

January 5, 2018

All Towing Suppliers

Re: New electronic towing invoice form and new email correspondence

As part of our commitment to shift more services online for our suppliers and to help ICBC employees more efficiently reconcile supplier payments, we have posted a [new electronic towing invoice form \(CL14CA\)](#) on the [MD Business Partner pages](#).

We have also created a new email address – towsupport@icbc.com – to be used for all your towing related correspondence.

You can start using the new electronic CL14CA invoice form today, which was developed as a more efficient alternative to the current CL14C paper-based form. (ICBC will continue to accept the paper CL14C for invoice payment). You'll find the CL14CA much more convenient, as you can complete all invoice information online and the form will automatically calculate total services billed, based on the rates and hours you submit.

Earlier this year we piloted the new CL14CA with Bayview Towing, Busters Towing and Vernon Towing and would like to thank them for their help in developing this new tool.

When emailing your CL14CA invoices, please take note of the following instructions and guidelines:

1. Click [here](#) to access the CL14CA form or you can access it from the [towing section](#) of the MD Business Partner pages. (It will be helpful if you save this link in your "favourites")
2. Type your invoice information into the appropriate fields. Some important reminders:
 - Include your invoice number in the invoice field (if no number is provided, ICBC will use the claim number as the invoice number when reconciling payment)
 - Reference the applicable [towing and storage rate payment schedule](#)
 - Use page 2 only if additional information needs to be provided to support service charges
 - Enter the total number of hours worked when more than one extra person/flag person is being charged
 - Submit separate invoices where there has been a change in FSC (i.e. if there are multiple tows on one claim spanning a FSC percentage change, submit invoices reflecting the appropriate percentage in effect at the time)
 - Enter the number of times the tow facility was accessed by ICBC authorized personnel/employees regarding claim vehicle in the SFA Visit field
3. Save and email the completed invoice to invoices@icbc.com along with any recovery scene photos
 - Individual invoices must be separate attachments, with up to 20 invoices attached per email. One PDF document containing multiple invoices is not acceptable
 - Include the claim number in the file name of each invoice attachment. Files must not be password protected
 - Emailed drop box links and zip files are not acceptable

- No other documents are to be submitted to this email address other than invoices and recovery scene photos

4. Computer requirements: To use this form, your computer system must use Acrobat Reader XI and later, or Internet Explorer. If you're running Windows 7, the latest version of Internet Explorer that you can install is [Internet Explorer 11](#).

As is current practice with CL14C (paper invoice), any changes to your submitted CL14CA invoice that were made by ICBC during the payment process, will be supported with an explanation on your vendor statement.

If you have any questions or require more information, please contact [Sandra Logan](#) for Provincial Tow Support at 250-561-5005, [Chris Coughlan](#) for CEF at 604-777-4656 or [Andeep Basra](#) for CEF at 604-777-4627.

Thank you,

Troy Campbell
Operations Manager, MD Programs & Industry Relations