



Purpose

Updates have been made in the Glass Web Express (GWE) application to align with the improvements and increased efficiencies of the new Glass Repair Program.



What qualification rules have been updated?

Glass qualification rules have been updated which help validate the claim when being created in GWE. A few of these rules have been failing, and causing an increase in phone calls to PGO. These updates look to eliminate those inefficiencies.

- There must not be a mid-term change flag present on the Selected policy if the mid-term change was within 31 days prior to the Date of Loss. (The system will now send the mid-term change flag to ClaimCenter, along with the date of the mid-term change, which will allow the qualification rules to accurately identify if the 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. As long as there are no gaps in coverage, the system will now recognize continuous coverage.
- The claim is potentially a Failed Windshield Repair has been updated to recognize newly implemented windshield sections to identify windshield damage.
- Note: Qualification rules 1 and 2 should reduce calls to PGO by more than 12,000 per year.



What's changed within the GWE application?

The following changes made within the GWE application will streamline claim creation by glass repair facilities:

1. Hard stop rule will be triggered when a vehicle is 15 years old or greater and the glass estimate total is greater than \$1,500. The repair facility must then call PGO for approval before proceeding. Previously the business rule only looked at if the estimate total was \$1,500 or greater. This change will reduce the number of times a repair facility will need to call for approval.



ICBC Material Damage Glass Web Express – What’s Changed?

2. The *Windshield Damaged Section(s)* has now been updated to include nine sections, which has increased from our original four sections.

The nine sections are:

- Driver – Top, Middle, Bottom
- Center – Top, Middle, Bottom
- Passenger – Top, Middle, Bottom

3. In the *Start Estimate* window there is a new field to capture customer email addresses to support customer satisfaction surveys.

Please note, this field is optional. If an email address is provided, it will only be used for survey purposes and for no other ICBC notifications. Repair facilities are encouraged to collect this information allowing for a survey sample that contributes 30% towards your overall score.

4. There are three new fields that have been added to the *Replace – Estimate Details* screen that are tied to ADAS Calibration. These new fields are:

- *Calibration Completed by?* which will display:
 - *Repair Facility*
 - *Sublet* (When this is selected the repair facility will be prompted to call PGO for an authorization before proceeding.)
- The *Type of ADAS Calibration*, which will include the following options:
 - *Static ADAS Calibration*
 - *Dynamic ADAS Calibration*
 - *Universal ADAS Calibration*



ICBC Material Damage Glass Web Express – What’s Changed?

- Price

Replace - Estimate Details

Insured: GANZEVELD, TIMOTHY Claim: GSE6972-2 Plate: 301TPE

Registration Number: 10567603 VIN: 5NPECAAC8DH509730 Colour: Black
Year: 2013 Make: HYUNDAI Model: SONAT Submodel:

Estimate Date: 02Feb2020 Cause of Damage: Flying Object Glass Damaged: Windshield

Tips

Body Style must be selected first to retrieve Glass parts and materials.

Click on Save to display Estimate Summary. Click on Cancel to return to Start/Modify Estimate screen.

See Help for additional information.

Change Password Help Quit

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Replace - Estimate Summary

Name: GANZEVELD, TIMOTHY
Primary Phone: 604-661-6234 Email: EMAIL@GMAIL.COM

Claim: GSE6972-2 Date of Loss: 04Mar2019 Plate: 301TPE Cause of Damage: Flying Object

Registration Number: 10567603 VIN: 5NPECAAC8DH509730 Colour: Black Body Style: 45
Year: 2013 Make: HYUNDAI Model: SONAT Submodel:

Estimate Date: 02Feb2020 Glass Damaged: Windshield Kind of Glass: New Estimate Status: Initial

Part Number	Description	Price	Labour Hrs
Glass FW03239GBNN	NAGS GRN TNT/BLU SHD W/3RD VISOR	\$508.50	3.4
Materials URETHANE	URETHANE	\$48.00	
Moulding MOULDINGALW	MOULDING ALLOWANCE	\$45.26	Inc
ADAS	Dynamic ADAS Calibration	\$275.00	

Total ADAS: \$275.00
Total Parts: \$801.76
Total Labour: \$183.70
Net Cost: \$1,060.46
PST: \$74.23
GST: \$53.02
Total Cost: \$1,187.71
Deductible: \$200.00
Insured's Portion GST: \$0.00
Net Payment: \$987.71

Comments:

Print Estimate Modify Estimate Start Invoice

Return

Change Password Help Quit

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5. The Comments field character count has been increase from 40 to 100 characters to allow for more information to be entered to support exception/miscellaneous items.

6. The *Confirm Invoice* screen includes a new mandatory field for *Technician ID*. This field should include the ITA Red Seal number of the technician or apprentice who completed the work for the windshield replacement.

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

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

Date Work Completed: 02Feb2020 (DDMMYYYY)

Account Number: A107144

Deductible Payment Method: Credit Card

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

Reference Number: TEST555
Technician ID: TECH67

Submit Invoice Cancel

Information entered into the Reference Number field will now pass to the repair facility’s “Vendor Statement” to assist with reconciliation of their billings. The Reference Number will also pass to ClaimCenter and populate the *Invoice #* field in the *Financial* summary screen.