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September 11, 2018

Attn: c.a.r. shop VALET participants

**RE: Quarterly Mitchell Update and System Outage**

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As a reminder, ICBC's technology partner Mitchell will be performing quarterly maintenance to their applications (Mitchell Connect, WorkCenter, TechAdvisor). The systems will be unavailable on **Saturday, September 15 from 2PM PST through to Monday, September 17 at 2AM 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