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July 2, 2021

Attn: All towing suppliers

RE: Change to the CL14CA Tow Invoice

Recently, towing business partners shared feedback on our CL14CA Tow Invoice form. Your feedback is important and we're pleased to share changes we're making to better support our business partners.

We understand the importance of knowing who pays for the services provided as soon as possible. The change to the form enables tow companies to enter the portion amount paid by the customer directly to the tow company in the "Payment Received" section. This ensures the correct proportion of the payment is submitted to ICBC.

ICBC Towing Invoice TOW COMPANY'S INVOICE NUMBER

Send completed invoice to invoicas@icbc.com Note: this is a non-replying email address.

CLAIM NAME #	VEHICLE (select applicable categories) <input type="checkbox"/> CAT 1 <input type="checkbox"/> CAT 2 <input type="checkbox"/> TAXI	INVOICE DATE (mm/dd/yyyy)	TOW REGISTRATION NUMBER (if not EXR) (number)	ACCOUNT NUMBER
SUPPLIER'S NAME		RECOVERY SCENE PHOTOS SUBMITTED WITH INVOICE? <input type="checkbox"/> YES <input type="checkbox"/> NO		SET TOW KEYS WITH VEHICLE <input type="checkbox"/> YES <input type="checkbox"/> NO
REGISTERED OWNER/OPERATOR'S NAME			PHONE NO.	

Towed Vehicle Dispatch and Distance Record

PLATE NO.	YEAR	VIN (last 6)	MAKE	MODEL	COLOR	OWNER
LOCATION/ADDRESS OF LOCATIONS SET TOW (highways use distance from established reference point or marker)						

TRUCK NO.	DATE (mm/dd/yyyy)	FROM	TO	TOTAL KM	COSTS
First tow		SEE ABOVE			\$
Additional tow					\$
Additional tow					\$

ADDITIONAL SERVICES	TRUCK NO.	HOURS	RATE	TRUCK NO.	HOURS	RATE	TRUCK NO.	HOURS	RATE	TOTAL AMOUNT
Recovery			\$			\$			\$	0.00
Standby (POLICE FLAGGING NO)			\$			\$			\$	0.00
Standby			\$			\$			\$	0.00
Special services (loading/unloading)			\$			\$			\$	0.00
Difficult road			\$			\$			\$	0.00
Cleanup			\$			\$			\$	0.00
Traffic control vehicle			\$			\$			\$	0.00
Extra person/flag person X			\$			\$			\$	0.00
Recovery scene coordinator			\$			\$			\$	0.00
Fuels and consumables	DESCRIBE									\$
Sublet charges/fees/permits with applicable markup	DESCRIBE									\$
Company owned/hired equipment not listed on the rate chart	DESCRIBE									\$
Other	DESCRIBE									\$
Fuel Surcharge Percent: %										\$ 0.00
Total Towing Charges										\$ 0.00

Storage	DATE FROM	DATE TO	NO. OF DAYS	X RATE	STORAGE	\$	0.00
Storage for salvage sale	DATE FROM	DATE TO	NO. OF DAYS	X RATE	STORAGE	\$	0.00
TOT						\$	0.00

Payment Received \$

Total Tow and Storage \$ 0.00

Is additional information being provided on Page 2 to support these service charges? Yes No

Upon receiving an ICBC tow dispatch or request for invoice, a towing company with an active ICBC supplier number releases the vehicle and invoices ICBC directly for required services. Reconciled invoices will be paid directly through ICBC's vendor payment system in accordance with the Towing and Recovery Payment Schedules. Invoices to be submitted within ten calendar days.



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We are committed to continuing working together to look for opportunities that improve administrative efficiencies for towing business partners, ICBC and our mutual customers. The revised [CL14CA Tow Invoice](#) is now available on the Business Partners page.

If you have questions about this change, please email:

- Gary Khakh, Business Process Advisor, at gary.khakh@icbc.com, or
- Alex Jansen, Manager of Material Damage Programs Services, at alex.jansen@icbc.com

Sincerely,

Greg Beauregard
Director, Material Damage Strategy and Programs