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June 27, 2018

Attention: All c.a.r. shop VALET suppliers

Subject line: Planned system outage on Saturday, July 28th

Good afternoon,

ICBC is upgrading its claims management system, ClaimCenter, to remain current with our Guidewire products. To transition to the newer version of ClaimCenter, we anticipate the system will be unavailable starting **Friday, July 27th at 10:00 pm** through to early morning on **Sunday, July 29th** with the go live of the new version on **Monday, July 30th**.

For repair shops who are open on Saturday, July 28th, this means that the Mitchell Estimating system will not be able to communicate with ClaimCenter during this timeframe preventing the downloading or uploading of estimates and supplements between ICBC and Express Repair shops. However, Mitchell will continue to function normally and you will still be able to service our mutual customers.

To ensure that you are not impacted by this outage, we highly recommend that all repair and appraisal assignments be pulled into Mitchell Connect by the end of day on Friday, July 27th.

During the outage, you will still be able to:

- Write and supplement estimates already pulled into Mitchell Connect prior to the outage; and
- Verify a customer's coverage by reviewing the insured's Autoplan documents and taking new customer details in writing.

Please wait until July 30th to:

- Pull down a new assignment or supplement from ICBC;
- Create Mitchell messages;
- Upload any assignments, supplements, pictures, invoices, and/or journal notes; and
- Receive an approval on an assignment or supplement from ICBC.

If you also work with Glass Web Express please review the following.

Glass Web Express (GWE) and Claims Document and Image System (CDIS) will not be available during the ClaimCenter outage to you as well as ICBC staff. We understand that this could impact your ability to service our mutual customers, and we apologize for the inconvenience.

During the outage, you will still be able to:

- Work on a vehicle with a claim already established; however, you will not be able to inquire about or make any modifications to the glass claim in GWE; and
- Verify a customer's coverage with the Vendor Unit (604-587-7182 or toll free 1-888-650-6688).



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Please wait until Monday, July 30th to:

- Initiate a new glass claim in Glass Web Express;
- Modify an existing glass claim; and
- Upload or submit estimates, pictures, and/or invoices.

For customers who require an urgent glass repair and cannot wait until Sunday or Monday, you may choose one of the following two options:

1. Customers may pay the shop directly for the work performed and seek reimbursement from ICBC. Please ensure you:
 - Take the necessary photos and upload them when CDIS is operating again.
 - Provide the customer with all documentation related to their claim as noted in the Glass Express Program Guide – Estimate Documentation & Storage (pg. 12) in order for them to receive their reimbursement.
2. You may phone ICBC Vendor Unit to verify a customer's coverage and have the customer sign a shop generated work order. On Monday, you can then generate the claim and submit all applicable materials on behalf of the customer for payment. For assistance please contact the Vendor Unit on Saturday or PGO on Monday.

It is our priority to limit the disturbance to your business operations and to our mutual customers as much as possible. The current ClaimCenter outage dates and times are tentative. We will be reaching out to confirm the expected outage as well as provide any further details in the coming days and weeks.

If you have any questions about this communication, please contact your local material damage manager.

Regards,

Christopher Hancock
Manager MD Supplier Programs & Policy