

Base Glass Suppliers Image and Documentation Requirements



Purpose

This job aid outlines image and documentation requirements that base glass suppliers must adhere to while submitting ICBC glass claims.





Digital Images

Digital images of the vehicle damage must be taken for every glass estimate at the time of claim initiation.

Base glass suppliers must take digital images at a minimum resolution of 1024 x 768 that clearly identify the vehicle and show damages accurately. This will enable:

- consistent documentation of damages for each glass claim
- documentation of glass part options, and
- support requests for additional parts or labour.

The following list identifies the minimum digital images base glass suppliers must upload to VDIA:

 Type of Claims	 Minimum Image Requirement
All glass claims	<ul style="list-style-type: none"> • Vehicle Identification Number (VIN) • Odometer
Glass replacement claims	<ul style="list-style-type: none"> • Images showing options of the glass being replaced (such as shade band, rain sensor, Advanced Driver Assistance Systems (ADAS) camera) • Any Remove and Install (R&I) items • Windshield identifier marking (bug)* • Close-up of the damage <p style="text-align: right;"><i>*Windshield only claims</i></p>
Windshield repair claims	<ul style="list-style-type: none"> • Photo of the entire windshield with the damage clearly identified.* <p style="text-align: right;"><i>*Damage(s) may be circled with a grease pen or otherwise visually marked.</i></p>



Note: If images are not uploaded to VDIA or images do not clearly identify the vehicle, glass, and its options, invoices submitted to ICBC may not be paid in full or in part.

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Supporting Documentation and Storage

Base glass suppliers are required to upload all invoices, images, and supporting documentation to VDIA once the work is completed. Below is the complete list of required documentation:

- ✓ A copy of the approved glass invoice (CL14BX/R), including the fully completed Customer's Statement and Certificate of Repair, where applicable
- ✓ A copy of the receipt or credit/debit card transaction slip displaying the method of deductible and taxes paid, if applicable
- ✓ Sublet invoices
- ✓ ADAS calibration documentation showing:
 - calibration requirement (Original Equipment Manufacturer (OEM) or aftermarket calibration procedures)
 - calibration type required (static, dynamic, universal)
 - successful calibration completion, and
 - sublet invoice detailing operation performed and required, if applicable.



Note: If a required calibration is not completed due to reasons outside of the control of the supplier, they must document reasonable attempts to complete the calibration and to inform the customer of the requirement.

- ✓ Part invoices including:
 - original part invoices or packing slip with part number identified
 - original purchase invoice or packing slips for mouldings
 - specialty gel pads and OEM clips when authorized by the Provincial Glass Operations (PGO), and
 - billing cost plus 25% markup – when National Auto Glass Specification (NAGS) is not listed, the packing slip and/or invoice must be provided detailing all applicable pricing.



Note: When parts, such as rain sensor, gel pads, mouldings supplied by the roll, or glass are multi-use or purchased in bulk, photocopies of the original documentation must be stored in the claim file with the applicable claim number identified.

- ✓ Manufacturer repair and replace procedures supporting estimate entries when applicable, including but not limited, to ADAS calibrations
- ✓ Digital images as described above



Note: If the documentation does not support operations and materials utilized or is not uploaded to VDIA, invoices submitted to ICBC may not be paid in full or in part.