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Good afternoon,

Now that all collision repair facilities have been transitioned to Mitchell Cloud Estimating (MCE) and Car-Part.com, we'd like to thank you for your commitment and support during the rollout and going forward, especially during these exceptional busy times.

Processing existing and new ICBC claims

We'd like to remind you of the following when processing existing and new claims:

Existing ICBC claims – use Mitchell's UltraMate estimating system and Allied Parts Locator (APL) for your used parts search:

- If an estimate has been started in UltraMate, it can continue to have supplements in UltraMate for the short term.
- We are planning a complete deactivation of UltraMate early next year. We understand that a number of shops are now starting to book into the new year and there is a chance some of those estimates may need to be rewritten in Mitchell Cloud Estimating. However, if the repairs are started and in progress in January, we are hopeful you will not need to rewrite those estimates. In the new year, we will communicate the date when ICBC will no longer be able to accept UltraMate estimates.

New ICBC claims – use Mitchell Cloud Estimating and Car-Part.com to complete your used parts search and to add parts to the estimate. The ability to write **new estimates** in **UltraMate** will be **deactivated** as of Friday **December 17th**.

It is important that any new estimates being started are done using Mitchell Cloud estimating to avoid rewrites in the new year.

Car-Part.com important update

As we roll out with Car-Part.com we understand there have been some challenges. With Car-Part.com being an inventory-based application, it is important for recyclers to list and price each part in their inventory. Car-Part is actively working with each recyclers to transition their inventory into Car-Part.com to limit manual price quotes.

Continue to make a reasonable attempt to locate cost effective recycled parts and document your decisions in the claim file. If the only parts listed are without pricing a reasonable expectation is to request pricing for a minimum of three (3) unpriced parts.

ICBC as well as Car-Part are committed and working through these challenges into the New Year.

MD Partners updates

We have updated the [Mitchell Training and Support](#) page with links to the MCE informational videos and the following ICBC resources:



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- [Recording of the October 7 information session](#)
- [MCE and Car-Part.com frequently asked questions](#). As we work through updates and feedback we'll be updating these FAQs, so check back often.
- [Introduction to using Mitchell Cloud Estimating](#)

Support

If you need assistance, please contact Mitchell and Car-Part.com:

[Mitchell's Technical Assistance Center \(TAC\):](#)

1-800-448-4401

Monday to Friday (5 a.m. to 5 p.m. PST) and Saturday (7 a.m. to 11 a.m. PST)

[Car-Part.com support:](#)

1-250-984-1444

icbcsupport@car-part.com **Note:** fastest support provided via email

Monday to Friday (5 a.m. to 5 p.m. PST)

Thank you again for your commitment during this exciting change. If you have any questions or feedback, please send us a message to MDPrograms@icbc.com.

Regards,

Alden Li

Director, Material Damage Strategy & Programs

Top Performer logo, can't be used beyond the 2023 expiry of your program agreement. The 2020 Top Performer logo is tied to the year (2020) so it will remain unchanged.

If you have updated to the current ICBC Repair Network signage, please email us (MDPrograms@icbc.com) the details (i.e. when it was updated and what was included).

We're committed to working cooperatively with repair facilities to benefit our mutual customers, including recognizing our highest performing partners. We will provide an update on our progress in the coming months.

Regards,

Greg Beauregard

Director, Material Damage Strategy and Programs