



ICBC

**Alternative Parts Lookup
Supplier User Guide**

Table of Contents

Alternative Parts Lookup - General Information	2
Accessing the ICBC Alternative Parts Lookup	3
Logging on - Enter Network Password Screen	5
Search Claim Information.....	6
Generate Parts Request	7
View Parts	8
View Supplier.....	9
Quality Control Reports, CL14Fs.....	10
Part in List.....	11
Part Not In List.....	12
Session Time Out.....	15
Technical Assistance.....	16

Alternative Parts Lookup - General Information

The ICBC Alternative Parts Lookup System is designed to allow claims staff and qualified ICBC Material Damage Suppliers the ability to access ICBC's Alternative Parts database for ICBC specific claims. In addition, qualified Suppliers will be able to initiate and submit to ICBC a CL14F Quality Control Report for Alternative Parts online.

The Alternative Parts Lookup application will be available to all ICBC Material Damage staff & qualified ICBC MD Suppliers as a web-based application through the ICBC Partners web page.

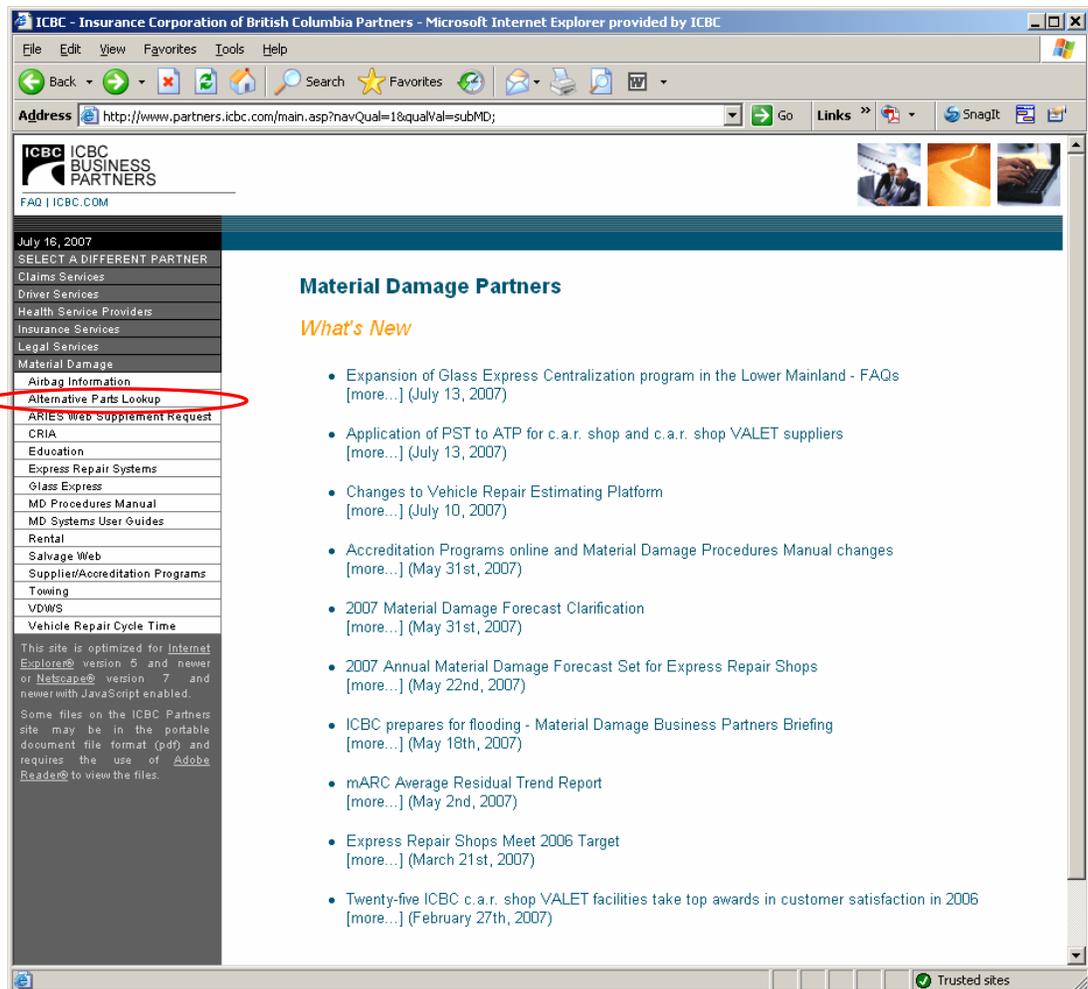
This guide is intended for qualified ICBC MD Supplier use.

Accessing the ICBC Alternative Parts Lookup

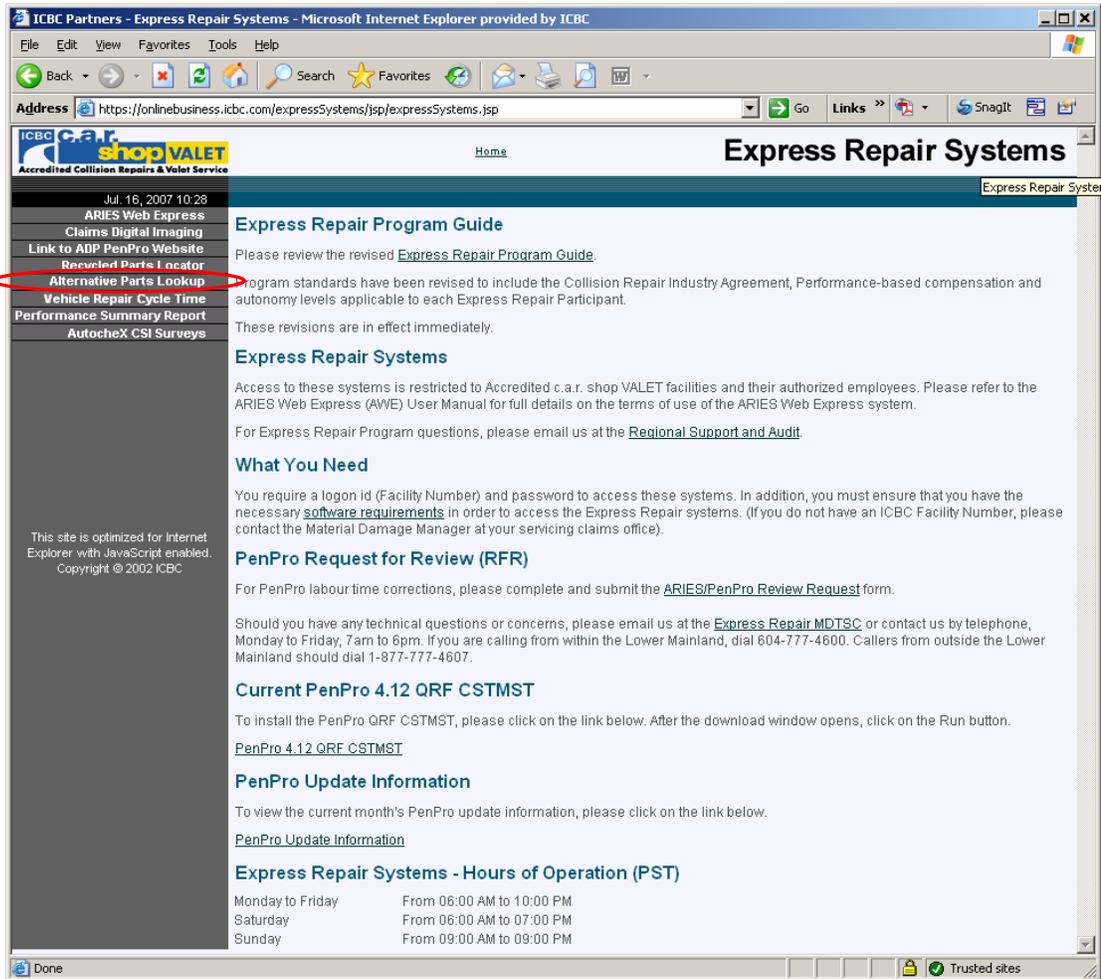
The ICBC Alternative Parts Lookup application is accessed through the Internet using the Microsoft Internet Explorer web browser (version 6.0 or higher). Your browser must be properly configured in order to access and use the Alternative Parts Lookup. Once the browser has been launched and has connected 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.partners.icbc.com/>

This will direct your browser to the ICBC Partners Page. Select Alternative Parts Lookup.



ICBC c.a.r. shop VALET participants can also access the Alternative Parts Lookup application through the Express Repair Systems page.



Logging on - Enter Network Password Screen

Enter your Facility ID (User name) and Password then click the **Login** button. If any of the information is incorrectly entered, an error message will appear requesting that you re-enter your User Name and Password information. You are permitted 3 attempts before you are locked out of the system.

*If you are locked out of the system, you need to contact the **ICBC Help Desk** at **(604) 661-6234** or toll-free at **1-800-665-1517** to reset your password.*

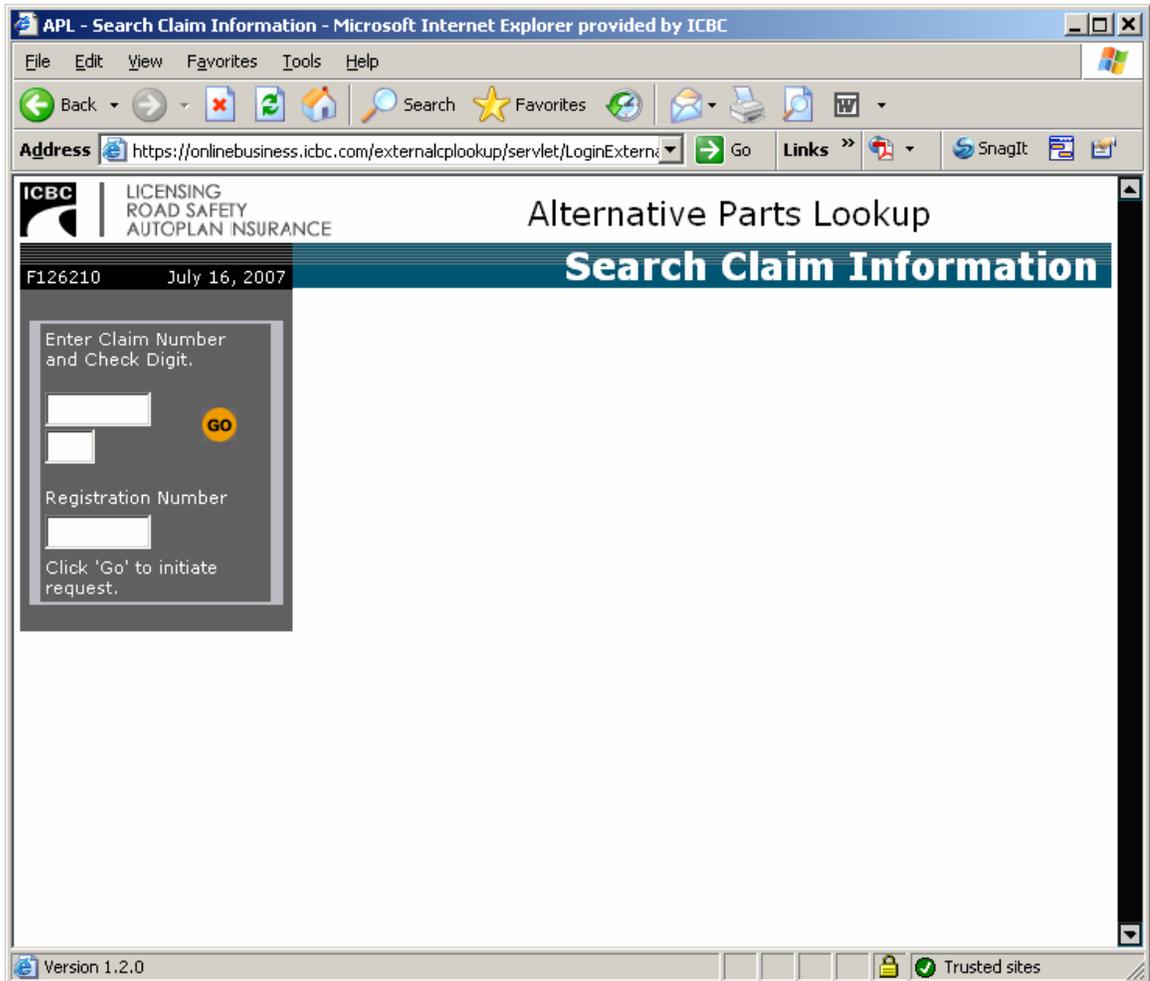


Note: Periodically your password will expire and you will be presented with a Change User Password screen where you will be asked to change your password.

Search Claim Information

This screen enables you to retrieve claims information specific to the vehicle you wish to search alternative parts for.

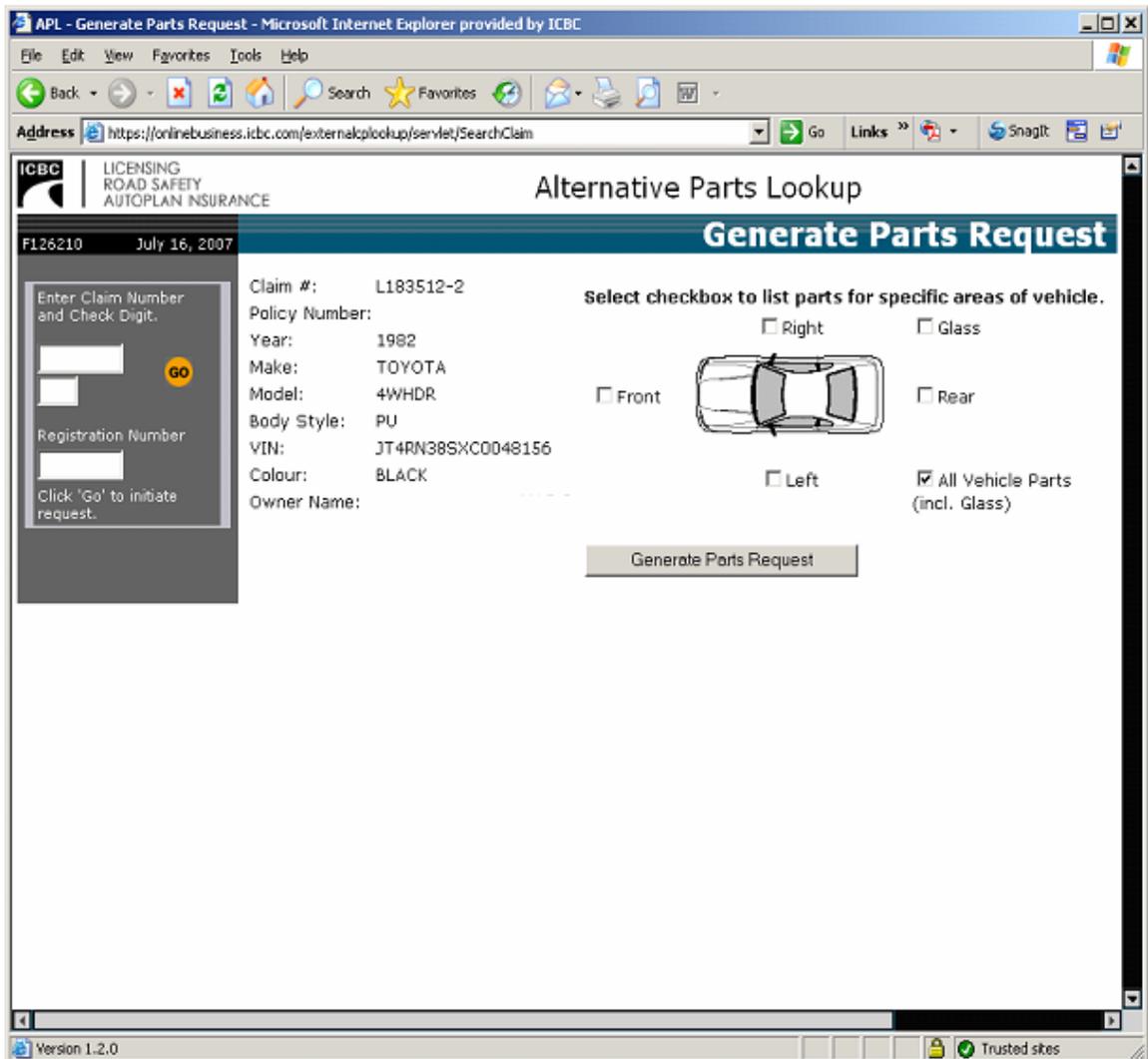
1. Enter the claim number with check digit.
2. Enter the Registration number.
3. Select **GO** to continue.



Generate Parts Request

This screen allows you to verify the vehicle information and specify which area you wish to search for parts.

1. Verify all the information retrieved corresponds to the vehicle for the claim you are searching for.
2. Select the checkbox relating to the area of the vehicle you wish to view available alternative parts.
3. Click **Generate Parts Request** to continue.



View Parts

Once you request the parts from the Generate Parts Request you will be able to see what parts are available for the specified area of the vehicle. Some features included in this window are:

- If there is an extended parts list available, a scroll bar will appear on the right side of the screen.
- To generate a printed version of the parts list, click **Print Parts List** if required.
- To identify the Alternative Part Suppliers contact information, select the Supplier code link.
- To initiate and submit an online CL14F, select the CL14F link beside each listed part.

Alternative Parts Lookup

View Parts

Enter Claim Number and Check Digit. **GO**

Registration Number

Click 'Go' to initiate request.

Claim #: L183512-2
 Policy Number:
 Year: 1982
 Make: TOYOTA
 Model: 4WHDR
 Body Style: PU
 VIN: JT4RN38SXC0048156
 Colour: BLACK
 Owner Name:

Select checkbox to list parts for specific areas of vehicle.

Right Glass
 Front Rear
 Left All Vehicle Parts (incl. Glass)

Generate Parts Request **Print Parts List**

Part Description	Part Number		Part Type	Supplier	Best Available Price (\$)
FB05182BTNN BLU TNT	64811-89108	CL14F	GL	021	123.10
			GL	044	
FB05182CLNN CLR	64811-89109	CL14F	GL	021	119.00
			GL	044	
FB051822TNN BRZ TNT	64811-89118	CL14F	GL	021	63.01
FD01834GTNN R/F GRN TNT W/O VENT	FD01834GTNNGLS	CL14F	GL	044	236.67
FD01835GTNN L/F GRN TNT W/O VENT	FD01835GTNNGLS	CL14F	GL	044	236.67
FD01834CLNN R/F CLR W/O VENT	68111-89107	CL14F	GL	021	97.80
			GL	044	
FD01834BTNN R/F BLU TNT W/O VENT	68111-89108	CL14F	GL	021	107.10
			GL	044	
FD01834BTNN R/F BLU TNT W/O VENT	68111-89108	CL14F	GL	021	107.10
			GL	044	

Version 1.2.0 Trusted sites

View Supplier

Select the Supplier code to identify the Alternative Part supplier's contact information.

NAGS/ICBC PRICE
 ANY NAGS GLASS SUPPLIERS IN BC
 BC CAN
 Contact Number: (604) 000-0000
 Toll Free Number: N/A

Close

Generate Parts Request Print Parts List

Part Description	Part Number		Part Type	Supplier	Best Available Price (\$)
FB05182BTNN BLU TNT	64811-89108	CL14F	GL	021	123.10
			GL	044	
FB05182CLNN CLR	64811-89109	CL14F	GL	021	119.00
			GL	044	
FB05182ZTNN BRZ TNT	64811-89118	CL14F	GL	021	63.01
FD01834GTNN R/F GRN TNT W/O VENT	FD01834GTNNGLS	CL14F	GL	044	236.67
FD01835GTNN L/F GRN TNT W/O VENT	FD01835GTNNGLS	CL14F	GL	044	236.67
FD01834CLNN R/F CLR W/O VENT	68111-89107	CL14F	GL	021	97.80
			GL	044	
FD01834BTNN R/F BLU TNT W/O VENT	68111-89108	CL14F	GL	021	107.10
			GL	044	
FD01834BTNN R/F BLU TNT W/O VENT	68111-89108	CL14F	GL	021	107.10
			GL	044	

If there is more than one supplier for an alternative part, the supplier with the best available price will be listed first. Any other suppliers will be listed in random order with no price indicated.

Con-	8846089108	CL14F	JO	021	123.00
HOOD	5330189115	CL14F	JO	003	175.00
			JO	028	
FRONT BUMPER STAY, LH	5201289104	CL14F	JO	009	14.77
FRT BUMPER FILLER	5250189101	CL14F	JO	029	21.77
GRILLE(SILVER/GREY)	5310089105	CL14F	JO	029	62.77

Quality Control Reports, CL14Fs

The CL14F, Quality Control Report for Alternative Parts, is to be used to monitor recycled, exchange and aftermarket parts problems, such as quality and availability. The CL14F can be processed online through the Alternative Parts Lookup application or manually using the paper version of the CL14F.

For complete procedures on the usage and submission requirements for the CL14F Quality Control Report for Alternative Parts, please reference Section 7.6 of the Material Damage Procedures Manual which can be found on the ICBC Partners page at www.partners.icbc.com

Select the CL14F link associated with the part that has the quality or availability issue to initiate the online CL14F form. This will launch the CL14F online user form.

The screenshot displays the 'Alternative Parts Lookup' interface. On the left, there is a search form with fields for 'Enter Claim Number and Check Digit', 'Registration Number', and a 'Click button to initiate request' button. The main area shows search results for a Toyota 4WHDR. A vehicle diagram is shown with checkboxes for 'Front', 'Right', 'Left', 'Rear', and 'Glass'. Below the diagram are buttons for 'Generate Parts Request' and 'Print Parts List'.

Part Description	Part Number	CL14F	Part Type	Supplier	Best Available Price (\$)
FB05102BTNN BLUE TINT	64011-09109	CL14F	GL	044	139.90
FB05102CLNN CLEAR	64011-09109	CL14F	GL	044	119.00
			GL	021	119.00
FB051022TNN BRONZE TINT	64011-09118	CL14F	GL	044	63.05
FD01034GTNN R/F GREEN TINT W/O VENT	FD01034GTNNGLS	CL14F	GL	044	107.10
FD01035GTNN L/F GREEN TINT W/O VENT	FD01035GTNNGLS	CL14F	GL	044	107.60
FD01034CLNN R/F CLEAR W/O VENT	60111-09107	CL14F	GL	044	97.00
FD01034BTNN R/F BLUE TINT W/O VENT	60111-09108	CL14F	GL	044	107.10
FD02132BTNN R/F BLUE TINT W/VENT	60111-09109	CL14F	GL	044	92.60

Part in List

All parts lists will have the option to create a CL14F, Quality Control Report for Alternative Parts.

1. Select the Part Type from the drop down menu indicated by the black arrow.
2. Select the Part Supplier Name from the drop down menu.
3. Select the appropriate reason for the Problem with the Part.
4. If needed, provide a further description of the problem.
5. Enter the Refusal Number provided by the part supplier
6. Click **Print CL14F** to print a copy and automatically submit to ICBC's Material Damage Technical Support Department via email.

The screenshot shows a web browser window titled "Quality Control Report for Alternative Parts - Microsoft Internet Explorer provided by ICBC". The page header includes the ICBC logo and the title "Quality Control Report for Alternative Parts".

Claim Information

Claim Number L183512-2
Facility ID F126210
Year 1982
Make TOYOTA
Model 4WHDR
OEM Part Number 64811-89108
Part Description FB05182BTNN BLU TNT

To be completed by Bodyshop * required field

Part Type: Aftermarket *

Part Supplier Name: --Please Select a Part Supplier Name-- *

Problem with the Part: Damaged Poor Fit Poor Quality *
 Poor Finish Not Available from any Supplier

Please explain the problem with the part: Characters Remaining: 250

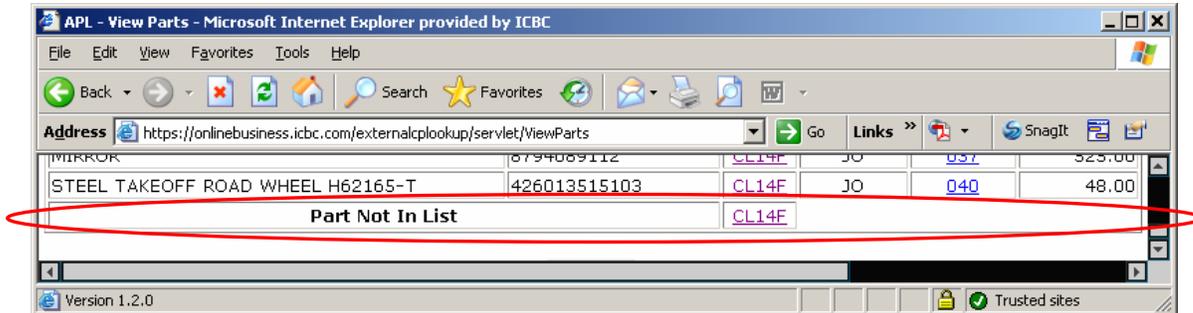
Refusal Number: *

Print CL14F

The browser status bar at the bottom shows "Done" and "Trusted sites".

Part Not In List

To initiate the online CL14F form for parts not identified in the Alternative parts list, select the CL14F link beside the Part Not In List entry.



1. Select the Part Type and Supplier Name from the drop down menu.
2. Enter the Part Description.
3. Enter the OEM Part Number.
4. Select the appropriate reason for the Problem with the Part.
5. Enter a description of the problem with the part.

The screenshot shows a web browser window titled 'Quality Control Report for Alternative Parts - Microsoft Internet Explorer provided by ICBC'. The form contains the following sections:

ICBC Quality Control Report for Alternative Parts

Claim Information

Claim Number L183512-2
 Facility ID F12.6210
 Year 1982
 Make TOYOTA
 Model 4WHDR

To be completed by Bodyshop * required field

Part Type --Please Select a Part Type-- *

Part Supplier Name *

Part Description *

OEM Part Number *

Problem with the Part Damaged Poor Fit Poor Quality *

Poor Finish Not Available from any Supplier

Please explain the problem with the part: Characters Remaining: 250

Refusal Number *

Print CL14F

6. Enter the Refusal Number provided by the Supplier.
7. Click **Print CL14F** to print a copy and a print dialogue window will appear. Click **OK** to complete the print process.

Quality Control Report for Alternative Parts

To be completed by Bodyshop

CLAIM NUMBER L183512-2	FACILITY IDENTIFICATION NUMBER F126210	YEAR 1982	MAKE TOYOTA	MODEL 4WHDR
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PART DESCRIPTION

Print

General | Options

Select Printer

- prcc060j on SFP01MF200
- prcc060l on SFP01MF200
- prcc060m on SFP01MF200
- prcc060n on SFP01MF200
- prcc060p on SFP01MF200
- prcc060q on SFP01MF200
- PrimoPDF

Status: Ready Print to file Preferences

Location: Find Printer...

Comment:

Page Range

All Selection Current Page

Pages:

Enter either a single page number or a single page range. For example, 5-12

Number of copies: Collate

Print Cancel Apply

Exchange OEM

Not available from any supplier

REFUSAL NUMBER

RECYCLED	<input type="checkbox"/> Yes <input type="checkbox"/> No
AFTERMARKET	<input type="checkbox"/> Yes <input type="checkbox"/> No
EXCHANGE	<input type="checkbox"/> Yes <input type="checkbox"/> No

Part Utilized: Recycled Aftermarket Exchange OEM

NOTE: All labour changes must be approved by an ICBC estimator

CL14F (012003) **Quality Control Report for Alternative Parts** Attach copy to CL14
(Online Version)

Done Trusted sites

- Once the CL14F has been printed, the lower portion of the form must be completed manually by the Repair Facility. The completed CL14F must accompany the completed CL14 to ICBC for payment (see Section 7.6 of the MD Procedures Manual for complete procedures).

Quality Control Report for Alternative Parts - Microsoft Internet Explorer provided by ICBC

ICBC Quality Control Report for Alternative Parts

To be completed by Bodyshop

CLAIM NUMBER L183512-2	FACILITY IDENTIFICATION NUMBER F126210	YEAR 1982	MAKE TOYOTA	MODEL 4WHDR
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PART DESCRIPTION
STEEL TAKEOFF ROAD WHEEL H62165-T

OEM PART NUMBER 426013515103	PART TYPE <input type="checkbox"/> Recycled <input checked="" type="checkbox"/> Aftermarket <input type="checkbox"/> Exchange <input type="checkbox"/> OEM
---------------------------------	---

Part Supplier Name **A.P.T. Auto Parts Trading Co. Ltd.**

Damaged
 Poor Quality
 Poor Fit
 Poor Finish
 Not available from any supplier

Explain problem with part:

Refusal Number **apt5023**

To be completed by Bodyshop when part specified not available and refusal number issued

Alternate Parts Research:

PART TYPE	SUPPLIER	AVAILABLE		REFUSAL NUMBER
RECYCLED		<input type="checkbox"/> Yes	<input type="checkbox"/> No	
AFTERMARKET		<input type="checkbox"/> Yes	<input type="checkbox"/> No	
EXCHANGE		<input type="checkbox"/> Yes	<input type="checkbox"/> No	

Part Utilized:
 Recycled
 Aftermarket
 Exchange
 OEM

NOTE: All labour changes must be approved by an ICBC estimator

CL14F (012003) Quality Control Report for Alternative Parts Attach copy to CL14
 (Online Version)

Done Trusted sites

Session Time Out

If the ICBC Alternative Parts Lookup application has been launched but is inactive for over 4 hours (240 minutes), your Session will time-out. To regain access to the Alternative Parts Lookup application, simply log back in using your User Name and Password.

Technical Assistance

Technical assistance for Alternative Parts Lookup can be directed to the Material Damage Technical Service Centre at **604-777-4600** or toll-free at **1-877-777-4607**.

Hours of Operation

Monday to Friday 7:00am to 6:00pm

Saturdays and Sundays Contact the ICBC Help Desk at 604-661-6234 or toll-free at 1-800-6651517, a Problem Ticket will be opened and assistance provided by the Material Damage Technical Service Centre on the next business day.