

The background image shows a mechanic in a workshop. The mechanic is wearing blue denim overalls over a light-colored long-sleeved shirt. They are holding a clipboard with a white sheet of paper and a yellow pen, writing on it. The clipboard is resting on the engine of a car. The engine is open, showing various components like hoses, belts, and the alternator. The background is slightly blurred, showing a typical garage environment with tools and equipment.

ICBC Glass Repair Program Meeting #3

March 31, 2020



ICBC Glass Repair Program

Facilitator



Jodi Heidner

Organizational Development

WebEx Host



ICBC Glass Repair Program

Housekeeping – Q&A

During the session, we will use the following interactions:



The screenshot shows a Q&A interface. At the top, there is a header with a dropdown arrow and the text 'Q&A'. Below this is a section titled 'All (0)'. Underneath is a form with a label 'Ask:' followed by a dropdown menu currently set to 'All Panelists'. Below the dropdown is a text input field containing the question 'Will you be posting the materials from today's event?'. To the right of the input field is a 'Send' button. Annotations include: a blue box with the text 'Expand or minimize the feature' pointing to the 'Q&A' header; a blue box with the text 'Select who you want to send your question to. Please send to "All Panelists".' pointing to the dropdown menu; and a blue box with the text 'Type your question here' pointing to the text input field. A smaller inset window in the top right corner shows a similar interface with a large 'EB' logo and a list of participants.



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*



Sonny Senghera

*Manager, Stakeholder
Relations*



ICBC Glass Repair Program

COVID-19

- Overview
- Q&A

System Reminders

- Integral
- QAPM
- GWE
- VDIA
- ADAS
- Q&A

Customer Surveys

- Update
- Q&A

Next Steps

- Business Partners Site
- Resources
- Feedback
- Mentimeter Survey



ICBC Glass Repair Program

We are Here to Help



We are committed to:

- Ensuring the health and safety of our employees, customers and business partners
- Maintaining critical customer services
- Keeping you informed



ICBC Glass Repair Program





ICBC Glass Repair Program

COVID-19

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ICBC Glass Repair Program



Integral



QAPM



GWE



VDIA



ADAS



Integral



- Reminder to Complete your facility's Integral profile
- Complete the consent process



ICBC Glass Repair Program



Entegral



QAPM



GWE



VDIA



ADAS



ICBC Glass Repair Program

Quality Assurance Performance Measures (QAPM)





- QA scores
- Logging into QAPM
- Dual facilities have both a collision and a glass dashboard



ICBC Glass Repair Program

Quality Assurance Performance Measures (QAPM)

 QA Assessment

14910 

INLAND KENWORTH LTD

FacilityID: 14910

Email address for QA notifications:

Save

Cancel

Search by claim number

Search

Reset

Filter by date of submission

Filter by status

| Submitted | Assessment | Status | Score |
|-------------|-------------------------------|-----------|--------|
| 04 Dec 2019 | BK54553-2-A-1 | Submitted | 92.53% |
| 04 Dec 2019 | BK54553-2-A-1 | Submitted | 92.93% |
| 04 Dec 2019 | BK54553-2-A-1 | Submitted | 92.53% |

Not viewed



ICBC Glass Repair Program



Entegral



QAPM



GWE



VDIA



ADAS



ICBC Glass Repair Program

Glass Web Express (GWE)



- Customer email addresses
- Technician ID requirement



ICBC Glass Repair Program

GWE – Customer Email Address

Start New Claim
Retrieve Claim
Estimate Search

Tips

Record Claim Number for future reference.

Mandatory Fields are:
- Glass Damage
- PST & GST
If GST is Yes, percentage value must be between 1 and 100 (inclusive)
- Odometer

Click on Next to complete estimate details.

See Help for additional information.

Change Password
Help
Quit

Version 6.0.0 - TST3

Start Estimate

Name: CHEN, MAY
Primary Phone: 604 - 661 - 6234 Alternate Phone: - -
Email Address: email@gmail.com
Claim: GSE6973-3 Date of Loss: 10May2019 Plate: MS3717 Windshield Repairable? ☐ Yes ☒ No
Registration Number: 12825670 VIN: 1FTFW1EG1JFE51862 Colour: Blue
Year: 2018 Make: FORD Model: F150 F SERIES F150
Estimate Date: 02Feb2020 Cause of Damage: Flying Object Glass Damaged: Windshield
PST Exempt: ☐ Yes ☒ No GST Registrant: ☐ Yes ☒ No GST %: 0.0
Odometer: 12345
Next Cancel



ICBC Glass Repair Program

GWE – Technician ID Requirement

Start New Claim
Retrieve Claim
Estimate Search

Tips

Click on Submit Invoice to submit invoice for payment.

Click on Cancel to return to Estimate Summary screen.
Note: Invoice will not be processed for payment if Cancel is pressed.

Change Password
Help
Quit

Version 6.0.0 - TST3

Confirm Invoice

Name: CHEN, MAY
Primary Phone: 604-661-6234 Email: EMAIL@GMAIL.COM

Claim: GSE6973-3 Date of Loss: 10May2019 Plate: MS3717 Cause of Damage: Flying Object

Registration Number: 12825670 VIN: 1FTFW1EG1JFE51862 Colour: Blue Body Style: BB
Year: 2018 Make: FORD Model: F150 Submodel:

Estimate Date: 02Feb2020 Glass Damaged: Windshield

Date Work Completed: 02Feb2020 (DDMMYYYY)
Account Number: A107144
Deductible Payment Method: Credit Card

Reference Number: TEST555
Technician ID: TECH67

Total Cost: \$931.89
Deductible: \$200.00
Insured's Portion GST: \$0.00
Net Payment: \$731.89

Submit Invoice Cancel



ICBC Glass Repair Program



Entegral



QAPM



GWE



VDIA



ADAS



ICBC Glass Repair Program

Vendor Document Image Application (VDIA)



VDIA

- Submit images and documents for glass repairs via VDIA

CDIS

- Will be decommissioned by the end of April
- Do not use this application to submit images



ICBC Glass Repair Program

VDIA – Uploading Requirements

Drop files here or click to upload

Upload documents

test packing slip.pdf

Select document type *

☒ Invoice in review ?

☐ QA / Closed file audit ?

Cancel Upload

- Only select “Invoice in Review” when uploading documents for claims in review in GWE
- Upload documents as one file vs multiple files.



ICBC Glass Repair Program

VDIA – Uploading Requirements

Drop files here or click to upload

Upload documents

test packing slip.pdf

Select document type *

☐ Invoice in review ?

☒ QA / Closed file audit ?

Cancel Upload

- When uploading documents for a QA assessment, select “QA/Closed File Audit” document type
- Upload documents as one file vs multiple files.



ICBC Glass Repair Program

VDIA – Uploading Documents



Vendor Document Image Application

106960

Claim Number: GPZ6671

Plate Number

Owner Name MARION DELAURIER

VIN

Year

2015

Make

LEXUS

Model

NX200

Body Style

4 DOOR STATIONWAGON

Color

Grey

3

Images

Documents

No images have been added for this claim.

Before you upload

File requirements

- Only 15 image files per claim
- Accepted formats: jpg, jpeg, gif, png
- Maximum 6 MB per image file
- Minimum resolution: high quality (1024 px by 768 px)
- File name limit: 80 characters

All the uploaded images must meet the following file requirements:

- Only 15 images per claim can be uploaded.
- The size limit of a single image that can be uploaded is 6 MB.
- Accepted image formats are JPG, JPEG, GIF, and PNG.
- Minimum resolution should be high quality (1024 px by 768 px).
- File names cannot be longer than 80 characters.



ICBC Glass Repair Program



Entegral



QAPM



GWE



VDIA



ADAS



ICBC Glass Repair Program

Advanced Driver Assistance Systems (ADAS) – Business Partners site

| |
|-----------------------------------|
| Material damage |
| ▼ New collision repair program |
| ▲ New glass repair program |
| Glass on-site coordinator network |
| Frequently asked questions |
| Glass web express training |
| How to apply |
| Forms, user guides, and job aids |
| Towing |
| Rental vehicles |

New glass repair program (effective March 2020)

Following extensive consultation with industry, the new glass repair program is in effect as of 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](#).

Questions?

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

Glass repair systems and requirements

Access to these systems is restricted to Glass Repair Program facilities and their authorized employees. You require a logon ID (facility number) and password to access these systems. If you do not have an ICBC facility number, please contact Supplier programs and administration with the phone number below or by email at carshop@icbc.com.

Program guides and manuals

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

Procedures

- [Material Damage Claims procedures](#)

Systems and applications

- [Glass web express](#)
- [Glass web express Training](#)
- [Claims document and image system \(CDIS\)](#)

ICBC has established an ADAS policy





ICBC Glass Repair Program

Advanced Driver Assistance Systems (ADAS) – Policy Location


Material Damage partners

Content Search

- Handling material damage claims
-  Glass
 - Apply taxes to glass only claim at a Glass Express facility
 - Create non-drive glass claim
 - Create unverified policy glass claim
- General
-  Policies
 - Policy on windshield deductible
 - Policy on glass only sublet
 - Policy on the glass limitation period
 - Policy on glass claims and vehicle ownership transfer
 - Policy on private or auction house sale vehicles for glass claims
 - Policy on returning a vehicle to the

Material Damage partners

Content Search

- Policy on glass claims and vehicle ownership transfer
- Policy on private or auction house sale vehicles for glass claims
- Policy on returning a vehicle to the leasing company with a glass claim
- Policy on initiating glass claim on trade-in vehicles
- Policy on glass deductible for trade-in vehicles
- Policy on labour times for claims involving glass
- Policy on windshield repair
-  Policy on advanced driver assistance systems calibrations for glass claims
- Procedures
- Non-Glass Express



ICBC Glass Repair Program

Advanced Driver Assistance Systems (ADAS) – Policy Location

Policy on advanced driver assistance systems calibrations for glass claims

The glass repair program participant may need to calibrate forward-facing cameras for vehicles equipped with advanced driver assistance systems (ADAS).

Policy

For a vehicle equipped with ADAS, Original Equipment Manufacturer (OEM) procedures may require that the participant calibrate the forward-facing camera after the windshield is replaced. Calibration is performed so that the camera relearns the vehicle's position within the camera's field of view.

Depending on the manufacturer, ADAS calibration may require

- static calibration
- dynamic calibration, or
- both, also referred to as universal calibration.

Important: Prior to accepting any work, participants must determine whether they are capable of completing safe, proper repairs and replacements, including calibration work when required. If subsequently the participant is unable to facilitate or perform the calibration due to circumstances outside of their control, they must document their reasonable attempts to complete the calibration, and inform the customer that calibration is required.

Required documents

When invoicing for a calibration operation, participants must retain documentation showing

- photograph of the ADAS component requiring calibration
- calibration requirements, such as
 - OEM procedures, or
 - equivalent repair procedures
- calibration type required (static, dynamic, or universal), and
- successful calibration results.

Subletting a calibration

ADAS calibrations may be sublet. Sublet charges billed by a participant need prior approval from Provincial Glass Operations (PGO). The participant must have complete details of all operations performed and billed for when submitting sublet invoices through the Glass Web Express (GWE) system.

Note: ICBC does not pay a markup on sublet repairs. The participant must seek a trade discount (a percentage off the final amount) for sublet repairs as outlined in the Policy on glass only sublet.



ICBC Glass Repair Program

All Policy Updates

Material Damage partners

Content

Search



-  Handling material damage claims
-  Glass
-  Loss of Use management
-  Occupational health & safety
-  Repairs
-  Property damage
-  Towing
-  Vehicle damage
-  Vehicle repair programs
-  Repair facilities program
-  Glass repair program
-  Vendors and suppliers
-  Change alerts





ICBC Glass Repair Program





ICBC Glass Repair Program

COVID-19

- Overview
- Q&A

System Reminders

- Integral
- QAPM
- GWE
- VDIA
- ADAS
- Q&A

Customer Surveys

- Update
- Q&A

Next Steps

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ICBC Glass Repair Program

Customer surveys

Begin Surveys

- ICBC's survey vendor will conduct the new surveys using both phone calls and emails

Mitchell Connect

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

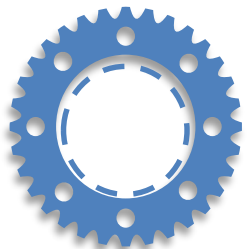
KPIs

- NPS will be available in the Entegral dashboard

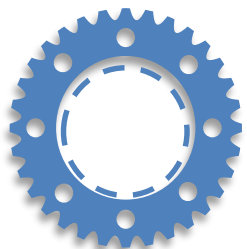


ICBC Glass Repair Program

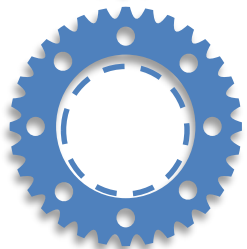
Our ask of you



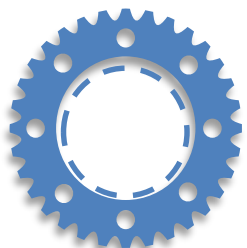
- Promoting the surveys



- Capture both phone numbers and email addresses



- Let customers know to expect a call and email (customerfeedback@icbc.com) from the ICBC survey vendor and that they should participate and provide candid feedback



- By encouraging customer participation in the survey, you will help your business to be appropriately recognized for the service provided.



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ICBC Glass Repair Program

Resources

Material damage

✓ New collision repair program

➤ **New glass repair program**

Glass on-site coordinator network

Frequently asked questions

Glass web express training

How to apply

Forms, user guides, and job aids

Towing


Rental vehicles

Commercial

New glass repair program (effective March 2020)

Following extensive consultation with industry, the new glass repair program is in effect as of 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](#) .

Questions?


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

Glass repair systems and requirements

Access to these systems is restricted to Glass Repair Program facilities and their authorized employees. You require a logon ID (facility number) and password to access these systems. If you do not have an ICBC facility number, please contact Supplier programs and administration with the phone number below or by email at carshop@icbc.com.

Please ensure that you have the necessary [Technology requirements](#)  and software requirements, found in the [Glass repair program guide](#)  to use the Glass

Program guides and manuals

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

Procedures

- [Material Damage Claims procedures](#)

Systems and applications

- [Glass web express](#) 
- [Glass web express Training](#)
- [Claims document and image system \(CDIS\)](#) 
- [Vendor document image application](#)



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

Glass web express training

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

Glass on-site coordinator network

February 11, 2020 meeting

- [Presentation video part 1](#) (program highlights, regional boundaries, GWE enhancements and demo, VDIA demo)
- [Presentation video part 2](#) (QAPM demo)
- [Presentation video part 3](#) (customer survey overview and results in Mitchell Connect, finding resources and next steps)
- [Presentation deck](#)

January 16, 2020 meeting

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

Support resources

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

Integral

- [Integral](#) If you are not already in the program you will not be able to successfully create a profile until Monday May 4th 2020.
- [Integral demo](#)
- [Integral facility profile checklist](#)
- [Integral consent form](#)
- [Integral cover letter](#)
- [Job aid: Completing the Integral consent form](#)
- [Job aid: Integral profile instructions](#)

Glass web express

- [GWE demo video](#)
- [GWE cheat sheet](#)

Quality assessment performance measures

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

Vehicle damage image application (VDIA)

- [Vendor document image application \(VDIA\)](#)
- [VDIA demo video](#)
- [Job aid: How to access VDIA](#)


Customer surveys


- [Customer surveys demo video](#)



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

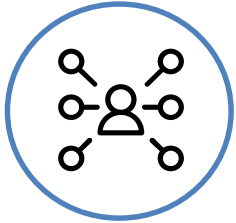


ICBC Glass Repair Program

Next Steps



We are planning to have a final OSC meeting with you at the end of April/early May to showcase the new Repair Network Facility Locator, a dashboard in Entegral with KPI's and review the onboarding of Account Managers



Share the information provided with your colleagues



Visit the MD section of ICBC's Business Partners site



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



ICBC Glass Repair Program



Thank You
for
Joining Us Today!