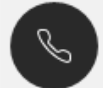



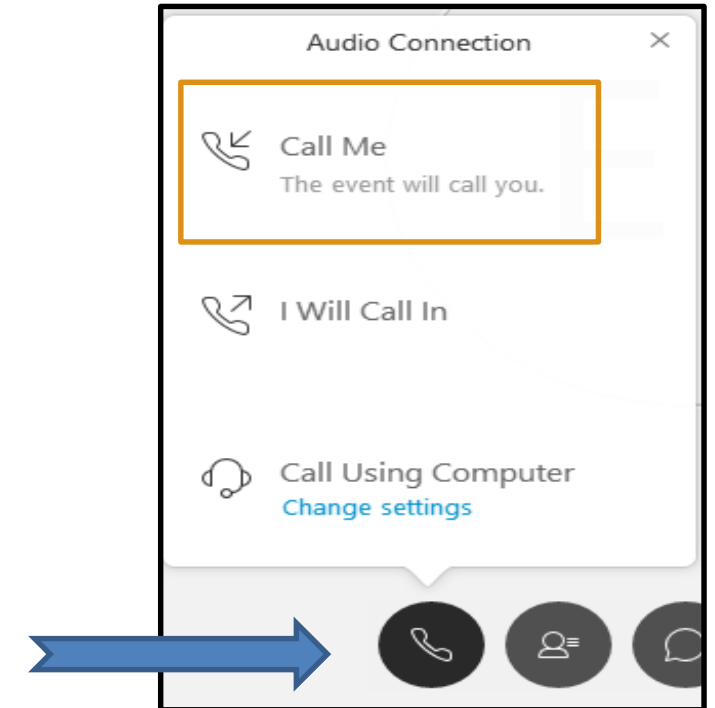


ICBC Glass Repair Program

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.



The background image shows a close-up of a car's engine compartment. A mechanic, wearing blue denim overalls over a light-colored long-sleeved shirt, is leaning over the engine. The mechanic's right hand is holding a yellow pen and writing on a clipboard. The clipboard has a white sheet of paper with a form on it. The engine itself is complex, with various hoses, wires, and mechanical parts visible. The lighting is bright, suggesting an indoor workshop environment.

ICBC Glass Repair Program Meeting #2

February 11, 2020



ICBC Glass Repair Program

Facilitator



Juliet Irwin

Change Management

WebEx Host



ICBC Glass Repair Program

Housekeeping – Q&A

During the session, we will use the following interactions:



Expand or minimize the feature

Select who you want to send your question to. Please send to "All Panelists".

Type your question here

Q&A

All (0)

Ask: All Panelists

Will you be posting the materials from today's event?

Send



ICBC Glass Repair Program

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 Glass Repair Program

Welcome



Kevin Walsh

*Manager, MD Program
Services*



Jody Linzmeier

*Advisor, Business
Process Advisor Unit*



Madelaine Hynes

*Manager, Customer
Insights*



ICBC Glass Repair Program

Program Highlights

- Program highlights
- Regions

GWE

- Review changes
- Demo

VDIA

- Overview
- Demo

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- Customer Surveys
- Mitchell Connect Walkthrough
- Q&A

Next Steps

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- Mentimeter Survey





ICBC Glass Repair Program

Glass Repair Program Highlights

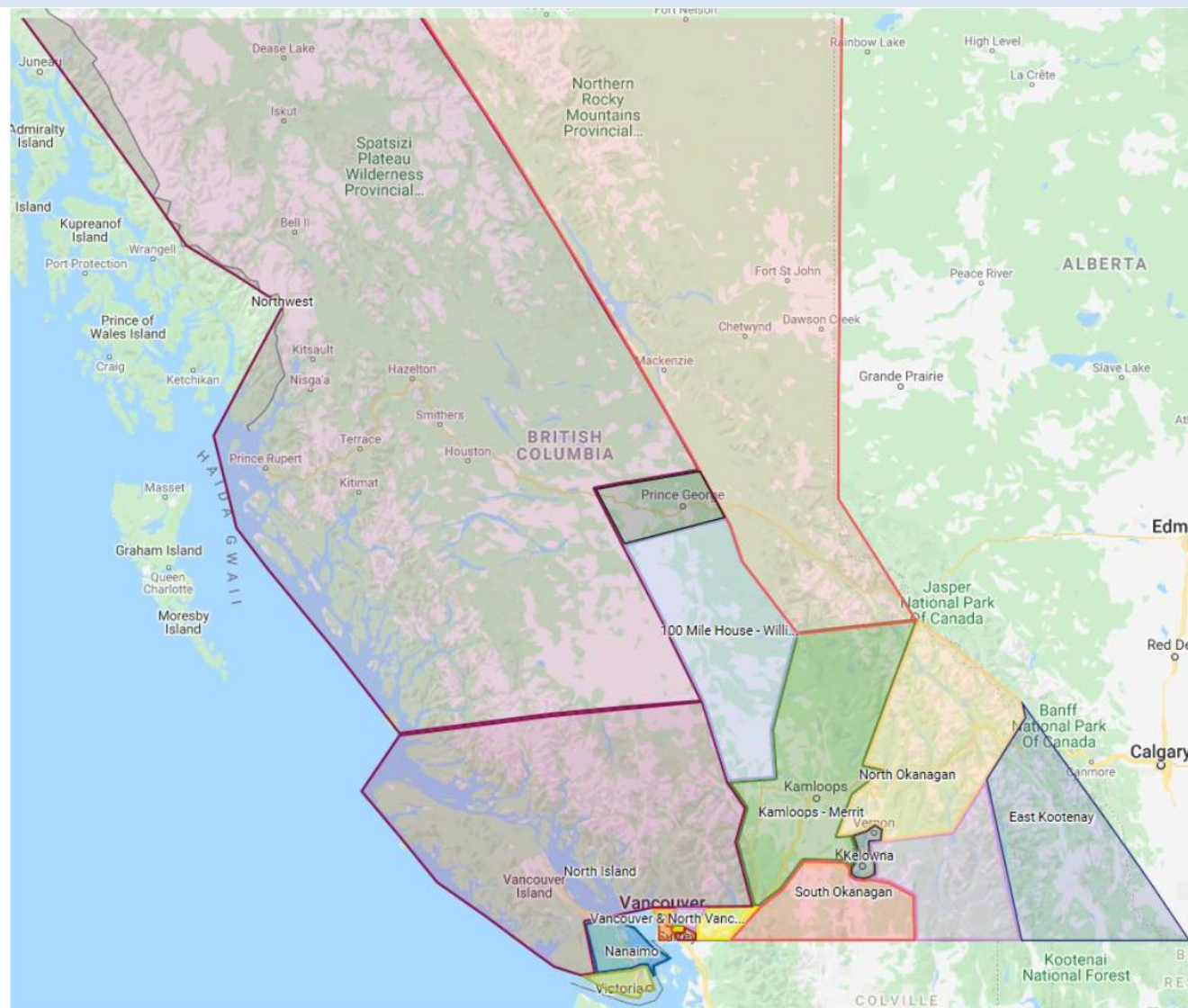


The ICBC Glass Repair Program (previously called Glass Express Program) will be implemented on March 2, 2020.



ICBC Glass Repair Program

Regions





ICBC Glass Repair Program

Regions

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)
- [Express repair program guide](#)
- [Glass express program guide](#)

User guides, system requirements and manuals

- [Technology requirements](#) Nov. 2019
- [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

- [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](#)



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ICBC Glass Repair Program

Glass Web Express (GWE) Qualification Rule Updates

Updates have been implemented to correct issues that were causing qualification rules to fail inaccurately upon claim creation in GWE. These updates should reduce the need to call PGO to have the claim reviewed and failed qualification rules overridden.

The GWE Qualification rules that were updated are:

- There must not be a mid-term change flag present on the Selected policy if the midterm change was within 31 days prior to the Date of Loss
- The Selected policy must be more than 30 days old as of the Date of Loss
- The claim is potentially a Failed Windshield Repair



ICBC Glass Repair Program

GWE Updates

Start New Claim
Retrieve Claim
Estimate Search

Tips

All fields are mandatory to create New Claim. If GST is Yes, percentage value must be between 1 and 100 (inclusive)

Click on Continue to confirm information.

Start New Claim

Plate Number:

GR862B

Registration Number:

12986308

Date of Loss:

15MAY2019

(DDMMYYYY)

Cause Of Damage:

Flying Object

Windshield Only Claim?

☒ Yes ☐ No

Windshield Damaged Section(s):

Driver-Top	<input type="checkbox"/>	Center-Top	<input type="checkbox"/>	Passenger-Top	<input type="checkbox"/>
Driver-Middle	<input type="checkbox"/>	Center-Middle	<input checked="" type="checkbox"/>	Passenger-Middle	<input type="checkbox"/>
Driver-Bottom	<input type="checkbox"/>	Center-Bottom	<input type="checkbox"/>	Passenger-Bottom	<input type="checkbox"/>

GST Registrant:

☐ Yes ☒ No

GST %

0.0

Create Claim

Clear



ICBC Glass Repair Program

Live Demo

*Glass Web Express
(GWE)*





ICBC Glass Repair Program

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ICBC Glass Repair Program

Vendor Document Image Application (VDIA)



Vendor Document Image Application

Claim Number: GSE6732

Plate Number	989NJB	Year	2007	Make	MAZDA	Model	MZDA3	Body Style	FOUR DOOR SEDAN	Color	White
Owner Name	ALBERTA CAINE										
VIN	JM1BK323771757915										

Images

Documents

Click thumbnail to view image.

If any images are not showing below, refresh the page to retry.



[Add a note](#)

Uploaded by ICBC on
20 Jan 2020 05:58 PM



[Add a note](#)

Uploaded by ICBC on
20 Jan 2020 05:58 PM



[Add a note](#)

Uploaded by ICBC on
20 Jan 2020 05:58 PM



[Add a note](#)

Uploaded by ICBC on
20 Jan 2020 05:58 PM



Vendor Document Image Application

Claim Information

Claim number and check digit * (Example: GQR8725-5) ?

GSE6732

– 0

Vehicle registration number * (Example: 12345678)

01147078

[Find](#)



Live Demo

*Vehicle Damage
Image Application
(VDIA)*





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ICBC Glass Repair Program

Quality Assurance Performance Measures (QAPM)

1 - Core Estimate

The Customer's GST or PST registrant status were identified correctly? *

☐ Yes ☐ No

The VIN identified in the uploaded image matched the vehicle VIN? *

☐ Yes ☐ No

Damage reported was consistent with the loss type? *

☐ Yes ☐ No

Authorization was received prior to work being completed? *

☐ Yes ☐ No

All parts prices and discounts were invoiced correctly? *

☐ Yes ☐ No

Correctly identified ADAS calibration requirements in GWE? *

☐ Yes ☐ No ☐ N/A

Comments

2 - Documentation

An invoice or packing slip was provided for moulding replacement? *

☐ Yes ☐ No ☐ NA

The claim number was identified on the glass part invoice/packing slip? *

☐ Yes ☐ No

The packing slip or barcode label for additional part(s) was attached to the claim? *

☐ Yes ☐ No ☐ NA

The receipt for the deductible amount was attached to the claim? *

☐ Yes ☐ No

The applicable deductible amount was collected in full from the customer? *

☐ Yes ☐ No

Documentation was provided to support ADAS calibration. *

☐ Yes ☐ No ☐ N/A

Comments



ICBC Glass Repair Program

QAPM

3 - Policy & Procedure

The vehicle was not owned / leased by the Repair Facility, or any family member or employee of the Repair Facility? *

☐ Yes ☐ No

The correct quadrants were used to identify damage on the Windshield Damage Locator? *

☐ Yes ☐ No ☐ N/A

The Failed Windshield Repair policy was followed correctly? *

☐ Yes ☐ No ☐ N/A

The Insured's Statement was completed? *

☐ Yes ☐ No

The Certificate of Work completed? *

☐ Yes ☐ No

The dealer trade-in policy was followed correctly? *

☐ Yes ☐ No ☐ NA

The Replacement cost policy (APV 286/NVR) was followed correctly? *

☐ N/A ☐ No ☐ Yes

Comments

0 / 2000 character limit

4 - Photos

Included all administrative photos and with sufficient quality? *

☐ All included and good quality ☐ Some missing and quality issues ☐ No photos

Comments

5 - Variance Summary

Total Gross Costs (prior to corrections) *

\$

Is there a variance? *

☒ Yes ☐ No

Estimate Variance

\$

Comments



QA Assessment

106960 [↗](#)

TYEE CHEVROLET BUICK GMC LTD

Facility ID: 106960

Email address for QA notifications: jody.linzmeier@icbc.com [Edit](#)

Search by claim number

Search

Reset

Filter by date of submission

Filter by type

Filter by status

Submitted	Assessment	Type	Status	Score	
31 Jan 2020	GSE6253-4	Glass	Dispute In Progress	87.40%	
31 Jan 2020	GSE6365-4	Windshield Replacement (CL14BX) Jan/24/2020	Submitted	81.25%	Not viewed
31 Jan 2020	GSE6365-4	Windshield Replacement (CL14BX) Jan/24/2020	Submitted	98.35%	Not viewed
31 Jan 2020	GSE6365-4	Windshield Replacement (CL14BX) Jan/24/2020	Submitted	0.00%	Not viewed
31 Jan 2020	GSE6477-4	Windshield Replacement (CL14BX) Jan/24/2020	Submitted	76.19%	Not viewed
30 Jan 2020	GSE6940-5	Windshield Replacement (CL14BX) Jan/24/2020	Submitted	92.59%	Not viewed

1 to 10 of 61 records



Live Demo

*Quality Assurance
Performance
Measures Application
(QAPM)*





ICBC Glass Repair Program





ICBC Glass Repair Program

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ICBC Glass Repair Program

Customer Survey Program Overview

- Designed to measure customers thoughts and feelings about facility performance
- Hybrid approach combines telephone and email surveying for improved reach and response rates
- 120-156 completed surveys per glass facility, per year
 - Facility with 500 transactions or less = 10/month (120/yr)
 - Facility with 501 transactions or more = 13/month (156/yr)
 - TBD: minimum # of surveys per shop/per year to have NPS score included in scorecard
- Survey program targeting launch in early April

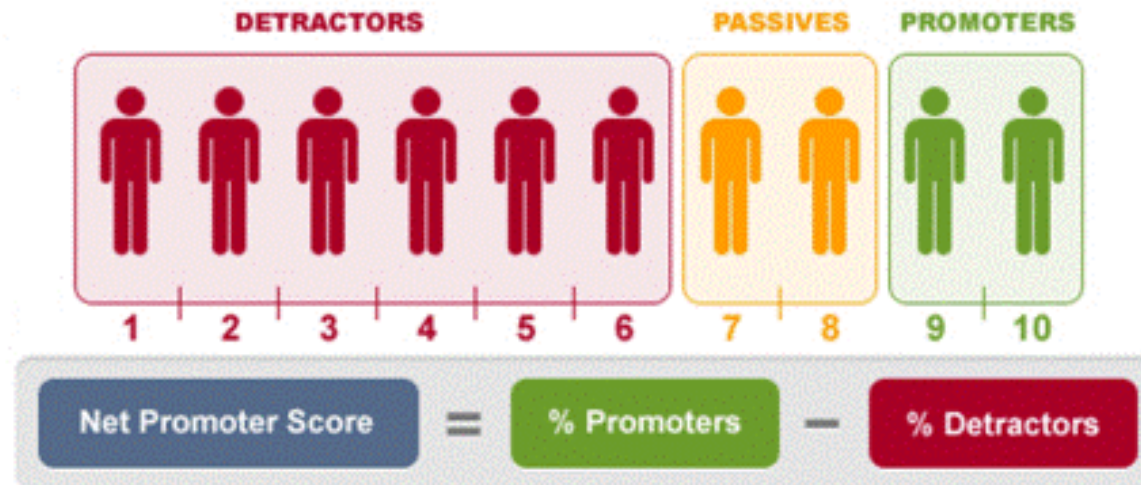


ICBC Glass Repair Program

Key Customer Key Performance Indicator (KPI)

- Net Promoter Score (NPS) is a lead indicator of customer loyalty and satisfaction

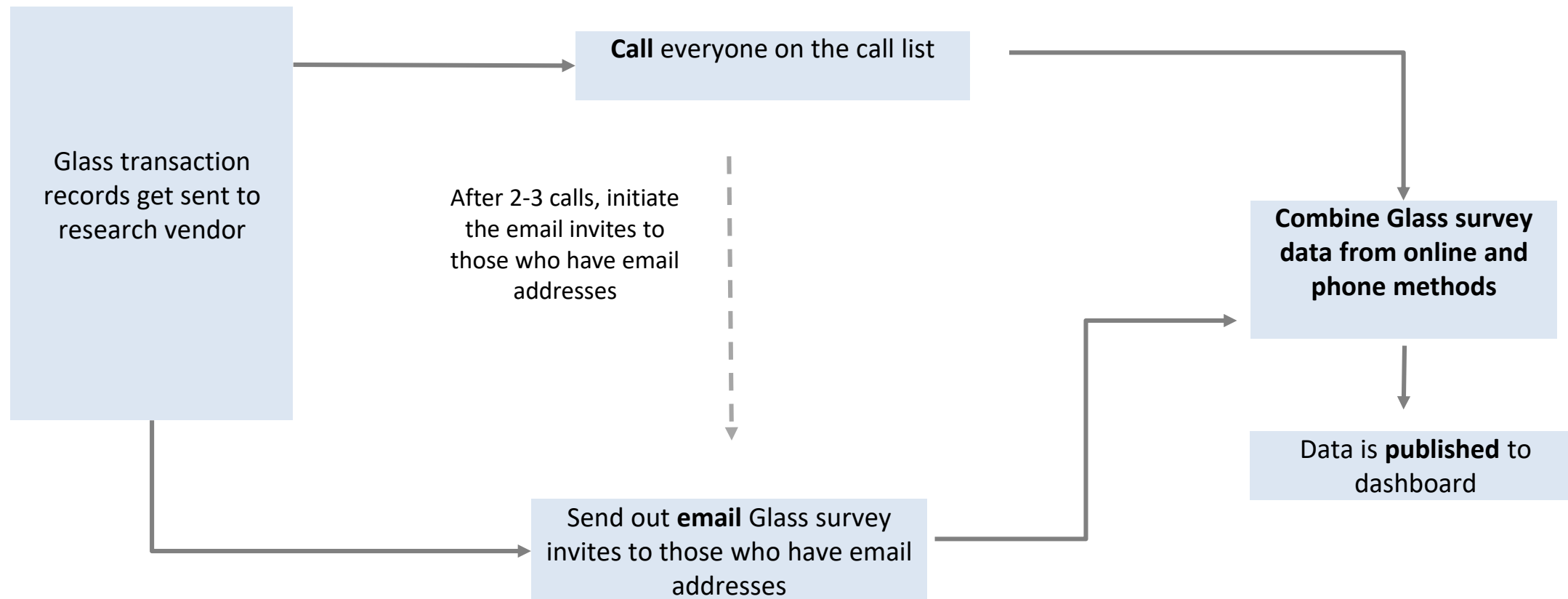
“How likely are you to recommend [name of glass facility] to your friends and family?”





ICBC Glass Repair Program

Customer Survey Design





ICBC Glass Repair Program

Survey Results

- Monthly score available in scorecard
- Real-time survey results available through Mitchell Connect platform



Mitchell Connect AutocheX Reporting



ICBC Glass Repair Program

Login

Chrome File Edit View History Bookmarks People Tab Window Help

Mitchell Connect

repaircenterca.mymitchell.com/connect/account/#/login

Mitchell Connect

Username [Forgot username?](#)

Password [Forgot password?](#)

[Sign In](#)

Powered by mitchell

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ICBC Glass Repair Program

Reports

Chrome File Edit View History Bookmarks People Tab Window Help

Mitchell Connect

repaircenterca.mymitchell.com/connect/#/my-jobs

Mitchell Connect

Norman Cheng

Jobs

Open

Closed

Tasks

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TechAdvisor

Settings

Feedback

Help

Sign Out

Open Jobs

Search Jobs

Modified In Last: 30 Days

Sort By: Modified Date | Newest On Top

Print Request Assignment

Repair Status	Estimated Completion	Estimate	Modified
		\$2,249.36 Approved	3:08 PM
			Received
			12/3/19
Repair Status	Estimated Completion	Estimate	Modified
		\$8,743.67 Approved	7:44 AM
			Received
			January 3, 9:47 AM
Repair Status	Estimated Completion	Estimate	Modified
		\$2,460.75 Approved	January 17, 3:35 PM
			Received
			January 16, 10:15 AM
Repair Status	Estimated Completion	Estimate	Modified
		\$7,217.40 Approved	January 17, 3:19 PM
			Received
			10/17/19
Repair Status	Estimated Completion	Estimate	Modified
		\$0.00 In Progress	January 17, 3:17 PM
			Received
			January 13, 2:45 PM
Repair Status	Estimated Completion	Estimate	Modified
		\$626.49 Pending Review	January 17, 2:58 PM
			Received
			January 14, 11:27 AM
Repair Status	Estimated Completion	Estimate	Modified
		\$1,758.76 Pending Review	January 17, 2:57 PM
			Received
			January 13, 8:57 AM
Repair Status	Estimated Completion	Estimate	Modified
		\$1,396.02 Approved	January 17, 11:37 AM
			Received
			1/23/18

Vehicle Name / Insurance Repair Status Estimate Modified



ICBC Glass Repair Program

Reports – Customer Experience

The screenshot shows a web browser window with the Mitchell Connect interface. The browser's address bar displays the URL `repaircenterca.mymitchell.com/connect/#/reports`. The page title is "Reports". On the left sidebar, the "Reports" menu item is highlighted. The main content area displays a list of reports under the "Customer Experience" category. The reports listed are:

- Customer Detail - Core Questions Report
- Customer Detail - By Program Report
- Industry Report
- Month - YTD Summary Report
- Program Roll Up - Core Questions Report
- Summary - Survey Completion Report
- Trend Report

The interface includes a top navigation bar with standard browser controls and a bottom sidebar with links to Settings, Feedback, Help, and Sign Out.

Reports - Customer Experience Management

Chrome File Edit View History Bookmarks People Tab Window Help

Mitchell Connect x +

[repaircenterca.mymitchell.com/connect/#/reports/SelectedReport=Customer%20Detail%20-%20Core%20Questions%20Report](#)

Mitchell Connect

Norman Cheng

Jobs

Tasks

Reports

TechAdvisor

Settings

Feedback

Help

Sign Out

Reports
Customer Experience Management

Customer Detail - Core Questions Report
 Load Report

Program: All

Date Range: Last Qtr

Start Month: Oct 19

End Month: Dec 19

Service Writer: All

Insurance Company: All

View Report

BODY LTD.
Customer Detail - Core Questions Report
 1/19/2020 5:32:38 PM PST
 All Programs

Mitchell RepairCenter CEM powered by AutocheX
 Insurance Company: All
 Service Writers: All
 October 19 - December 19

	Program	Insurance Company	Customer Name	Service Writer	Claim / RO #	Survey Date	Quality	Service	On Time	Kept Informed	Vehicle Returned	Refer Shop	Alert
	ICBC	ICBC		NA	Confidential	11/30/2019	9	10	Yes	NA	NA	NA	
	ICBC	ICBC		NA		11/1/2019	10	10	Yes	NA	NA	NA	
	ICBC	ICBC		NA		10/25/2019	10	10	Yes	NA	NA	NA	
TOTAL	All	All	All	All	All	All	9.7	10.0	100.0 %	NA	NA	NA	

Last Updated 12/3/2019
This report contains CONFIDENTIAL information.



ICBC Glass Repair Program

Survey Questions

Chrome

File

Edit

View

History

Bookmarks

People

Tab

Window

Help

Mitchell Connect

repaircenterca.mymitchell.com/connect/#/reports/SelectedReport=Customer%20Detail%20-%20Core%20Questions%20Report

Mitchell Connect

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Reports

Customer Experience Management

Customer Detail - By Program Report

Load Report

1 of 1

Find | Next

Survey Report

Mitchell RepairCenter CEMpowered by AutocheX

AutocheX Client:

Survey Date: 10/25/2019

Customer's Name:

Claim / RO#:

Customer's Phone:

AutocheX Job ID: 10986119

Insurance Company: ICBC

Question	Score/Comments
What was the main reason you chose (shop name)?	Repeat customer of shop selected
On a scale of 1 to 10, where 1 means very dissatisfied and 10 means very satisfied, how satisfied were you with the way repair shop dealt with your ICBC insurance claim?	10
On a scale of 1 to 10, where 1 is poor and 10 is excellent, how would you rate the quality of the repair?	10
Is there anything the shop could have done to improve the quality of the repair?	NA
On a scale of 1 to 10, where 1 is very dissatisfied and 10 is very satisfied, please rate your repair shop's overall customer service.	10
Was there anything the shop could have done to improve its service?	Easier to contact No
Did you use the replacement vehicle provided by the repair facility while your vehicle was in for repair?	No
Was your vehicle ready when promised by the shop?	Yes
How many days later was it than you were originally promised?	NA
What was the cause of the delay?	NA
Did the shop keep you adequately informed during the repair process?	NA
On a scale of 1 to 10, where 1 is very unlikely and 10 is very likely, how likely is it that you would recommend the shop to a friend or family member?	10

This report contains CONFIDENTIAL information.



ICBC Glass Repair Program

Program Roll Up - Report

Chrome File Edit View History Bookmarks People Tab Window Help

Mitchell Connect

repaircenterca.mymitchell.com/connect/#/reports/SelectedReport=Program%20Roll%20Up%20-%20Core%20Questions%20Report

Mitchell Connect

Norman Cheng

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TechAdvisor

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Sign Out

Reports

Customer Experience Management

Program Roll Up - Core Questions Report

Load Report

View Report

Program: All Date Range: Custom

Start Month: Jan 19 End Month: Dec 19

1 of 1

Mitchell RepairCenter CEM powered by AutocheX

Program Roll Up - Core Questions Report

1/19/2020 5:34:37 PM PST

All Programs

January 19 - December 19

Program	Surveys	Quality	Service	On Time	Kept Informed	Vehicle Returned	Refer Shop	NPS
ICBC	15	9.6	9.9	100.0 %	NA	NA	NA	NA
Total	15	9.6	9.9	100.0 %	NA	NA	NA	NA

Last Updated 12/3/2019

This report contains CONFIDENTIAL information.



ICBC Glass Repair Program





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ICBC Glass Repair Program

Resources

Material Damage

[Home](#) » [Material damage](#) » [New glass repair program](#)

Material damage

▼ [New collision repair program](#)

▲ [New glass repair program](#)

[Glass on-site coordinator network](#)

[Frequently asked questions](#)

[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](#)

New glass repair program (effective March 2020)

Following extensive consultation with industry, the new glass repair program will be implemented on March 2, 2020.

The purpose of this program is to ensure that our mutual customer, the vehicle owner, receives cost-effective automotive glass repair/replacement work that meets the highest industry standards for safety and quality.

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



Login information

Glass program participants will start to receive Integral and Quality Assurance Performance Measures Application login information on March 2, 2020.

What to do before March 2, 2020:

- 1) Sign and return a completed, entire contract to the Supplier Program & Admin team before March 2, 2020.
- 2) Review the [Integral profile checklist](#) that will help prepare your facility in creating an Integral profile starting March 2.

Questions?

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

News

Program guide

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

Systems and applications

Go to the [Glass Express program](#) to access:

- [Glass Web Express](#)
- [Claims Document and Image system](#)
- [Password reset](#)

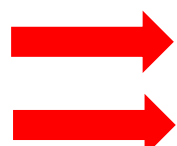
Program guide references

- [Glass facility labour rates](#) (Jan. 2020)
- [Glass program equipment list](#) (Jan. 2020)



ICBC Glass Repair Program

MD Business Partners Site – On-site Coordinator Network



Material damage
✓ New collision repair program
^ New glass repair program
Glass on-site coordinator network
Frequently asked questions
How to apply
Forms, user guides, and job aids
Towing

Glass on-site coordinator network


January 16, 2020 meeting

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

Support resources

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

Integral


- [Integral demo](#)
 - [Integral facility profile checklist](#)
 - [Integral consent form](#)
 - [Integral cover letter](#)
 - [Job aid: Completing the Integral consent form](#)
- 


<https://www.icbc.com/partners/material-damage/Pages/default.aspx>



ICBC Glass Repair Program

Feedback

[Auto insurance](#) [Claims](#) [Driver licensing & ID](#) [Vehicles & registration](#) [Road safety](#)



Material Damage

[Home](#) » [Material damage](#) » [New glass repair program](#)

Material damage

▼ New collision repair program

New glass repair program

▼ MD supplier programs

▼ Express Repair program participants

System user guides and job aids

Towing

Rental vehicles

New glass repair program

Stay up to date with news and communication on the glass program redesign.

Questions?


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

News

ICBC road show feedback and next steps | September 30, 2019

ICBC changes that may impact non-Express glass shops | August 1, 2019

ICBC glass program redesign road show finishes - next steps | July 18, 2019



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



ICBC Glass Repair Program

Frequently Asked Questions (FAQ) section



ICBC

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

Search...

Material Damage

Home » Material damage » New glass repair program » Frequently asked questions

Material damage

▼ New collision repair program

▲ New glass repair program

Frequently asked questions

▼ MD supplier programs

▼ Express Repair program participants

System user guides and job aids

Towing

Rental vehicles

Commercial estimating services

FAQs: new glass repair program

Tiering

KPIs and regionalization

Training

Will ICBC cover the cost to access OEM repair procedures?

Gaining access to OEM repair procedures is the responsibility of the repair facility. ICBC considers this information to be necessary for the execution of safe, proper vehicle repairs.

National auto glass specification (NAGS)

Shared benefits

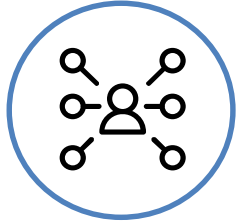


ICBC Glass Repair Program

Next Steps



Visit the MD section of ICBC's Business Partners site



Share the information provided with your colleagues



Attend the next online meeting mid March. Date TBA



Submit any questions using the form on the Business Partners site.



ICBC Glass Repair Program

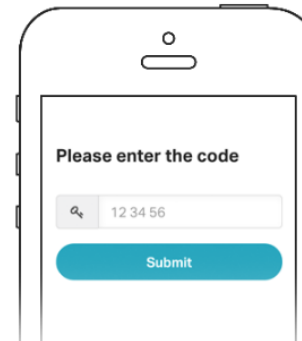
Survey – AM Session

Go to www.menti.com and use the code **63 65 96**



1

Go to www.menti.com



2

Enter the code **636596** and submit your responses!

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Thank You
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