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August 16, 2018

Attn: c.a.r. shop VALET participants

**Subject: Mitchell Maintenance Outage - September 15 - 17**

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ICBC's technology partner Mitchell will be performing quarterly maintenance to their applications Mitchell Connect, WorkCenter, and TechAdvisor. The systems will be unavailable on **Saturday, September 15 from 2 PM PST through to Monday, September 17 at 2 AM PST**. This maintenance usually only requires a brief system outage and generally occurs outside of business hours; however, Mitchell is upgrading and adding new servers to support the system. Additional time is required to perform the maintenance.

During this timeframe, the following functions will not be available to shops:

- Pulling down new assignments or supplements from ICBC;
- Creating Mitchell messages;
- Uploading any assignments, supplements, pictures, invoices, and/or journal notes; and
- Receiving an approval on an assignment or supplement from ICBC.

Thank you for your continued commitment to providing consistent, quality repairs for our mutual customers. If you have any questions before September 15<sup>th</sup>, please contact your local ICBC Estimating Services Manager.

If you experience any technical difficulties after the system maintenance has occurred, please contact **Mitchell's Technical Assistance Center at 1-800-448-4401**.

Regards,

Tina Clark  
Business Process Advisor