



April 4, 2023

Attn: Commercial Collision Repair participants

RE: Mitchell Cloud Estimating for Commercial Collision Repair Program

Hello Commercial Collision Repair facility,

Further to the email from March 7th on ICBC's launch of Mitchell Cloud Estimating (MCE) TruckMax, we're pleased to let you know we're on track to launch the system on May 8, 2023 and are writing to provide details on the next steps in the process.

Getting set up and familiar with Mitchell Connect and MCE TruckMax

In the coming days, you'll receive a welcome email from Mitchell with instructions on registering for Mitchell Connect. Registration will be mandatory going forward. Once registered, you'll have access to a training or "practice" application called +Job that will allow you to write walk-in estimates within MCE TruckMax. Using +Jobs is a good opportunity for you to familiarize yourselves with the MCE TruckMax system prior to launch.

Below is what you'll see in Mitchell Connect, once +Job has been activated



The welcome email will also include information on accessing Mitchell's overview webinar training sessions. We strongly encourage you to attend one of Mitchell's 1-hour webinars that are hosted twice a week.

Other MCE TruckMax learning opportunities

As we get closer to our launch date, you'll be invited to other learning and training sessions including:

- **Mid-late April – +jobs Town Hall/Q&A session hosted by ICBC.** This session is designed to help answer any questions you may have about the upcoming changes as well as questions about your experience with +Job. While attendance at the Town Hall is optional, we highly recommend you attend. We'll reach out by email when we've finalized the date and registration information.
- **First week of May – 1-hour long Mitchell led training session.** In this mandatory training, Mitchell will provide an in-depth look at the ICBC-specific submission processes. To best fit with your schedule a number of sessions will be available. We'll send out more details via email in late April.





Supporting commercial collision repair facilities

We understand you may be looking for additional information on MCE TruckMax. We're here to help.

- For general inquiries or questions related to this project, including why we're switching to MCE TruckMax, please email ICBC at MDPrograms@icbc.com and we'll be happy to assist.
- For technical questions related to registration, +Jobs or the MCE TruckMax application itself, please reach out to Mitchell's Technical Assistance Center (TAC) at 1-800-448-4401.

We look forward to working more with you as we work to launch MCE TruckMax.

Sincerely,

Cory Marion
Mitchell Commercial TruckMax Implementation
Project Lead