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August 16, 2019

Attn: Rental Vehicle Suppliers

RE: Rental Invoice Submission

Dear valued rental vehicle provider,

Over the past year ICBC has been making significant progress streamlining our vendor payment process to ensure our service providers are being paid within our 30-day commitment.

Part of these improvements involve our vendors submitting their invoices to a centralized email address. Effective immediately, we will be expanding this process to rental vehicle providers who manage Loss of Use accounts for our ICBC customers.

Submitting invoices for payment

Effective **immediately**, if direct billing ICBC, please submit invoices to invoices@icbc.com. When emailing invoices, **please take note of the following guidelines:**

- Only invoices are to be submitted to invoices@icbc.com
- Each email can contain up to 20 invoices as separate attachments. Do not send one PDF document containing multiple invoices
- Files must not be password protected
- Emailed drop box links and zip files are not acceptable
- Do not send invoices previously submitted to ICBC. Duplicate invoices will cause processing delays
- Ensure each invoice contains the ICBC claim number
- Enquiry emails about payment and reconciliation are not managed through this email address and will be deleted. Please continue to contact the [ICBC Loss of Use Teams](#) for all payment enquiries.

If you have any questions about these changes, please do not hesitate to contact me at Kevin.Walsh@icbc.com

Kind regards,

Kevin Walsh
Manager, MD Programs - Glass, Rental & Parts