



October 28 2018

Attention: Glass Express Participants

Subject line: Glass Web Express enhancement this weekend

Effective date: Sunday, October 28, 2018

Summary of change: Addition of vehicle model drop-down menu in GWE.

Continuing our efforts to reduce the number of glass exceptions, we will be introducing the ability to select or modify the vehicle model in Glass Web Express.

When the vehicle model is not accurately identified, glass parts are unavailable in the glass part drop-down list, resulting in “No Parts Found” and the need for an exception line entry. This addition to GWE is intended to reduce glass part exceptions, which cause payments delays, and negatively affect both cycle time and submission of documents.

When initiating a glass claim in GWE after October 28, you will see a drop-down menu on the right-hand side of the Start Estimate screen, below the vehicle colour. If the vehicle model is blank or incorrect, you will be able to click on the drop-down box and select the correct model. Once the model has been selected, the corresponding list of glass parts will be displayed.

The screenshot shows the 'Modify Estimate' interface in Glass Express. On the left is a sidebar with navigation options: 'Start New Claim', 'Retrieve Claim', 'Estimate Search', 'Tips', 'Change Password', 'Help', and 'Quit'. The main form area contains the following fields and options:

- Name: [Text Field]
- Primary Phone: [Text Field] - [Text Field] - [Text Field] Alternate Phone: [Text Field] - [Text Field] - [Text Field]
- Claim: [Text Field] Date of Loss: 09Sep2017 Plate: [Text Field] Windshield Repairable? Yes No
- Registration Number: [Text Field] VIN: [Text Field] Colour: Grey
- Year: 2013 Make: FORD Model: 4WHDR [Dropdown Menu]
- Estimate Date: 25Oct2016 Cause of Damage: Flying Object Glass Damaged: Windshield [Dropdown Menu]
- PST Exempt: Yes No GST Registrant: Yes No GST %: 0.0
- Odometer: 23232

At the bottom of the form are 'Next' and 'Cancel' buttons. A red box highlights the 'Model' dropdown menu, and a red arrow points to it from the right side of the form.

If you have any questions or concerns please reach out to me directly at lindsay.qually@icbc.com or 604-527-8704.

Thank you,

Lindsay Qually, Manager Estimating Services
MD Tech, Vendor Unit & Provincial Glass Operations