



June 17, 2022

Attn: Collision Repair Program Participants

RE: Updates to B-Sheet processes and new Webform for total losses

Hello everyone,

I'm pleased to let you know on June 20, we'll be launching updates to some of our B-sheet and towing request processes which will improve efficiencies and reduce delays for our Collision Repair Program Participants.

Updates to back-order parts and teardown estimate processes

To reduce the number of B-sheet submissions required, you will soon be able to include back-order parts, and total loss teardown on the initial estimate, typically the A suffix, for payment submission.

Additional estimates/B-Sheets may still be requested when a customer is required to attend another facility or for other exceptions included in the policy and procedures. Links to the policy and procedures can be found at the bottom of this email. Instructions on how to apply back order parts on the initial estimate to follow.

The updates bring us more in-line with best-practices found across North America.

New Webform to request removal of total loss vehicle

We're also launching a new Webform so you can request the removal of a total loss from your facility. The Webform is designed to standardize the information provided and directs all requests to a central area within ICBC to allow for a faster processing time.

Included in the new Webform is the ability to request a tow from one facility to another on a repairable vehicle. For example, this could be used when facility needs to tow a vehicle to a mechanical supplier to remove an engine.

The Webform replaces the need to email towsupport@icbc.com. The new Webform will be available on the [Partners Page](#) starting June 20.

Questions? Attend one of our webinars

If you want to learn more, we'll be hosting two webinars where we'll demonstrate the new processes and address questions. We're offering two sessions with details provided below. Participation in either session is voluntary.

- **Session 1: June 21 11 am - 12 pm**

Click to join <https://us02web.zoom.us/j/88329060966>

Or One tap mobile: +14388097799,,88329060966# or +15873281099,,88329060966#

Or Telephone Dial: +1 778 907 2071 or 855 703 8985 (Toll Free)





Webinar ID: 883 2906 0966

- **Session 2: Jun 23, 2022 01:00 PM**

Click the link below to join <https://us02web.zoom.us/j/82742675931>

Or One tap mobile: +14388097799,,82742675931# or +15873281099,,82742675931#

Or Telephone Dial: +1 778 907 2071 or 855 703 8985 (Toll Free)

Webinar ID: 827 4267 5931

If you have any other questions, our MD Account Services representatives are here to help. Please don't hesitate to reach out.

Regards,

Alden Li
Director, Claims Customer & MD Strategy

POLICY AND PROCEDURES

B Sheets

Back-ordered parts

- [Managing back-ordered parts for a collision repair program facility \(icbc.com\)](#)
- [Managing back-ordered parts for a collision repair program facility when the parts cannot be installed \(icbc.com\)](#)

Teardown

- [Determine if vehicle is repairable \(icbc.com\)](#)

Towing Webform

- [Manage a tow request for a vehicle determined to be a total loss at a collision repair program facility \(icbc.com\)](#)
- [Manage a tow request between repair facilities](#) (Link to be live June 20. See attached in the meantime)
- **CL744 - [Collision Repair Facility Tow Request \(icbc.com\)](#)**