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ARIES Payment Request System

User Guide

January 2020

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General Information

The ICBC **ARIES Payment Request system (APR)** enables ICBC Collision Repair Program Participants (*Participants*) to submit approved ARIES estimates with payment details and ATS entitlement, as well as key information to measure vehicle repair cycle times (i.e. Car In Date, and Car Out Date, etc.). All Participants must use this system to confirm and facilitate the payment process for all of their ICBC vehicle repair estimates.

Technical Assistance

Technical assistance for the APR system can be directed to the **Material Damage Technical Service Centre** at 604-777-4600 or 1-877-777- 4607 from outside of the Lower Mainland.

Glossary of Terms

Payment Request:

Term	Definition
Display area	Displays a summary total of the fully authorized repair estimate
Final Estimate Submission for Payment	Indicates estimate is ready for submission to ICBC for payment
Submit	Submits the authorized repair estimate to ICBC for payment

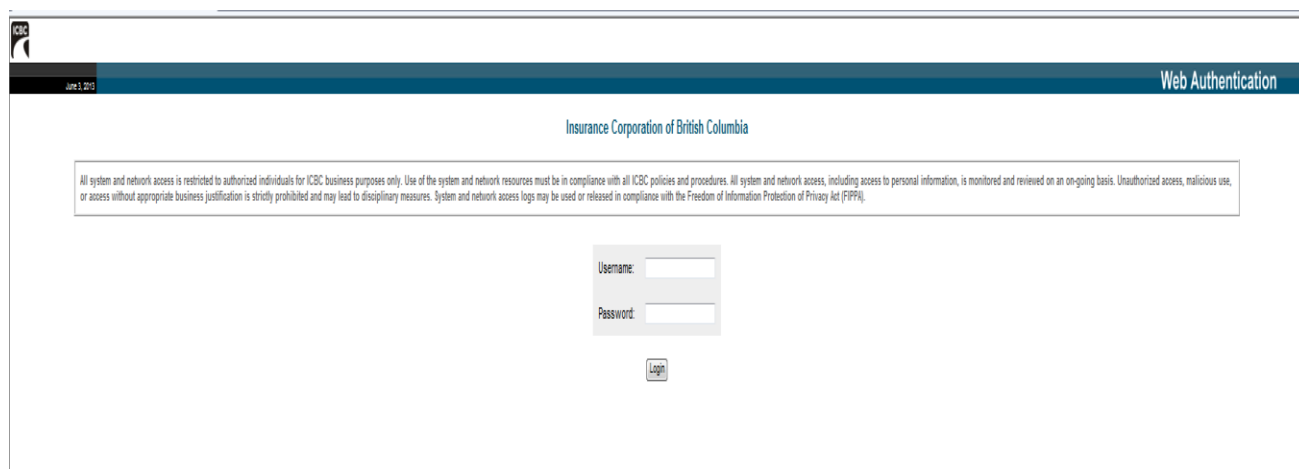
Once **Submit** is clicked, rate validation is performed. If the rate validation passes, the estimate is submitted to ICBC for payment.

Login to ARIES Payment Request system

The *ARIES Payment Request system (APR)* is accessed from the ICBC Material Damage Partners Page or the Express Repair Systems Page.

To access APR from the Material Damage Partners Page:

1. Launch your web browser and enter <https://onlinebusiness.icbc.com/externalvrcycletime/> in the browser address field. Press the Enter key on your PC keyboard.
2. **Login to the ICBC secured network** by entering your Facility ID (User name) and Password then click on the **Login** button



The screenshot shows the ICBC Web Authentication login page. At the top left is the ICBC logo. A dark blue header bar contains the text "Web Authentication" on the right. Below the header, the text "Insurance Corporation of British Columbia" is centered. A small disclaimer box contains the text: "All system and network access is restricted to authorized individuals for ICBC business purposes only. Use of the system and network resources must be in compliance with all ICBC policies and procedures. All system and network access, including access to personal information, is monitored and reviewed on an on-going basis. Unauthorized access, malicious use, or access without appropriate business justification is strictly prohibited and may lead to disciplinary measures. System and network access logs may be used or released in compliance with the Freedom of Information Protection of Privacy Act (FIPPA)." Below the disclaimer is a login form with two input fields: "Username:" and "Password:". Below the password field is a "Login" button.

Note: Periodically your password will expire. You will be prompted to change your password on the Change User Password screen.

Having problems logging on?

If you have forgotten your password or experience difficulty logging on, please contact the ICBC Help Desk at 604-661-6234 or 1-800-665-1517 from outside of the Lower Mainland.

Retrieve Claim Information

Once you have logged into the APR system, on the left-hand side bar, type in:

- Claim Number
- Form ID
- Registration Number
- **Click** on the **GO** Button



The screenshot displays the Aries Payment Request system interface. At the top left, the ICBC logo is visible, along with the text "LICENSING ROAD SAFETY AUTOPLAN INSURANCE". The top right corner shows "Aries Payment Request". Below the header, the user ID "T102550" and the date "May 31, 2013" are displayed. The main form area contains the following fields and controls:

- Enter Claim Number and Check Digit:** Two input fields containing "EA01823" and "6".
- Form ID:** An input field containing "A".
- Registration Number:** An input field containing "04304827".
- Click 'Go' to initiate request:** A yellow "GO" button.

Cycle Time Capture Screen

In order for a Cycle time entry to be considered "complete" by ICBC, you must provide ICBC with the *Car In Date/Time* and *Car Out Date/Time* as well as *completion date/time information* for all estimates using the *Cycle Time* screen as shown below.

You may initiate a partial cycle time entry with the *Car In Date* on the day the vehicle has arrived at your facility with a fully authorized claim number.

The same transaction can be retrieved at a later date in order to enter the *Repair Completion Date/Time* and the *Car Out Date/Time* (when the repaired vehicle is picked up or delivered to the vehicle owner or customer).

ICBC LICENSING ROAD SAFETY AUTOPLAN INSURANCE

T102550 June 12, 2013

Enter Claim Number and Check Digit
6

Form ID
A

Registration Number
01371048

Click 'Go' to initiate request.

Claim #: EA00866
Policy Number: 039ZJ4
Year: 2011
Make: TOYOTA
Model: SIENA
Body Style: 4DRSW
VIN: 5TDKK3DC6BS055917
Colour: GREY
Owner Name:

Cycle Time | Payment Request

Car In Date: 1 → 31May2013
Car In Time: 10 AM
Repair Completion Date: 2 → 14Jun2013
Repair Completion Time: 04 PM
Car Out Date: 3 → 31May2013
Car Out Time: 11 AM

4 → * Replacement vehicle provided on or after ATS responsibility date

5 → Total Days: 0 x \$1.50/day
PVRT Amount: \$0.00
GST Total: \$0.00
ICBC Portion GST: \$0.00
Insured Portion GST: \$0.00
Total Amount Owed: \$0.00

* Note: For more information, see the Aries Payment Request System User Guide

Submit ← 6

Cycle times

- 1 Car In Date/Car In Time
- 2 Repair Completion Date/Repair Completion Time:
- 3 Car Out Date/Car Out Time:
- 4 Replacement Vehicle Provided (Check if replacement vehicle provided)
- 5 Replacement Vehicle Days (enter number of days for replacement vehicle)
- 6 Click on Submit

Note: Each Date and Time entry can be submitted individually. Once the information is saved you can retrieve the claim for viewing purposes or add additional date fields.

Entering cycle times

Shops will be required to enter cycle times through the new APR System for all claims.

Payment Request Capture Screen

If the rate validation passes, the estimate is submitted to ICBC for payment. In order for the estimate to be processed, you must first indicate that the estimate is ready for payment by selecting the Final Estimate Submission for Payment checkbox. Once selected, click Submit.

System messages that may appear:

Message	Definition
Payment request submitted successfully	The final estimate submission was successfully delivered
Express estimate/enhanced supplement has not been approved	The estimate/form id combination has not been approved.
ARIES claim file in hold status, payment not allowed	The claim is on hold via the ARIES estimate hold process.
Payment request has already been submitted	The estimate has already been submitted for payment and no subsequent payment rejection has been performed by ICBC

Message	Definition
<i>Rate validation error message (i.e. invalid labour/material allowance rate(s) found)</i>	The estimate was submitted using labour rates which are not valid for your shop's compensation level. Confirm that the rates entered in the estimate are consistent with your shop's compensation model under the current agreement (as of the car-in time). The web page will display any rate-related error messages and the estimate rates must be corrected in Mitchell Estimating (via a supplement) before attempting to submit again.