Summary

Effective May 8, 2023, Commercial Collision Repair Program Participants gained access to a product called Mitchell TruckMax on the Mitchell Cloud Estimating platform, which allows Program Participants to write and submit estimates to ICBC electronically.

The shift to Mitchell TruckMax will reduce processing time for estimates and aligns with ICBC's commitment to streamline processes and create efficiencies in our material damage programs. Moving to a standardized, modern estimating system will also drive consistency in estimate submission and allow for better policy/procedure compliance and future reporting development.

Mitchell TruckMax FAQs

I've got an estimate already in progress – what do I do?

Estimates created before May 8, 2023 will **not** be migrated into Mitchell TruckMax. Please email the estimate to ICBC and upload photographs related to an in-progress e-mail submission into Mitchell TruckMax.

What claim number format should I use when I am retrieving an ICBC claim in Mitchell Connect?

The correct format for the claim number includes the suffix/form id, for example: XX12345-1-A

Do I need the vehicle registration number when I submit an estimate?

Yes, you'll be required to include the vehicle registration number when you submit an estimate. The vehicle registration number can be found on the customer's insurance papers.

I'm having technical issues with Mitchell TruckMax – where do I go for help?

For technical questions, please reach out to Mitchell's Technical Assistance Center (TAC) at 1-800-448-4401.

I've got a new hire starting – how do they get access to Mitchell TruckMax?

For technical questions related to registration, +Jobs or the Mitchell TruckMax application itself, please reach out to Mitchell's Technical Assistance Center (TAC) at 1-800-448-4401.

If your new hire doesn't have experience using a Mitchell cloud based system, we strongly encourage them to attend one of Mitchell's 1-hour Mitchell Cloud Estimating introductory webinars. The webinars are hosted twice a week. Registration details can be found under the Training & Help section within Mitchell Connect.
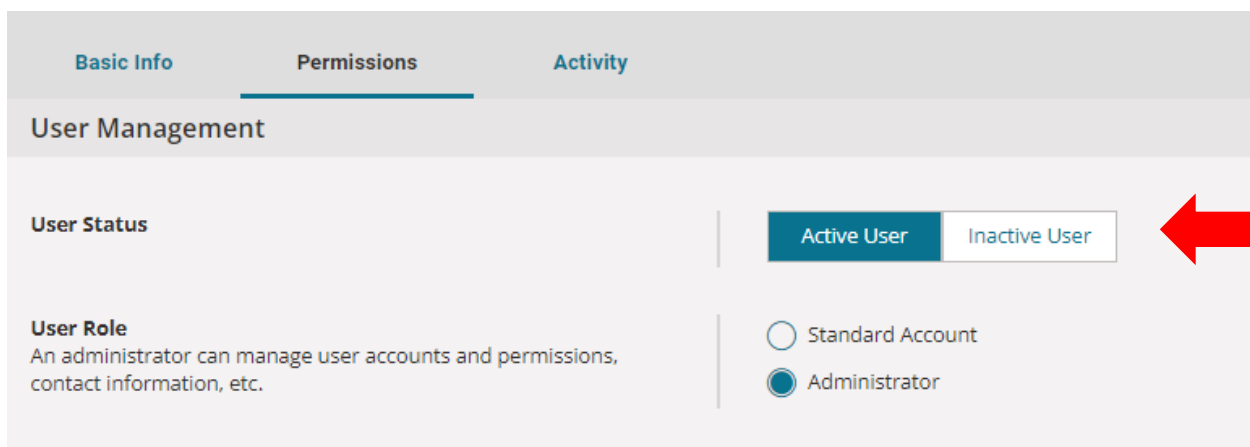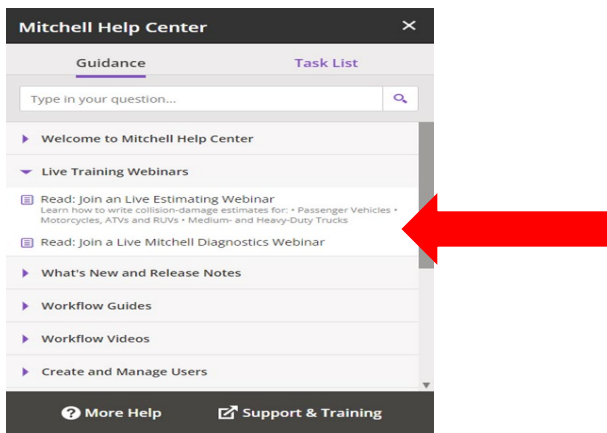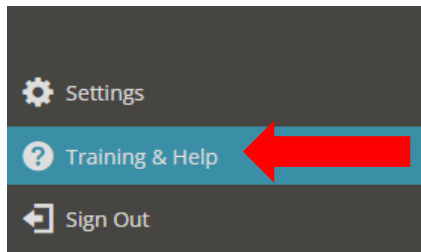

Please make sure to pick date from drop down menu.

I've got an employee who is leaving – how do I remove their access to Mitchell TruckMax?

To remove an employee's access:

- Open Mitchell TruckMax:

- Select **Settings > User Accounts**

- Find and Select the **User> Select Permissions**.

- Select>**Inactive user>Done**

Note: if the employee was sharing an account with other employees, we recommend you change the password.
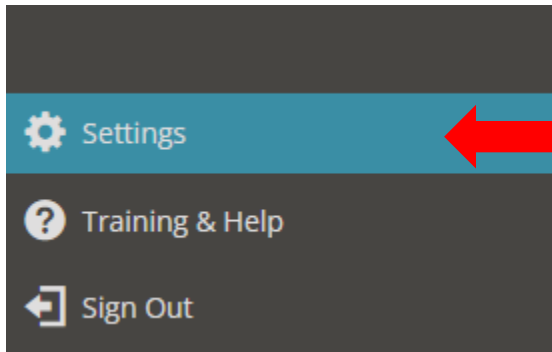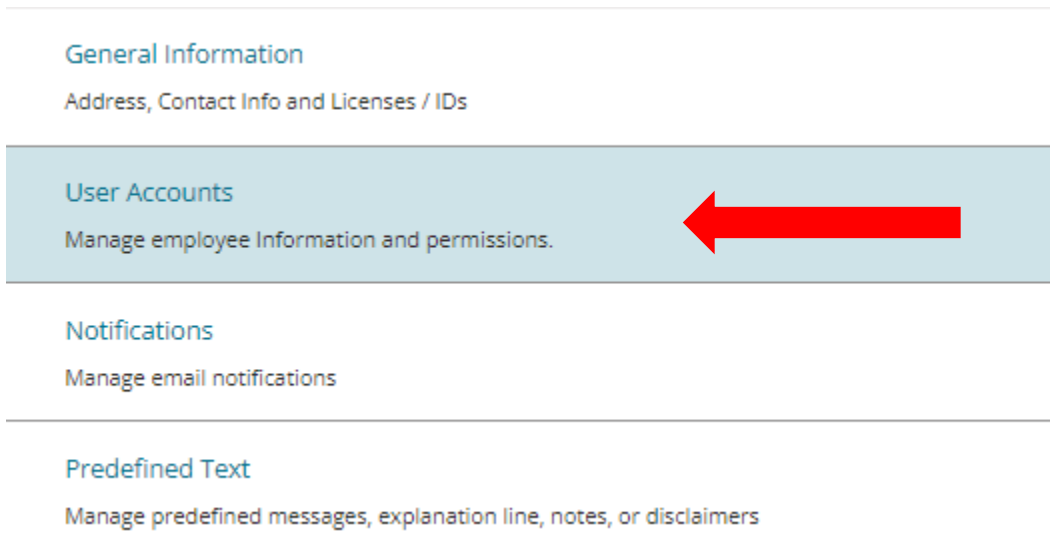

How do I change the password to Mitchell TruckMax?

To change your Mitchell TruckMax password, you can follow the instructions below:

- Open Mitchell TruckMax:

- Go to **Settings**

- Go to **User Accounts**

- Go to **Change Password**

Is there a limit to the number of users that can access Mitchell TruckMax in my facility?

There is no limit to the number of users from your repair facility that can have access to the system. Anyone who creates an ICBC estimate in your repair facility can have access.

What do I do if the vehicle I am working on is not listed in Mitchell TruckMax?

If a vehicle is not listed in Mitchell TruckMax, we recommend you create an estimate using a *similar* model (e.g. use Peterbilt 367 if the vehicle is a Peterbilt 365) and add a note to indicate the actual model to the Description box located in Mitchell Connect under the vehicle information section.

Where a similar model does not exist, use the Generic vehicle option.

Note, ICBC is working with Mitchell to ensure that more vehicle types are included in future system updates.

I have questions surrounding the Mitchell generated labour time – who do I contact?

Email your enquires to truckmax_database_inquiries@mitchell.com

Will paint times be used from Mitchell TruckMax or the ICBC paint chart?

For vehicles listed in Mitchell TruckMax, the Mitchell generated paint times are to be used. If there is no vehicle information and a generic vehicle is utilized, then the ICBC paint chart will be used.

How will Mitchell TruckMax integrate with systems already in place? E.g., UltraMate and Repair Centre?

Mitchell TruckMax is a replacement for TruckEst and UltraMate light and medium heavy trucks.

You can export your Mitchell TruckMax estimates into your management system Mitchell RepairCenter *once you setup the correct directories for RepairCenter to read Mitchell TruckMax files (EMS) for __each__ user.*
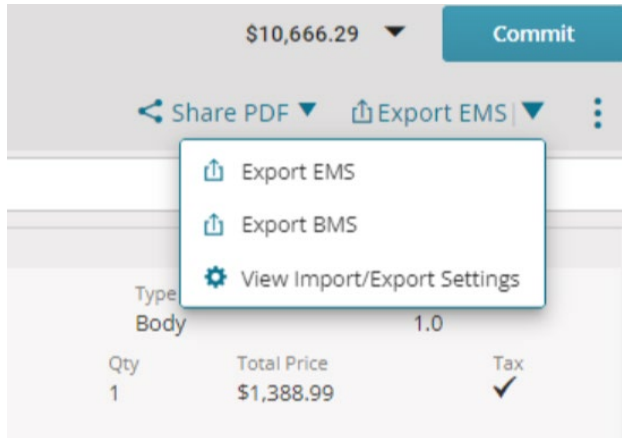
Will TruckMax transfer into RepairCenter?

Mitchell TruckMax estimates will import into Mitchell RepairCenter automatically. You'll be required to setup the correct directories for RepairCenter to read Mitchell TruckMax files (EMS). You can contact Mitchell TAC for assistance with this one-time setup at 1-800-448-4401or inside Connect click Training & Help, in the search bar type "EMS" and instruction documents will display. This needs to be completed for **each** user.

Can I use the TruckMax Program for non-ICBC estimates?

You may use Mitchell TruckMax for private pay customers and ICBC claims. Repair facilities who wish to use Mitchell TruckMax for private insurance estimates will need to purchase and add-on from Mitchell to do so. Please contact your Mitchell Representative for assistance.

I heard UltraMate is being sunset – what is the impact to me?

Mitchell has announced that they are no longer supporting Ultramate as of December 2023.

Mitchell will reach out to Ultramate customers directly.

How do I submit Mitchell estimates for payment?

For Commercial Collision Repair Program estimates created in TruckMax after May 8th, you need to select the **Mark as Final** button in TruckMax, in the Preview screen.

Ensure that all your photo's and invoices are loaded to Mitchell Connect and then make a Journal note, indicating that the estimate is now ready for payment.

Send this to your ICBC Commercial Estimator or Appraiser by selecting the **Send** button in the Job Overview screen.