

Base suppliers are required to follow and keep current on all applicable policies and MD Claims Procedures, found on the [ICBC Partners Page](#). In particular, Glass Base suppliers new to using Glass Web Express (GWE) and the Vendor Document Image Application (VDIA) should familiarize themselves with the following key policies and procedures relevant to initiating and invoicing ICBC glass claims.

1. Policy on Windshield Repair
2. Process or retrieve a glass claim at a base supplier (non-participating)
3. Moulding allowance document requirements
4. Policy on initiating glass claim on trade-in vehicles
5. Glass moulding and clips allowances
6. Glass pricing and billing
7. Policy on advanced driver assistance systems calibrations for glass claims
8. Policy on glass only sublet
9. Policy on windshield deductible
10. Correct glass pricing
11. Processing split windshield claims
12. Managing glass claim when Glass Web Express is unavailable
13. What is a glass only sublet claim
14. Policy on the glass limitation period
15. Policy on glass claims and vehicle ownership transfer
16. Policy on private or auction house sale vehicles for glass claims
17. Policy on returning a vehicle to the leasing company with a glass claim
18. Policy on glass deductible for trade-in vehicles
19. Policy on labour times for claims involving glass
20. National Auto Glass Specification Glass pricing
21. Class A bus and motor coach windshield installation times
22. Glass material allowances
23. Glass freight allowances
24. Glass moulding and clips allowances
25. Policy on aftermarket tinting
26. Attached part allowances for antennae
27. Rain sensor removal and installation
28. Propane and natural gas decals
29. Removal and installation of external sun visors
30. Apply taxes to glass only claim at a glass repair program facility or base supplier (non-participating)
31. Authorize repairs on glass claim with additional damage