

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



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 midterm 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:

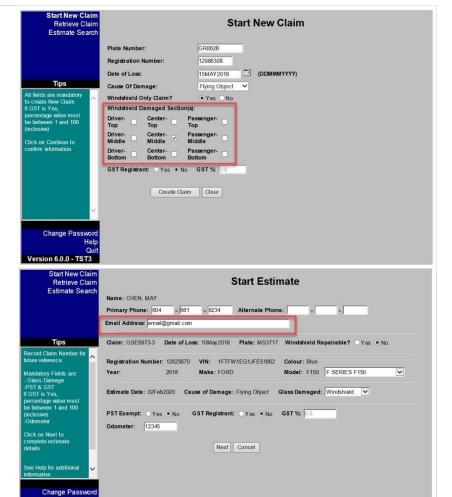
1. Hard stop rule will trigger when a vehicle is 15 years old or greater and the glass estimate total is greater than \$1,500. The repair facility must then call PGO for approval before proceeding. Previously the business rule only looked at if the estimate total was \$1,500 or greater. This change will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

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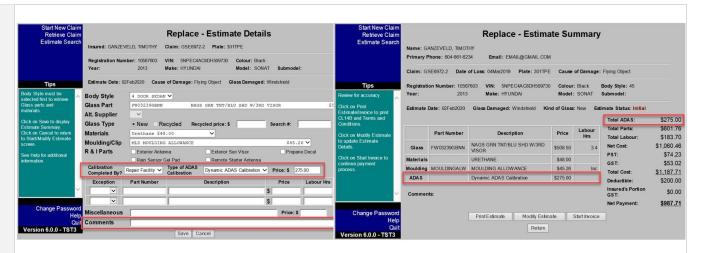
- 2. The Windshield Damaged Section(s) has now been updated to include nine sections, which has increased from our original four sections. The nine sections are:
 - Driver Top, Middle, Bottom
 - Center Top, Middle Bottom
 - Passenger Top, Middle, Bottom
- 3. In the Start Estimate window there is a new field to capture customer email addresses to support customer satisfaction surveys. ICBC will not use the email for other notifications.



- 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:
 - o 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:
 - o Static ADAS Calibration
 - o Dynamic ADAS Calibration
 - o Universal ADAS Calibration
 - Price



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



Information keyed 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.