

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

**Subject line: Reminder of planned claims system outage this weekend**

---

Good afternoon,

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

During the outage, the Mitchell Estimating system will not be able to communicate with ClaimCenter 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. Please refer to the [email](#) sent to you last month for a full list of suggested procedures.

**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. Please also refer to the [email](#) sent to you last month for a full list of suggested procedures.

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

Regards,

Greg Beauregard

Manager MD & Fraud Strategy and Programs