



January 24, 2022

Attn: Glass Repair Program Participants

RE: QA Performance Measure Application (QAPM) Update - Profile update may be required

Dear business partners,

As part of our commitment to develop operational efficiencies and to keep you, our valued partners, informed of program developments, I wanted to let you know about an upcoming enhancement to our email outreach.

Starting on February 1, 2022, we will be using QA Performance Measures Application (QAPM) to send emails directly to our glass facility partners notifying you when documentation is needed to be uploaded into Vendor Document Image Application (VDIA). Emails will no longer come from PGO staff directly.

Update your QAPM profile

Under the enhanced process, we will only be sending documentation requests to the email address you have entered in your QAPM profile. With QAPM limited to a single Email, we will be unable to facilitate emails to more than this address. We recommend that you take a moment to ensure your QAPM profile is up to date prior to February 1, 2022.

Please refer to the following job aid for assistance in updating your profile - [Job Aid - How to access the QA Performance Measures Application \(icbc.com\)](#).

If you have any questions, please contact your [Account Services representative](#).

Sincerely,

John Forman
Manager of Claim Programs & Technical

