



What is Mitchell Estimate Advisor?

Mitchell Estimate Advisor is a cloud-based application that scans and validates estimate damage line entries against a predefined set of conditional compliance rules based on ICBC's policies and procedures.

What are the compliance rule categories in Mitchell Estimate Advisor?

Compliance rules are categorized as:

- **Warnings** – policy and procedure reminders that may require you to make changes to the estimate
- **Failures** – policy and procedural errors that must be corrected or overridden with applicable failure explanation, in order to upload the estimate to ICBC when the estimate is being committed

What types of damage line entries may cause compliance rule failures?

Damage line entries may cause rule failures for a variety of reasons:

- Long expansion group repair lines designed to trigger a failure, such as Hit and Run, Requires Review, etc.
- Repair lines explicitly excluded by current ICBC policy or procedure
- Repair lines applicable to a specific vehicle group or type, such as Colour, Sand, and Buff, but may be applied on an exception basis
- Repair lines that do not calculate within ICBC systems, or are not compatible with ICBC payment systems, resulting in payment errors

Can you provide a list of all the ICBC Compliance Rules?

Compliance rules will be periodically added, removed, and modified based on issues identified and estimating trends, which makes it difficult to publish a complete list of all rules.



Examples of Estimate Advisor warning and failure rules

1. The most common warning compliance rule you will see is the **OEM Parts Policy Validation Rule**. This rule is triggered if aftermarket or recycled parts are added to an estimate on a vehicle less than 4 years old.



Action: Review the messages for the job in **Mitchell Connect** to confirm whether the customer has a Replacement Cost (OEM) or New Vehicle Replacement (OEM) policy listed under Special Coverages.

Example: 2018 Toyota Corolla with aftermarket bumper cover added

Estimate

Estimate		Assembly									
No	Sup	Labor Type	Labor Op	Part Description	Part Type	Part Number	Price	Cl	Tax	Labor Unit	CEG Unit
1	B	OV		Frt Bumper Cover Assy						2.0	2.0
2	B	RR		Frt Bumper Cover	AM	** T01000399C	258.84		✓	INC	2.0
3	R	RO		Frt Bumper Cover				*		2.8	2.8
4		AC		Paint/Materials			113.90*		✓	0.0	
5		AC		Shop Materials			11.52*		✓	0.0	

Ready ACV % 0 Corolla LE 16 825.03 Repair Line: No errors

Estimate Advisor Results

Results Summary: 0 Failures 1 Warnings

Line	Severity	Description	Actual	Guideline
2		Frt Bumper Cover - Policy Reminder - A/M parts added; verify no APV286/NVR policy.	\$274.01	\$0.00

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2. The most common compliance rule failure you will see is the **Hit and Run Review** or **Requires Review** rules. These rules are triggered based on the damage line entered by the Repair Shop to notify the ICBC Desk Reviewer that the estimate needs to be reviewed.

Action: You will need to provide an applicable remark in the failure explanation field once the estimate has been committed. Once the failure explanation field is filled, you will be able to add your committed estimate in Mitchell Connect.

Example: 2018 Toyota Corolla that needs a Hit and Run review by ICBC

Correct Estimate Entry

Estimate		Assembly									
No	Sup	Labor Type	Labor Op	Part Description	Part Type	Part Number	Price	Cl	Tax	Labor Unit	CEG Unit
1	B	RP		R Quarter Outer Panel Assy	EX	Existing				3.0*	19.0
2	R	RO		R Quarter Panel Outside				*		2.2	2.2
3	B *	PR		* HIT AND RUN REVIEW *	SL	Sublet	0.00*		✓	0.0*	
4				***ICBC TO VALIDATE HIT A							
5		AC		Paint/Materials			89.50*		✓	0.0	
6		AC		Shop Materials			17.28*		✓	0.0	

Ready ACV % 0 Corolla LE 16 547.13 Repair Line: No errors



Estimate Advisor Results

Results Summary: 1 Failures 0 Warnings

Line	Severity	Description	Actual	Guideline	Failure Explanation
4		* HIT AND RUN REVIEW * - Hit and Run Requires Review selected. (Rqd)	\$0.00	\$0.00	Hit and Run, ICBC to determine

Additional Comments

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3. Other compliance rule failures are **Payment Error** rules. These rules may be triggered by

- Damage line entries from the Reference Sheet "Additional Costs and Materials" section which are not compatible with ICBC's payment system, or
- Damage line entries from the Reference Sheet "Additional Operations" section where the labour time is accidentally entered as a part price.

Action: These failures must be corrected prior to uploading the estimates to ICBC.

Note: ICBC is unable to process payments to estimates with these rule failures, and as a result, payment may be delayed.

Example: 2018 Toyota Corolla with invalid additional costs damage line

Incorrect Estimate Entry

No	Sup	Labor Type	Labor Op	Part Description	Part Type	Part Number	Price	Ct	Tax	Labor Unit	CEG Unit
1		B	RR	Cooling Radiator	NW	16410-0T031	558.80		✓	1.8	1.8
2		M	RR	A/C Condenser Assy	NW	88450-02330	483.90		✓	1.0	1.0
3		M	RR	Evacuate & Recharge A/C						1.4	1.4
4			AC	Coolant			15.19*		✓	0.0	
5			AC	R134A Freon & Oil			34.91*		✓	0.0	
6			AC	Shop Materials			24.19*		✓	0.0	

Done ACV %0 Corolla LE 16 1652.75 Repair Line: No errors

Estimate Advisor Results

Results Summary: 2 Failures 0 Warnings

Line	Severity	Description	Actual	Guideline
3		Coolant - Payment Error - use COOLANT ALLOWANCE from LEG. (Rqd)	\$0.00	\$0.00
4		R134A Freon & Oil - Payment Error - use R134a from LEG. (Rqd)	\$0.00	\$0.00

[Print Preview](#) [Done](#)



Note: Additional Costs items should be added from the Long Expansion section.

CEG Ref Sheet ATG Long Exp OEM Procedures																																																																			
Long Exp. Group: ICBC	Add Repair Line																																																																		
<ul style="list-style-type: none"> 01 STANDARD 02 UNIBODY/FRAME 03 LAMPS/BULBS 04 PAINT OPERATIONS 05 PRE-PRICED 06 GLASS OPERATIONS 07 STEREO OPERATIONS 08 A/C OPERATIONS 09 WHEEL/TIRE/ALIGN 10 TRUCK ACCESSORY 	<table border="1"> <thead> <tr> <th>Part Description</th> <th>Price</th> <th>Lab Unit</th> </tr> </thead> <tbody> <tr><td>* EXPRESS ENABLED *</td><td>0.00</td><td>0.0</td></tr> <tr><td>* OBVIOUS TOTAL LOSS *</td><td>0.00</td><td>0.0</td></tr> <tr><td>* REQUIRES REVIEW *</td><td>0.00</td><td>0.0</td></tr> <tr><td>* HIT AND RUN REVIEW *</td><td>0.00</td><td>0.0</td></tr> <tr><td>***ICBC TO VALIDATE HIT AND RUN CLAIM***</td><td></td><td></td></tr> <tr><td>* SITE VISIT REQUIRED *</td><td>0.00</td><td>0.0</td></tr> <tr><td>* SITE VISIT COMPLETED *</td><td>0.00</td><td>0.0</td></tr> <tr><td>AUDI ALUMINUM FILLER ALLOWANCE</td><td>50.00</td><td>0.0</td></tr> <tr><td>BAR ENGINE & CHECK FLUIDS</td><td></td><td>0.5</td></tr> <tr><td>BMW/MINI FILLER ALLOWANCE</td><td>25.00</td><td>0.0</td></tr> <tr><td>COLOUR SAND & BUFF</td><td></td><td>0.0</td></tr> <tr><td>DIAGNOSE AIR BAG</td><td>0.00</td><td>0.0</td></tr> <tr><td>DRAIN FUEL TANK</td><td></td><td>0.3</td></tr> <tr><td>ELECTRICAL HANDLING FEE</td><td>0.00</td><td>0.0</td></tr> <tr><td>ENABLE & DISABLE AIR BAG</td><td></td><td>0.8</td></tr> <tr><td>ENVIRO HANDLING CHARGE</td><td>N.A.</td><td>0.0</td></tr> <tr><td>FREIGHT</td><td>15.00</td><td>0.0</td></tr> <tr><td>INTERIOR CLEAN UP AND DETAIL</td><td>N.A.</td><td>0.0</td></tr> <tr><td>RECYCLED PARTS TRIM TIME</td><td></td><td>1.0</td></tr> <tr><td>SEAM SEALER - HOOD</td><td></td><td>0.4</td></tr> <tr><td>STRUCTURAL ALUMINUM REPAIR</td><td></td><td>0.0</td></tr> </tbody> </table>	Part Description	Price	Lab Unit	* EXPRESS ENABLED *	0.00	0.0	* OBVIOUS TOTAL LOSS *	0.00	0.0	* REQUIRES REVIEW *	0.00	0.0	* HIT AND RUN REVIEW *	0.00	0.0	***ICBC TO VALIDATE HIT AND RUN CLAIM***			* SITE VISIT REQUIRED *	0.00	0.0	* SITE VISIT COMPLETED *	0.00	0.0	AUDI ALUMINUM FILLER ALLOWANCE	50.00	0.0	BAR ENGINE & CHECK FLUIDS		0.5	BMW/MINI FILLER ALLOWANCE	25.00	0.0	COLOUR SAND & BUFF		0.0	DIAGNOSE AIR BAG	0.00	0.0	DRAIN FUEL TANK		0.3	ELECTRICAL HANDLING FEE	0.00	0.0	ENABLE & DISABLE AIR BAG		0.8	ENVIRO HANDLING CHARGE	N.A.	0.0	FREIGHT	15.00	0.0	INTERIOR CLEAN UP AND DETAIL	N.A.	0.0	RECYCLED PARTS TRIM TIME		1.0	SEAM SEALER - HOOD		0.4	STRUCTURAL ALUMINUM REPAIR		0.0
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Correct Estimate Entry

Estimate		Assembly									
No	Sup	Labor Type	Labor Op	Part Description	Part Type	Part Number	Price	CC	Tax	Labor Unit	CEG Unit
1	B	RR		Cooling Radiator	NW	16410-0T031	558.80		✓	1.8	1.8
2	M	RR		A/C Condenser Assy	NW	88450-02330	483.90		✓	1.0	1.0
3	M	RR		Evacuate & Recharge A/C						1.4	1.4
4	B *	RR		COOLANT ALLOWANCE	AM	** QUAL REPL PART	15.19*		✓	0.0*	
5	B *	RR		R134a	AM	** QUAL REPL PART	34.91*		✓	0.0*	
6		AC		Shop Materials			24.19*		✓	0.0	

Ready ACV % 0 Corolla LE 16 1652.75 Repair Line: No errors

Estimate Advisor results

Estimate Compliance check complete

Print Preview

Done



Example: 2018 Toyota Corolla with labour operation entered as dollar amount

Incorrect Estimate Entry

Estimate											
No	Sup	Labor Type	Labor Op	Part Description	Part Type	Part Number	Price	Cl	Tax	Labor Unit	CEG Unit
1		R	RO	Rear Bumper Cover				*		3.0	3.0
2		B	RI	Rear Bumper Cover						0.8	0.8
3		R	AO	Tint Color			0.30*			0.0	
4			AC	Paint/Materials			122.04*		✓	0.0	
5			AC	Shop Materials			4.61*		✓	0.0	

Ready ACV % 0 Corolla LE 16 454.62 Repair Line: No errors

Estimate Advisor results

Results Summary: ▲ 1 Failures ! 0 Warnings

Line	Severity	Description	Actual	Guideline
4	▲	Tint Color - Payment Error - labour operation w/dollar amount; delete dollar amount. (Rqd)	\$1.00	\$0.00

Print Preview Done

Correct Estimate Entry

Estimate											
No	Sup	Labor Type	Labor Op	Part Description	Part Type	Part Number	Price	Cl	Tax	Labor Unit	CEG Unit
1		R	RO	Rear Bumper Cover				*		3.0	3.0
2		B	RI	Rear Bumper Cover						0.8	0.8
3		R	AO	Tint Color			0.00*			0.3*	
4			AC	Paint/Materials			134.24*		✓	0.0	
5			AC	Shop Materials			4.61*		✓	0.0	

Ready ACV % 0 Corolla LE 16 492.61 Repair Line: No errors

Estimate Advisor Results

Estimate Compliance check complete

Print Preview Done

Example: 2018 Toyota Corolla with Towing charges added

Incorrect Estimate Entry

Estimate											
No	Sup	Labor Type	Labor Op	Part Description	Part Type	Part Number	Price	CC	Tax	Labor Unit	CEG Unit
1	B	RR		R Frt Body Side Rail Assy (H!	NW	57101-02924	615.30		✓	8.5	8.5
2	R	RO		R Side Rail						1.0	1.0
3	M	RI		Engine & Trans Assy						9.6	9.6
4	B	RP		Cowl/Dash Panel	EX	Existing				5.0*	0.0
5				spot paint							
6	R	RF		Cowl/Dash Panel			0.00			1.0*	0.0
7		AC		Towing			75.00*		✓	0.0	
8				tow to dealer to r&i engine							
9		AC		Paint/Materials			81.36*		✓	0.0	
10		AC		Shop Materials			133.06*		✓	0.0	

Ready ACV % 0 Corolla LE 16 3302.57 Repair Line: No errors

Estimate Advisor Results

Results Summary: 1 Failures 0 Warnings

Line	Severity	Description	Actual	Guideline
3		Towing - Payment Error - not supported for payment; delete damage entry. (Rqd)	\$0.00	\$0.00



Note: Tow charges may be a valid expense during the repair process; contact your servicing Claims Office for authorization and invoice payment process.