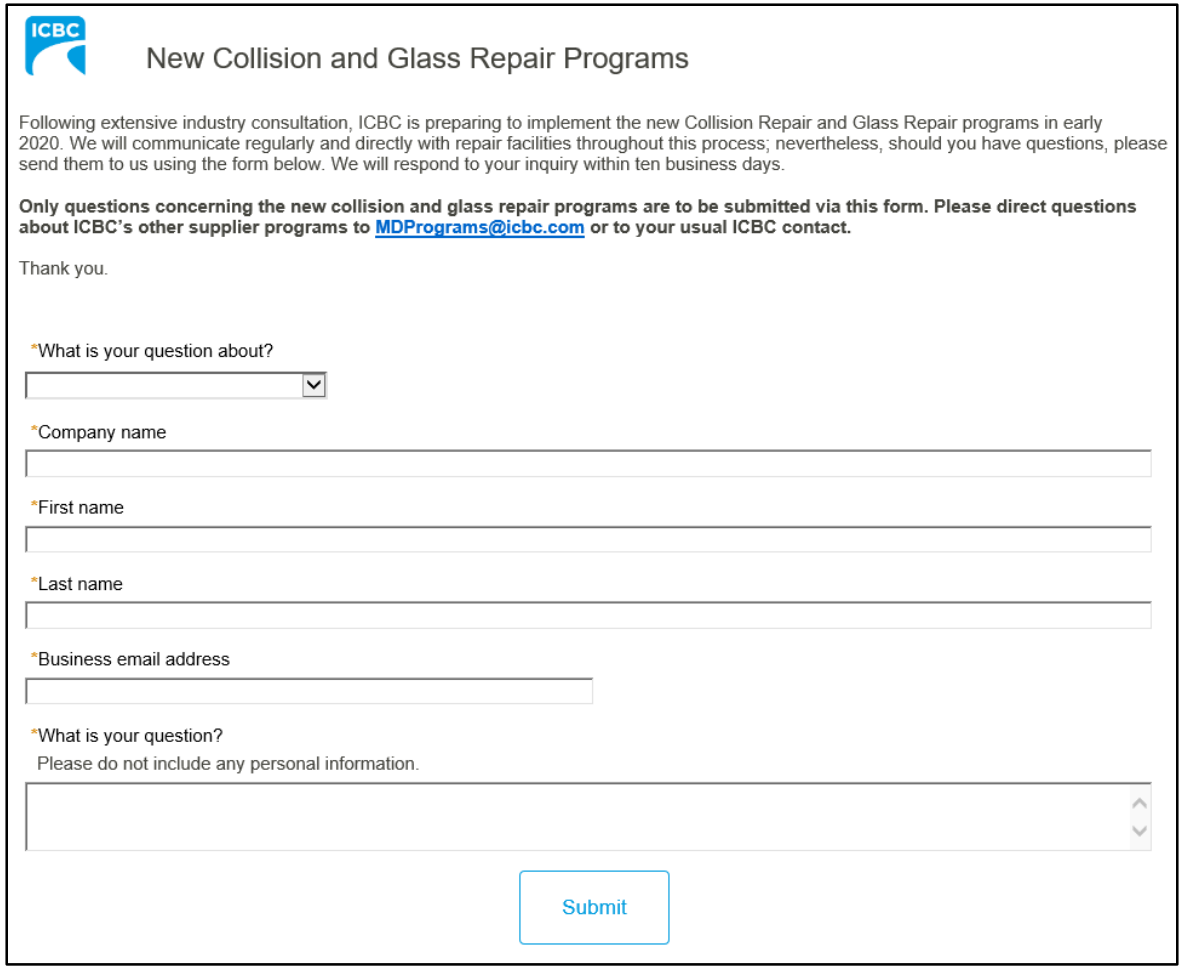
ICBC Collision Repair Program

Feedback

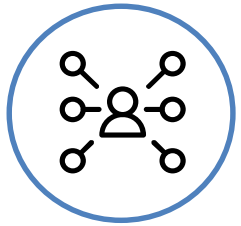




ICBC Collision Repair Program

Next Steps

Visit the MD section of ICBC’s Business Partners site



Share the information provided with your colleagues

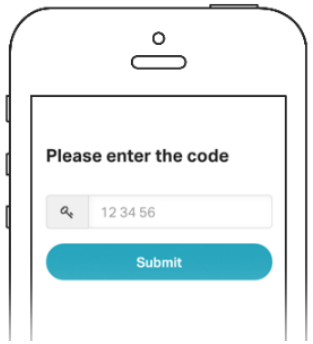
Next online meeting will be announced when we are ready to showcase the new Locator and the KPIs within the Entegral dashboard

Submit any questions using the form on the Business Partners site

ICBC Collision Repair Program

Survey

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



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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."*

ICBC Collision Repair Program