# AWE Supplier User Manual

October 27, 2014

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Express Repair - Getting Started

When the Customer Contacts You

For ICBC claims that qualify for Express Repair the customer will provide the participant with two pieces of information:

1. Their ICBC claim number and,
2. Their vehicle registration number (obtained through their vehicle registration document).

This information is required to access the Claim Assignment information (customer policy and vehicle detail) from ICBC necessary to create an estimate request.

In the event that a customer forgets their claim number, the participant will contact the ICBC Telephone Claims Department at (604-520-8222 in the Lower Mainland and 1-800-910-422 in all other areas), then follow the prompts to the appropriate TCD adjuster. The participant will be asked for specific customer information, as verification, before the claim number is released.
Accessing ARIES Web Express

The ARIES Web Express application is accessed through the Internet using the Microsoft Internet Explorer web browser (version 6.0 or higher). Once the browser has been launched and has connected to the Internet, enter the following “URL” into the browser address field and either click on the browser Go button or press the Enter key on your PC keyboard:

http://www.icbc.com/

This will direct your browser to the ICBC Home Page.

Click on the “Business partners” link.
Click on the “Go to Material damage” link.
Click on the “Express Repair programs” link.

Note: Only qualified Express Repair participants may access the ARIES Web Express application.
**Click** on the “ARIES web express” link.
Logging-On – Enter Network Password / Screen

**Purpose:** Enables the user to gain access to the ICBC Express Repair Systems.

**How to use:** To log-on to the ARIES Web Express System

1. Enter your Facility ID (User name) and Password then
2. *Click* the Login button.

If any of the entered information is incorrect an error message will appear requesting that you re-enter your Facility ID and/or Password information. You are permitted 3 attempts before you are locked out of the system. Should this occur, you will be required to contact the **ICBC MD Technical Service Centre** (help desk) 604-777-4600 or 1-877-777-4607 to reset your password.
Logging-On – Change User Password / Screen

Purpose: Used to change the Password used to log-on to the ICBC secured network.

How to Use: To change your password:

1. Enter your Facility ID and current Password (as verification) then
2. Enter your new Password twice in the two fields provided (as confirmation) 6 – 8 characters required.
3. Click on the Change Password button

Insurance Corporation of British Columbia

You must enter a valid username and password to continue.

Expired Password.

Username: 

Enter your Old Password: 

Choose a New Password: 

Confirm your New Password: 

Change Password
Logging On – Java Plug-In Screen

**Purpose:** Warning message for the Java runtime plug in.

**How to use:** Download recommended version of Java Runtime.
Logging On – Confirmation (List Estimates) / Screen

Purpose: As confirmation of successful completion of the log-on procedures, the List Estimates screen will display. This screen displays your shop name and ICBC facility number. If this information is incorrect, contact the ICBC MD Help Desk 604-777-4600 or 1-877-777-4607.

How to Use: Select a screen function as described (see List Estimates procedure) or select one of the four navigation buttons on the upper left of the screen to access the other ARIES Web Express functions.
ARIES Web Express General Screen Functions

Each of the four ARIES Web Express screens displays two common features (found along the left side of the screen):

1. **Navigation:** Located in the upper left area of the screen, these buttons allow the user to navigate between the four available ARIES Web Express screens.

2. **Tips:** Located just below the Navigation buttons, the “Tips” give a brief, general description of the main functions of that screen, and how to use them.
Creating the Express Repair Estimate

Get Express Assignment / Screen

**Purpose**: Provides access to claim information for the purpose of creating an Express Repair estimate.

**How to use**: To request an Express Repair estimate assignment

1. Type the claim (with or without the dash) and registration number in the appropriate fields then
2. *Click* on the *Retrieve* button.

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**CASEY AUTO BODY & REPAIRS (001875)**

Get Express Assignment

<table>
<thead>
<tr>
<th>Claim Number</th>
<th>Y43592S-2</th>
</tr>
</thead>
<tbody>
<tr>
<td>BC Registration Number</td>
<td>0020416R</td>
</tr>
</tbody>
</table>

*To create an Express Repair estimate:
* Enter the Claim number.
* Enter the Vehicle's BC Registration Number.
* Click on the Retrieve button.*
Get Express Assignment - Terms and Conditions Screen

**Purpose:** Describes the Terms and Conditions of accepting the ICBC Claim Assignment information.

**How to use:** Once the Terms and Conditions displayed on the screen are read and understood you have the option to either

1. **Accept** and continue with the Claim Assignment retrieval or
2. **Decline** and return to the initial Get Express Assignment screen.

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**TERMS AND CONDITIONS**

The labour chargeout rates on this estimate only apply to repairers who have an ICBC supplier number.

Direct Payment Conditions

To bill ICBC for repairs to our claimant’s vehicles:

- All repair work resulting from the claim must be completed in accordance with ICBC labour and material rates and times as authorized by ICBC on the CL 14, Claim Estimate Sheet, or supplement form.

- No separate or additional charges or surcharges of a claim may be charged to the vehicle owner/customer except for deductible, tax, or upgrading, as authorized by ICBC on the CL 14, Claim Estimate Sheet, or supplement form.

Other repair work unrelated to the claim (for example, old damage repairs authorized by the vehicle owner) is not the responsibility of ICBC and therefore not affected by the above since the conditions of repair are set out in each contract.

Accept Terms and Conditions  Decline Terms and Conditions
Get Express Assignment Confirmation Message / Screen

**Purpose:** Advises that the Express Repair estimate assignment has been successfully retrieved from ICBC to your **PC Inbox**. Should the retrieval fail an error message will appear describing the problem and how to proceed.

**Note:** More than one Express Repair participant may download the assignment information for a particular Express Repair claim. Only the first Express Repair participant to successfully send a completed ADXE estimate to ICBC will become the designated repairer for that particular claim.
Claim Report Date - 90 Day Limitation Period

The claim assignment information must be retrieved within ninety (90) days of the customer reporting their claim to the ICBC Telephone Claims Department.

If more than ninety days have passed since the customer reported the claim, and you are attempting to retrieve the claim assignment:

- ARIES Web Express will generate an error message advising that you are required to contact your servicing Claim Centre to inquire if the claim still qualifies for an Express Repair estimate.
- If the claim still qualifies for an Express Repair estimate you will be instructed to proceed with the claim assignment information retrieval as usual.
- If the claim no longer qualifies (due to some aspect that has changed since the initial report to ICBC) you will be instructed to direct the customer to contact the ICBC Telephone Claims Department for further instructions.

If the 90-day period passed after you successfully retrieved the claim assignment but before you attempted to store the initial estimate:

- The estimate will store successfully but ARIES Web Express will generate an error message advising that the ASSIGNMENT IS OLDER THAN MAXIMUM ALLOWABLE NUMBER OF DAYS.
- You are required to contact your servicing Claim Centre to determine if the claim is still valid for Express Repair.

Date of Loss – 2 Year Limitation Period

As with all claims for loss through ICBC, there is a two (2) year limitation period on the life of all Express Repair and ARIES estimates from the date of loss. Should you attempt to retrieve claim assignment information for an Express Repair or ARIES Supplement claim for which more than 2 years have passed since the date of loss:

- The retrieval attempt will fail and you will receive an error message advising that the date of loss is over 2 years old.
- You are to contact your servicing ICBC Claim Centre for instructions.

In the event an ICBC customer presents you with an Express Repair Claim or you are planning to work on a vehicle that requires an ARIES Supplement that is nearing the 2-year limitation period, the following procedure applies:

- If sufficient time remains to complete all vehicle repairs and submit the completed estimate or supplement forms for payment to ICBC, then proceed as usual.
- If uncertain as to whether or not vehicle repairs can be completed, and the completed estimate or supplement form can be submitted to ICBC before the end of the 2-year limitation period, contact your servicing Claim Centre for instructions.
Note: Estimate and supplement sheets submitted for payment after the 2-year limitation period may not be paid.
ADXE Import/Export

The ADXE Import Files Screen

If you retrieved estimates or assignments through AWE before logging on to ADXE, you are prompted to import files when you login.

Or, if you are already logged in, click on **Import Files** to open the Import Files dialog box. On this screen, you can:

- Import files from their directories into the Work List.
- Delete files from their directories.

This differs from PenPro’s Send and Receive functions since estimates must be imported and exported back to AWE.

The Import Files Web Page Dialog Screen
Exporting to the Outbox

The Close – Web Page Dialog Pop-up Window

Export to Path 1 & 2:
- Sends estimate information to the Body Shop Management System.

Export to Path 3:
- Is the ICBC Export path defined in Setup.
- When selected, ensures the estimate file is exported to the correct directory for AWE to Send for Approval.

Manually selecting Export to Path 3 is the recommended Setup configuration. This prevents accidental removal of an unfinished estimate from the worklist.

An alternative to the recommended setup is to manually deselect Export to Path 3 during each close. This is risky since the file may be removed from the worklist if the option is not deselected.
Send for Approval (to ICBC) / Screen

**Purpose:** Enables you to send a completed estimate from your PC Outbox to your servicing ICBC Claim Centre for approval.

**How to use:** Select one estimate that you wish to send from the list then Click on the Send to ICBC button.

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**Requires Review**

Express Repair participants must check the Requires Review checkbox in the Send for Approval screen in AWE if they require a review of their estimate or supplement by ICBC. This is the only way the participant can notify ICBC to look at an estimate or supplement. Shop’s comments and remarks are still required to support the claim - the comments need to be made in the “Estimate Remarks” section of the estimate. This is applicable to both Earned authority and non-Earned Authority claims.
Send for Approval (to ICBC) Confirmation / Screen

**Purpose:** Advises that the estimate was successfully sent to ICBC for approval. To proceed, **click** on the **OK** button.

**Note:** If an initial estimate for the same claim has already been stored to ICBC (by either another Express Repair participant or a Claim Centre estimator) an error message will be generated Prompting you to “contact your servicing Claim Centre for assistance” indicating: **SOMEONE ELSE HAS ALREADY SAVED AN ESTIMATE FOR THIS CLAIM.**
Send for Approval (to ICBC) Invalid ADXE Entry Error Message / Screen

**Purpose:** Advises that the submission to ICBC has failed because the estimate/supplement contained errors (Invalid ADXE entry).

**How to use:** Be sure to carefully read the error message to determine the nature of the error (see example below) and how to proceed. Then, *Click* on the OK button to proceed.
Send for Approval (Error Correction) - Move to Inbox / Screen

Purpose: Allows an Express Repair estimate/supplement that failed submission to ICBC, (due to incorrect or missing information) to be moved from your ICBC ADXE Outbox back to your ICBC ADXE Inbox where it can be Imported to ADXE and corrected.

How to Use: Select the estimate/supplement containing the error from the list. Then, Click on the Move to Inbox button.
Send for Approval (Error Correction) - Move to Inbox Confirmation / Screen

**Purpose:** Confirms that the estimate/supplement about to be moved is the correct one.

**How to Use:** If the message displays the estimate name you wish to move:

1. **Click** on the **Yes** button to continue. A confirmation message will appear:

2. **Click** on the **OK** button. The estimate is now in your **ICBC ADXE Inbox**.
List Estimates / Screen

Estimate List

Purpose: Provides a list of all Express Repair estimate/supplements and ARIES Supplement requests and their current status, you have submitted to your servicing Claim Centre for approval.

The following information is displayed on the List Estimates Screen:

1. **Number of Days**: defined as the numbers of days into the past, not including today the list will display (selectable as 1 day, 7 days, 14 days or 30 days).

2. **Day, Date, Time**: defined as the ICBC (Vancouver) Head Office (Pacific Standard Time) time current as of the last refresh of the browser window.

3. **Status Date/Time**: defined as the date and time that the currently displayed status was assigned to that estimate/supplement.

4. **Repair Start Date**: defined as the date on which the vehicle repairs will start (this information is read from the “Car In” date defined in the ADXE estimate).

5. **Estimate ID**: defined as the claim number, form ID and current supplement number of the estimate/supplement displayed.

6. **Status**:
   a. **New**: The Express Repair estimate/supplement or ARIES Supplement request has been successfully received by ICBC, but has yet to be reviewed.
   b. **Review**: The Express Repair estimate/supplement or ARIES Supplement request is currently being reviewed by ICBC. The participant must not start unapproved vehicle repairs on estimates that are in Review status.
   c. **Site Visit**: The Express Repair estimate/supplement or ARIES Supplement request has been reviewed and an estimator will be attending the facility to view the vehicle and review the estimate. The participant must not start vehicle repairs on estimates that are in Site Visit status.
   d. **Approved**: The Express Repair estimate/supplement or ARIES Supplement request has been approved by ICBC and repairs may commence. Review estimate, as changes could have been made.
   e. **Approved***: The Express Repair estimate/supplement or ARIES Supplement request has been approved by ICBC without any changes to the submitted estimate. Repairs may commence.
   f. **Special Handling**: Applicable to Express Repair estimate/supplement requests only. At the time this Express Repair estimate/supplement request was sent for approval, you will have received an error message advising you to contact your servicing Claim Centre immediately for further
instructions. Due to a change in the nature of this claim, it no longer qualifies for normal Express Repair handling and may require that an ICBC Estimator complete a Site Visit.

7. **Type:**

   a. **Express (Repair):** Estimates initiated by the participant.

   b. **ARIES (Supplements):** Estimates initiated by an ICBC Claim Centre estimator

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**Note:** To sort the estimate/supplement list by either Status Date/Time, Repair Start Date, Estimate ID, Status or Type, **click** on the header bar (title) of the appropriate column and the entire list will be sorted accordingly. **Click** again on the same header bar to toggle between ascending or descending order.
View Express Repair Estimate

**Purpose:** Displays an image of the selected estimate/supplement, as it would appear printed on paper.

**How to use:** To view an Express Repair estimate/supplement in its current status:

1. **Select** the estimate/supplement then
2. **Click** on the View Estimate button.

A new window will open displaying the estimate as it appears in printed form. (See the example on the following page).
Printing the Express Repair Estimate

How to Use: To print a copy of the Express Repair estimate being displayed,

1. **Click** on the browser **Print** button.
2. To close the browser window
3. **Click** on the X in the top right corner of the window to return to the CDIS screen.
4. **Click** on the X in the top right corner of the window to return to the List Estimates screen.

Notes: The image you are viewing and printing is of the Express Repair estimate/supplement in the Status currently shown on the List Estimates screen (this may have changed since you submitted the estimate as a result of ICBC estimator handling).
Find Estimate/Supplement by Claim Number

How to use: To find an Express Repair estimate by claim number:

1. Enter the claim number in the field provided then
2. Click on the Go button.

The list will display information for all Express Repair estimates/supplements or ARIES Supplements for that claim number only.

CASEY AUTO BODY & REPAIRS (001875)

List Estimates

Number of days 7 days

As of Monday, June 8, 2009 at 11:54 AM

Status Date/Time  Repair Start Date  Estimate Id  Status  Type

TIPS

To begin:
- Select an estimate from the list by clicking on it.

To view the estimate:
- Click on the View Estimate button.

To receive the estimate:
- Click on the Receive Estimate button.

To find an estimate by claim number:
- Enter the Claim Number.
- Click on the Go button.
Receive Approved Express Repair Estimate/Supplement

**Purpose:** Allows an Approved Express Repair estimate/supplement to be retrieved from ICBC to your ICBC ADXE Inbox in order to create a supplement request.

**How to use:** To receive an estimate/supplement:

1. Select any estimate/supplement in Approved or Approved* status then
2. Click on the Receive Estimate button.
Receive Approved Estimate/Supplement Confirmation

**Purpose:** Advises that the selected estimate has been successfully retrieved to the ICBC PC Inbox. To complete the retrieval:

1. **Click** on the **Yes** button.
Creating and Submitting Supplement Requests

To create a supplement:

1. Select the **Approved** Express Repair estimate/supplement you wish to create a supplement for from the **List Estimates** screen.
2. Follow the procedure to **Receive Approved Estimate/Supplement**.
3. Follow the procedure to **Receive ARIES Supplements to ADXE**.
4. Modify and complete the estimate/supplement as required to create the new supplement request.
5. Submit the new supplement request to ICBC following the **Send for Approval** procedures.
6. The submitted supplement request is now viewable in the **List Estimates** screen.

Express Repair Estimate/Supplement Hardcopy

The procedure for completing an estimate/supplement in ADXE includes the printing of a hardcopy. When the estimate/supplement is sent to ICBC through ARIES Web Express, the estimate is removed from your PC in the process. It is recommended that you print a hardcopy each time you complete an estimate/supplement in ADXE, before sending it to ICBC for approval. This copy will be useful as a reference in ordering parts, reviewing any subsequent approved versions of the estimate (if changes were made). If you forget or misplace an estimate hardcopy you may still print a copy from the **List Estimates** screen by following the **List Estimates – View Estimate** procedures. However you must remember that the copy you print from the **View Estimate** screen is of the estimate/supplement in its current state. This may have changed since you submitted the estimate/supplement as an **Approved** version may have already been created by ICBC. As a matter of procedure the ICBC estimator who has created the **Approved** version will contact you by phone and explain any revisions they may have made.

The most recent version of an estimate can also be viewed and printed from Claims Document and Image System (CDIS).
Status Conditions

Once the Express Repair estimate/supplement has been sent to ICBC one of the following status conditions will be shown on the List Estimates screen:

- New
- Review
- Site Visit
- Approved
- Approved*
- Special Handling

Once the estimate/supplement request has been received by ICBC the status will be shown as New. An estimator at your servicing Claim Centre will then review the estimate/supplement request for completeness and reasonability and may:

- Quick Approve the request. The status will then change to Approved*
- Review the Express Repair estimate/supplement request and if it has been approved by ICBC without any changes to the estimate you submitted, the List Estimates screen will show the claim as Approved*. Repairs may commence.
- Evaluate and approve the request. The status will initially change to Review while the evaluation is taking place, and then to Approved.
- Evaluate and revise the request. The status will initially change to Review while the evaluation and revision is taking place, and then to Approved. The estimator will contact the participant by phone to explain any revisions that have been made or to resolve any issues.
- Evaluate the request and then determine that a Site Visit is required. The status will initially change to Review while the evaluation is taking place and then to Site Visit. In order for the estimate to be approved, the Estimator will contact the participant to arrange a time to view the vehicle. A Site Visit will take place on the date repairs are to commence and will include both a review of the estimate/supplement request and an inspection of the vehicle being repaired. The Site Visit process will also include a Compliance Review of the estimate adherence to the Express Repair Program Standards (as described in the Express Repair Program Guide). Once the Site Visit is complete, the estimate/supplement status will change to Approved.
Occasionally a claim that originally qualified for the Express Repair program may change, requiring it to be handled by ICBC outside of Express Repair. This situation could occur as a result of:

1. A status change occurred after the customer reports the claim but before you request the estimate assignment information from ICBC, you will receive an error message advising that this claim no longer qualifies for Express Repair, and to have the customer contact the Telephone Claims Department (TCD) for further instructions.

2. A status change occurred sometime after you have downloaded the estimate assignment information, when you send the estimate back to ICBC for approval an error message will advise you that the claim no longer qualifies for the Express Repair program. If this message is received contact your servicing Claim Centre immediately for further instructions on how to proceed. This estimate will then display the status of Special Handling.

Once in Approved status the Express Repair estimate/supplement may be accessed by the participant by following the List Estimate – View Estimate procedure so that repairs may commence or resume.
ARIES Supplements – Getting Started

Through the ARIES Web Express application, the Express Repair participant may access any ICBC created ADXE estimate for the purposes of creating and submitting an ARIES Supplement request. These ARIES Supplement requests will be subject to the same review and approval process as Express Repair estimate requests with one important difference:

As with an Express Repair estimate the participant must be able to correctly provide the required information before access to the claim/estimate information is granted.

When the Customer Contacts You

For regular ICBC estimates initiated by Claim Centre Estimators (non-Express Repair estimates), the customer will provide the Express Repair participant with their ICBC estimate sheet.

This information is required to access the correct ARIES System information (ICBC initial estimate) from ICBC needed to create an ARIES Supplement request. The Express Repair participant will only have access to the ARIES System information for which it can provide the required claim number with identifier i.e. A, B etc and registration number.

In the event that a customer loses their ICBC estimate sheet, the Express Repair participant will contact their servicing Claim Centre to verify that an estimate has been created and released to the customer and, if necessary, make arrangements to access a new estimate copy for the customer.

The most recent version of an estimate can also be viewed and printed from CDIS (Claims Document and Image System)

Accessing ARIES Web Express

Refer to the procedure described earlier under the heading “Accessing ARIES Web Express (AWE)” for instructions.

To create the ARIES Supplement, follow with the procedures outlined in the following section titled “Creating the ARIES Supplement”.
Creating the ARIES Supplement

Get ICBC Estimate (ARIES Supplements) / Screen Functions

**Purpose:** Provides access to claim information for the purpose of creating a supplement to an existing ICBC initiated ARIES estimate.

**How to use:** To request an ARIES Supplement assignment:

1. Type the claim number (with or without the dash), form ID and registration number from the original ICBC estimate into the fields provided, then
2. **Click** on the **Retrieve** button.
Get ICBC Estimates (ARIES Supplements) Confirmation/Screen

**Purpose:** Advises that the ARIES Supplement request has been successfully retrieved to the ICBC PC Inbox. Should the retrieval fail, an error message will appear describing the problem and how to proceed.

**Note:** More than one Express Repair participant may download the assignment information for a particular ARIES Supplement. Only the first Express Repair participant to successfully send the completed supplement to ICBC will become the designated repairer for that particular claim.
Send for Approval (to ICBC) / Screen

**Purpose:** Enables you to send a completed ARIES Supplement request from your **ICBC ADXE Outbox** to the ICBC Claim Centre for approval.

**How to use:** Select **one** ARIES Supplement that you wish to send from the list then **click** on the **Send to ICBC** button.

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**Note:** You may select only one ARIES Supplement at a time. ARIES Web Express will not accept multiple selections of ARIES Supplements in the Send for Approval screen.

### Requires Review

Express Repair participants must check the **Requires Review** checkbox in the **Send for Approval** screen in AWE if they require a review of their estimate or supplement by ICBC. This is the only way the participant can notify ICBC to look at an estimate or supplement. Shop’s comments and remarks are still required to support the claim - the comments need to be made in the “Estimate Remarks” section of the estimate. This is applicable to both Earned authority and non-Earned Authority claims.
Send for Approval (to ICBC) Confirmation / Screen

**Purpose:** Advises that the ARIES Supplement request was successfully sent to ICBC for approval.

**Note:** If an initial ARIES Supplement for the same claim has already been stored to ICBC by either another Express Repair participant or a Claim Centre estimator an error message will be generated indicating: SOMEONE ELSE HAS ALREADY SAVED AN ESTIMATE FOR THIS CLAIM.
Send for Approval (to ICBC) Invalid ADXE Entry Error Message / Screen

**Purpose:** Advises that the submission to ICBC has failed because the estimate/supplement contained errors (Invalid ADXE entry)

**How to use:** Be sure to carefully read the error message to determine the nature of the error (see example below) and how to proceed. Then **click** on the OK button to proceed.
Send for Approval (Error Correction) - Move to Inbox / Screen

**Purpose:** Allows an ARIES Supplement that failed submission to ICBC, (due to incorrect or missing information) to be moved from your ICBC ADXE Outbox back to your ICBC ADXE Inbox where it can be loaded to ADXE and corrected.

**How to Use:** Select the supplement containing the error from the list. Then, click on the Move to Inbox button.
Send for Approval (Error Correction) - Move to Inbox Confirmed / Screen

**Purpose:** Confirms that the supplement about to be moved is the correct one.

**How to Use:** If the message displays the supplement name you wish to move:

1. **Click** on the **Yes** button to continue. A confirmation message will appear:

2. **Click** on the **OK** button. The estimate is now in your ICBC ADXE Inbox.

![Image of ICBC ADXE Inbox]

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**c.a.r. shop valet Success**

SUCCESS - AWEA071: Estimate file Y435929-2 A 12A has been moved to your inbox and can now be received into Audatex Estimating.
List Estimates (ARIES Supplements) / Screen

Purpose: Provides a list of all ARIES Supplements and Express Repair estimates/supplements you have submitted to your servicing Claim Centre for approval and the current status of each.

The following information is displayed on the List Estimates Screen:

1. **Number of Days**: defined as the numbers of days into the past not including today that the list will display (selectable as 1 day, 7 days, 14 days or 30 days).
2. **Day, Date, Time**: defined as the ICBC (Vancouver) Head Office time as of the last refresh of the browser window.
3. **Status Date/Time**: defined as the date and time that the currently displayed status was assigned to that estimate/supplement.
4. **Repair Start Date**: defined as the date on which the vehicle repairs will start (this information is read from the “Car In” date defined in the ADXE estimate).
5. **Estimate ID**: defined as the claim number, form ID and current supplement number of the estimate/supplement displayed.
6. **Status** defined as:
   - **New**: The ARIES Supplement or Express Repair estimate/supplement has been successfully received by ICBC, but it has yet to be reviewed.
   - **Review**: The ARIES Supplement or Express Repair estimate/supplement is currently being reviewed by ICBC. The participant must not start unapproved vehicle repairs on ARIES Supplements that are in Review status.
   - **Site Visit**: The ARIES Supplement or Express Repair estimate/supplement has been reviewed and an estimator will be attending the facility to view the vehicle and review the estimate. The participant must not start vehicle repairs on ARIES Supplements that are in Site Visit status.
   - **Approved**: The ARIES Supplement or Express Repair estimate/supplement has been approved by ICBC and repairs may commence. Review estimate, as changes could have been made.
   - **Approved***: The Express Repair estimate/supplement or ARIES Supplement request has been approved by ICBC without any changes to the estimate you submitted. Repairs may commence.
   - **Special Handling**: Applicable to Express Repair estimate/supplement requests only. At the time you sent this Express Repair estimate/supplement request in for approval you will have received an error message advising you to contact your servicing Claim Centre immediately for further instructions. Due to a change in the nature of this claim it no longer qualifies for normal Express Repair handling and requires that an ICBC Estimator complete a Site Visit.
7. **Type**
   a. **ARIES (Supplements):** Estimates initiated by an ICBC Claim Centre estimator.
   b. **Express (Repair):** Estimates initiated by the participant.

**Note:** To sort the estimate/supplement list by either Status Date/Time, Repair Start Date, Estimate ID, Status or Type, click on the header bar (title) of the appropriate column and the entire list will be sorted accordingly. Click again on the same header bar to toggle between ascending or descending order.
Viewing the ARIES Supplement

Purpose: Displays an image of the selected ARIES Supplement, as it would appear printed on paper.

How to use: To view an ARIES Supplement in its current status:

1. Select the estimate/supplement then
2. Click on the View Estimate button. A new window will open displaying the ARIES Supplement as it appears in printed form (see the example on the following page).
Printing the ARIES Supplement

**How to Use:** To print an image of the ARIES supplement being displayed:

1. **Click** on the browser **Print** button.
2. To close the browser window **click** on the X in the top right corner of the window to return to the CDIS screen.
3. To close the browser window **click** on the X in the top right corner of the window to return to the List Estimates screen.

**Notes:** Remember that the image you are viewing and printing is of the ARIES Supplement in the Status currently shown on the List Estimates screen (this may have changed since you submitted the supplement as a result of ICBC estimator handling).
Find ARIES Supplement by Claim Number

**How to use:** To find an ARIES Supplement by claim number:

1. Enter the claim number in the field provided then
2. **Click** on the Go button. The list will display information for all ARIES Supplements or Express Repair estimates/supplements for that claim number only.
Receive Approved ARIES Supplement

Purpose: Allows an Approved ARIES Supplements to be retrieved from ICBC to your ICBC ADXE Inbox in order to create a new supplement request.

How to use: To receive an ARIES Supplement:

1. Select any ARIES Supplement in Approved and Approved* status then
2. Click on the Receive Estimate button.

CASEY AUTO BODY & REPAIRS (001875)

List Estimates

<table>
<thead>
<tr>
<th>Status</th>
<th>Date/Time</th>
<th>Repair Start Date</th>
<th>Estimate ID</th>
<th>Status</th>
<th>Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>APPROVED</td>
<td>23 May 2008 04:42 PM</td>
<td>21 May 2008</td>
<td>343556920-24.01</td>
<td>APPROVED</td>
<td>EXPRESS</td>
</tr>
</tbody>
</table>

To begin:
* Select an estimate from the list by clicking on it.

To view the estimate:
* Click on the View Estimate button.

To receive the estimate:
* Click on the Receive Estimate button.

To find an estimate by claim number:
* Enter the Claim Number.
* Click on the Go button.
Receive Approved ARIES Supplement Confirmation

Purpose: Advises that the selected ARIES Supplement has been successfully retrieved to the ICBC PC Inbox.
ARIES Supplement Requests

The initial assignment request for an ARIES Supplement (i.e. an estimate originally written by an ICBC Estimator) is made through the Get ICBC Estimates screen (see earlier procedure description). The request that is submitted for review and approval should be accurate and complete to the best of the participant’s ability.

However, should an additional supplement request be necessary, the following procedure applies:

Select the Approved ARIES supplement you wish to create a new supplement for from the List Estimates screen.

1. Follow the procedure to Receive Approved ARIES Supplements.
2. Follow the procedure to Import to ADXE.
3. Modify and complete the supplement as required to create the new supplement request.
4. Submit the new supplement request to ICBC following the Send for Approval procedures.
5. The submitted supplement request is now viewable in the List Estimates screen.

ARIES Supplement Processing

The procedure for completing a supplement in ADXE includes the printing of a hardcopy. When the supplement is sent to ICBC through ARIES Web Express, the estimate is removed from your PC in the process. It is recommended that you print a hardcopy each time you complete an estimate/supplement in ADXE, before sending it to ICBC for approval. This copy will be useful as a reference in ordering parts, reviewing any subsequent approved versions of the estimate (if changes were made). If you forget or misplace an estimate hardcopy you may still print a copy from the List Estimates screen by following the List Estimates – View Estimate procedures. However you must remember that the copy you print from the View Estimate screen is of the supplement in its current state. This may have changed since you originally submitted the supplement as an Approved version may have already been created by ICBC. As a matter of procedure the ICBC estimator who has created the Approved version will contact you by phone and explain any revisions they may have made.

The most recent version of an estimate can also be viewed and printed from CDIS (Claims Document and Image System)
Status Conditions

Once the ARIES Supplement request has been sent to ICBC one of the following status conditions will be shown on the List Estimates screen:

- New
- Review
- Site Visit
- Approved*
- Approved

Once the ARIES Supplement request has been received by ICBC the status will be shown as New. An estimator at your servicing Claim Centre will then review the ARIES Supplement request for completeness and reasonability and may:

- **Quick Approve** the request. The status will then change to **Approved***
- Review the ARIES Supplement request and if it has been approved by ICBC without any changes to the estimate you submitted, the List Estimates screen will show the claim as **Approved***. Repairs may commence.
- Evaluate and approve the request. The status will initially change to **Review** while the evaluation is taking place, and then to **Approved**.
- Evaluate and revise the request. The status will initially change to **Review** while the evaluation and revision is taking place and then to **Approved**. The estimator will contact the participant by phone to explain any revisions that have been made or to resolve any issues.
- Evaluate the request and then determine that a **Site Visit** is required. The status will initially change to **Review** while the evaluation is taking place and then to **Site Visit**. The Site Visit will take place as soon as possible, generally the next business day (as is the case with ARIES Supplement requests submitted through the ARIES Web site). The Site Visit will include both a review of the estimate/supplement request and an inspection of the vehicle being repaired. Once the **Site Visit** is complete the supplemented estimate status will change to **Approved**.

Once in **Approved** status the ARIES Supplement may be accessed by the participant by following the List Estimate – View Estimate procedure so that repairs may commence or resume.
ARIES Web Express / ADXE – General Functions

Error Messages

The participant may encounter error messages while using the ARIES Web Express application. The majority of the error messages is self-explanatory and will not require any additional instruction over that given in the message. However there are error messages that will require additional instruction over that given.

Each ARIES Web Express error message is assigned an error message ID # (e.g. AWEME003), while using either ARIES Web Express or ADXE be sure to read the information the error message contains carefully and follow the instructions given.

In the event the participant has followed the error message instructions provided and is still having technical difficulties the ICBC MD Technical Service Centre (help desk) should be called at 604-777-4600 or 1-877-777-4607 for clarification.

You will be required to provide the Error Message ID # to help the Technical Services Centre representative resolve the problem.

ADXE Software Mismatch

As an ICBC authorized user of ADP ADXE Estimating software you will receive a monthly update DVD to install on your PC. The scheduled date for installation of each of these DVD’s will be communicated to you via email well in advance of the date. It is crucial that you update your ADXE software according to the ICBC schedule. If you are either early or late updating the ADXE software on your PC, a mismatch of ADXE software versions will exist between you and your servicing Claim Centre. This mismatch will make the Express Repair estimate/supplement requests and ARIES Supplement requests you create and submit to ICBC for approval, incompatible with the ADXE software currently being used by ICBC. The result may be that you are unable to submit these requests through ARIES Web Express.

ADXE Parts Database Mismatch

Each time you submit an Express Repair estimate/supplement or ARIES Supplement to ICBC for approval, ARIES Web Express (AWE) will verify that the Parts Database information used in the estimate is current with the Parts Database information being used by ICBC. If the estimate request is identified by ARIES Web Express as containing out of date Parts Database information you will receive an error message advising:

THE ADXE DATABASE IS OUT OF DATE

You are to contact ICBC MD Technical Service Centre (help desk) immediately for instructions.
ARIES Web Express will also notify the reviewing ICBC Estimator that the estimate/supplement contains an **ADXE Version Mismatch**. The ICBC Estimator will attempt to contact you as soon as possible with one of the following procedures:

- If the ADXE Parts Database information you are using is **older** than that currently being used by ICBC (that is, you have not updated your ADXE Parts Database information as scheduled), you will be advised to immediately install the latest update of the ADXE Parts Database. If you do not have the latest update, an update DVD will be provided to you as soon as possible. In the meantime, in order to incorporate accurately priced parts into the submitted estimate request, the ICBC Estimator will load the estimate from ARIES into his/her ADXE program and update the parts pricing prior to any approval.

- If the ADXE Parts Database information you are using is **newer** than that currently being used by ICBC, (that is, if you have updated your ADXE Parts Database information ahead of schedule) then you will be advised that you will be unable to submit any Express Repair estimate/supplement requests or ARIES Supplement requests until ICBC has updated their ADXE Parts Database.

**Operating System and Web Browser Updates**

Periodically manufacturers’ make updates to operating systems and software. In order to ensure that ADXE and ARIES Web Express will operate as designed on a PC using these updated systems and software, both ICBC and Audatex must conduct extensive testing to check for any problems caused by incompatibilities with the new features. Once these updates are tested and determined to be compatible with ADXE and ARIES Web Express ICBC will advise you. If you are considering updating your operating system (Windows) or your browser (Internet Explorer) to a newly released version, and have not yet received information from ICBC advising there are no problems, you must first contact ICBC to determine if the new version is compatible with ADXE and ARIES Web Express.

For information regarding ADXE and ARIES Web Express compatibility with newly released operating system or web browser upgrades, contact the **ICBC MD Technical Services Centre** (help desk) at 604–777-4600 or toll free at 1-877–777-4607.
ICBC Help Desk (MD Technical Service Centre)

If you encounter technical difficulties while using the ICBC ARIES Web Express applications make sure you have tried using the Help button for each screen and followed the instructions provided.

If you’re still having technical difficulties with the ICBC ARIES Web Express application, call the ICBC MD Technical Service Centre:

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MD Technical Service Centre, telephone no: 604-777-4600 or toll free 1- 877-777- 4607

Hours of operation:  Monday through Friday  7:00am to 6:00pm

Contact the ICBC Help Desk at the number above, if assistance cannot be provided at the time of the call a problem ticket will be opened and assistance will be provided by the MDTSC on the next business day.
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Only technical questions will be answered by help line personal. All other inquiries should be directed to your local Claims Centre contact or Customer Service Desk for clarification.

ICBC AWE Access / Hours of Availability

Claim information can be accessed from the AWE application for the purpose of initiating the estimate process during the following time periods:

- **Monday to Friday**: 6:00 am – 10:00 PM
- **Saturday**: 6:00 am – 7:00 PM
- **Sunday**: 9:00 am - 9:00 PM

In the event of any scheduled or unscheduled system outage, all Express Repair participants will be notified by email.
System Outages

Should you experience a loss of connection to ARIES Web Express and the ICBC network you will receive an error message notifying that the connection has been lost. Under normal circumstances refreshing or re-launching the Web browser may re-establish the connection. However, in the event the loss of connection is due to an ICBC network system outage, you will be notified by ICBC via e-mail regarding the nature of the problem. Should a persistent loss of connection not be followed by an ICBC email and you have confirmed that the problem does not originate with either your Internet Service Provider or your PC hardware/software; you should call the ICBC Help Desk to report the problem.

When a loss of connection makes ARIES Web Express unavailable the following procedures may be completed:

Express Repair Estimates

- Contact the local Claim Centre to confirm the claim number and vehicle registration number, and that the claim is Express Repair Qualified.
- Produce an initial estimate manually.
- Once ARIES Web Express is available request the Claim Assignment information, transcribe the manual estimate to ADXE and submit for approval through ARIES Web Express as per usual.

If the loss of connection persists for an extended period of time:

- Once the initial manual estimate is complete contact the local Claim Centre to arrange submitting the estimate for review by fax or to request a Site Visit.
- Have the Estimator II review and Approve the manual estimate (both the participant and the Estimator II will retain a copy of the Approved manual estimate).
- Repeat this procedure for any required supplements.
- Once ARIES Web Express is available, request the initial Claim Assignment information, transcribe the most recently Approved estimate to ADXE, and submit it through ARIES Web Express.
- Once the estimate is received at the local Claim Centre, it will be confirmed against the Approved manual estimate record at the Claim Centre and loaded as Approved to AWE.

ARIES Supplements

- Request the supplement via the ARIES Web Supplement Request Web Site if available.
- Follow the normal procedure for use of these systems until ARIES Web Express is available.