



building trust. driving confidence.

June 5, 2018

**ATTN:** c.a.r. shop VALET participants

**RE:** AutocheX reports available in Mitchell Connect starting July 10

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I am pleased to announce that starting **Tuesday, July 10**, ICBC is bringing back AutocheX customer satisfaction surveys. This means that your repair facility will be able to access reports through Mitchell Connect.

There is no software installation or configuration required – the solution is seamlessly activated in the backend, and you will see the **Reports Tab** when you open Mitchell Connect. In preparation for this new tool, Mitchell highly recommends all users complete training to help you better navigate and understand the reports and individual scores. Training should be completed before the reports are live (July 10).

**User training:** To complete the training titled ***Mitchell Connect – CEM Reports***, visit [MiPortal](#) and find your ICBC training list under Mitchell U. There is an AutocheX Reports job aid within Mitchell U.

In the coming weeks, a Mitchell representative will follow up with any shop that has not yet completed their training with a reminder phone call. After AutocheX customer survey reports become available on July 10, if you experience any technical difficulties please contact **Mitchell's Technical Assistance Center at 1-800-922-5129**.

As previously mentioned, the surveys will continue to be conducted independently and objectively by Mitchell to track key performance criteria, such as the shop's ability to keep the customer informed, providing on-time deliveries and quality repairs, and the customer's willingness to recommend the shop to family and friends.

Thank you for your continued commitment to providing consistent, quality repairs for our mutual customers. If you have any questions before July 10, please contact your local ICBC Estimating Services Manager.

Regards,

Chris Hancock  
Manager Material Damage Supplier Programs & Policy