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October 11, 2018

Attn: c.a.r. shop VALET and Glass Express participants

Subject: Changes coming to Alternative Parts Lookup

There will be changes made to the Alternative Parts Lookup as of **Saturday, October 27th**. As part of the program changes, the parts lookup feature will be decommissioned. Vendors are asked to use either Mitchell Ultramate Estimating or Glass Web Express respectively for future parts look up. These programs are updated regularly therefore it is a best practice to use these programs as the primary resource for parts lookup.

The functionality for the parts refusal submission will stay consistent; however, there will be slight differences to the existing user interface.

Thank you for your continued commitment to providing consistent, quality repairs for our mutual customers. If you have any questions before October 27th, please contact your local ICBC Estimating Services Manager.

Regards,

Greg Beauregard
Manager MD & Fraud Strategy and Programs