



## What is Mitchell Estimate Advisor?

Mitchell Estimate Advisor is a cloud-based application that scans and validates estimate damage line entries against a predefined set of conditional compliance rules based on ICBC's policies and procedures.

## What are the compliance rule categories in Mitchell Estimate Advisor?

Compliance rules are categorized as:

- **Warnings** – policy and procedure reminders that may require you to make changes to the estimate
- **Failures** – policy and procedural errors that must be corrected or overridden with applicable failure explanation, in order to upload the estimate to ICBC when the estimate is being committed

## What types of damage line entries may cause compliance rule failures?

Damage line entries may cause rule failures for a variety of reasons:

- My Templates repair lines designed to trigger a failure, such as Hit and Run, Requires Review, etc.
- Repair lines explicitly excluded by current ICBC policy or procedure
- Repair lines applicable to a specific vehicle group or type, such as Colour, Sand, and Buff, but may be applied on an exception basis
- Repair lines that do not calculate within ICBC systems, or are not compatible with ICBC payment systems, resulting in payment errors

## Can you provide a list of all the ICBC Compliance Rules?

Compliance rules will be periodically added, removed, and modified based on issues identified and estimating trends, which makes it difficult to publish a complete list of all rules.

## Examples of Estimate Advisor warning and failure rules



# Mitchell Estimate Advisor Reminder

1. The most common warning compliance rule you will see is the **OEM Parts Policy Validation Rule**. This rule is triggered if aftermarket or recycled parts are added to an estimate on a vehicle less than 4 years old.

**Action:** Review the messages for the job in **Mitchell Connect** to confirm whether the customer has a Replacement Cost (OEM) or New Vehicle Replacement (OEM) policy listed under Special Coverages.

**Example:** 2020 Toyota Corolla with aftermarket bumper cover added

## Estimate

Front Bumper									
Split View	Frt Bumper Cover Assy	Overhaul	Body	3.4#	Existing				
Parts	Frt Bumper Cover	Remove/Replace	Body	INC#	OE Discount	\$2119-F2921	1	\$274.01 *	✓
	Frt Bumper Cover	Refinish Only Clear Coat Only	Refinish	2.7					
Additional Costs & Materials									
Estimate	Paint/Materials	Additional Cost						\$171.57 *	✓
	Shop Materials	Additional Cost						\$20.77 *	✓
Additional Operations									
Preview	Clear Coat	Additional Operation	Refinish	1.1				\$0.00	

## Estimate Advisor Results

Results Summary:  0 Failures  1 Warnings				
Line	Severity	Description	Actual	Guideline
2		Frt Bumper Cover - Policy Reminder - A/M parts added; verify no APV286/NVR policy.	\$274.01	\$0.00

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The most common compliance rule failure you will see is the **Hit and Run Review** or **Requires Review** rules. These rules are triggered based on the damage line entered by the Repair Facility to notify the ICBC Desk Reviewer that the estimate needs to be reviewed.

**Action:** You will need to provide an applicable remark in the failure explanation field once the estimate has been committed. Once the failure explanation field is filled, you will be able to add your committed estimate in Mitchell Connect.

**Example:** 2020 Toyota Corolla that needs a Hit and Run review by ICBC.

**Correct Estimate Entry**

Quarter Panel						
R Quarter Outer Panel	Repair	Body	3.0*#	Existing		
R Quarter Panel Outside	Refinish Only Clear Coat Only	Refinish	2.2	Existing		
Additional Costs & Materials						
Paint/Materials	Additional Cost				\$139.97*	✓
Shop Materials	Additional Cost				\$18.33*	✓
Additional Operations						
Clear Coat	Additional Operation	Refinish	0.9		\$0.00	
Special / Manual Entry						
* HIT AND RUN REVIEW *	Painless Repair	Body*	0.0*	Sublet	Sublet	\$0.00*
Explanation:***ICBC TO VALIDATE HIT AND RUN CLAIM***						

**Estimate Advisor Results**

Line	Severity	Description	Actual	Guideline	Failure Explanation
Results Summary: <span style="color:red">▲</span> 1 Failures <span style="color:orange">!</span> 0 Warnings					
4	<span style="color:red">▲</span>	* HIT AND RUN REVIEW * - Hit and Run Requires Review selected. (Rqd)	\$0.00	\$0.00	Hit and Run, ICBC to determine
Additional Comments					
					<input type="button" value="Print Preview"/> <input type="button" value="Done"/>

3. Other compliance rule failures are **Payment Error** rules. These rules may be triggered by

- Damage line entries from the Reference Sheet "Additional Costs and Materials" section which are not compatible with ICBC's payment system, or
- Damage line entries from the Reference Sheet "Additional Operations" section where the labour time is accidentally entered as a part price.

**Action:** These failures must be corrected prior to uploading the estimates to ICBC.

**Note:** ICBC is unable to process payments to estimates with these rule failures, and as a result, payment may be delayed.

**Example:** 2020 Toyota Corolla with invalid additional costs damage lines

## Incorrect Estimate Entry

Category	Description	Action	Part	Qty	Unit	Part No.	Estimate No.	Estimate Price	Status
Cooling	Cooling Radiator	Remove/Replace	Body	3.0#	New	16400-0T390	1	\$510.30	✓
	A/C / Heater / Ventilation								
A/C / Heater / Ventilation	A/C Condenser Assy -M	Remove/Replace	Mechanical	1.2#	New	88440-12030	1	\$499.33	✓
	Rt Bumper Cover	Remove/Install	Body	1.0#					
R Front Combination Lamp	R Front Combination Lamp	Remove/Install	Body	0.3#					
	L Front Combination Lamp	Remove/Install	Body	0.3#					
Evacuate & Recharge A/C -M	Evacuate & Recharge A/C -M	Remove/Replace	Mechanical	1.4					
	Additional Costs & Materials								
Additional Costs & Materials	Shop Materials	Additional Cost						\$43.99 *	✓
	R134A Freon & Oil	Additional Cost						\$34.91 *	✓
	Coolant	Additional Cost						\$15.19 *	✓

## Estimate Advisor Results

Line	Severity	Description	Actual	Guideline
Results Summary: <span style="color: red;">⚠</span> 2 Failures <span style="color: orange;">!</span> 0 Warnings				
3	⚠	Coolant - Payment Error - use COOLANT ALLOWANCE from LEG. (Rqd)	\$0.00	\$0.00
4	⚠	R134A Freon & Oil - Payment Error - use R134a from LEG. (Rqd)	\$0.00	\$0.00

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**Note:** Additional Costs items should be added from the My Templates section.



# Mitchell Estimate Advisor Reminder

ICBC | 01 STANDARD  
Select All

Description	Operation	Type	Total Units
* EXPRESS ENABLED *	Paintless Repair	Body *	0 *
Part Number	Part Type	Qty	Total Price
Sublet	Sublet	1	\$0.00 *
<hr/>			
Description	Operation	Type	Total Units
* OBVIOUS TOTAL LOSS *	Paintless Repair	Body *	0 *
Part Number	Part Type	Qty	Total Price
Sublet	Sublet	1	\$0.00 *
<hr/>			
Description	Operation	Type	Total Units
* REQUIRES REVIEW *	Paintless Repair	Body *	0 *
Part Number	Part Type	Qty	Total Price
Sublet	Sublet	1	\$0.00 *
<hr/>			
Description	Operation	Type	Total Units
* HIT AND RUN REVIEW *	Paintless Repair	Body *	0 *
Part Number	Part Type	Qty	Total Price
Sublet	Sublet	1	\$0.00 *
<hr/>			
Explanation: ***ICBC TO VALIDATE HIT AND RUN CLAIM***			
<hr/>			
Description	Operation	Type	Total Units
* SITE VISIT REQUIRED *	Paintless Repair	Body *	0 *
Part Number	Part Type	Qty	Total Price
Sublet	Sublet	1	\$0.00 *

## Correct Estimate Entry

Part	Description	Operation	Type	Qty	Material	Part Number	Qty	Price	Check
Parts	Cooling Radiator	Remove/Replace	Body	3.0#	New	16400-0T390	1	\$510.30	✓
Parts	A/C / Heater / Ventilation								
Parts	A/C Condenser Assy -M	Remove/Replace	Mechanical	1.2#	New	88440-12030	1	\$499.33	✓
Estimate	Frt Bumper Cover	Remove/Install	Body	1.0#					
Estimate	R Front Combination Lamp	Remove/Install	Body	0.3#					
Estimate	L Front Combination Lamp	Remove/Install	Body	0.3#					
Estimate	Evacuate & Recharge A/C -M	Remove/Replace	Mechanical	1.4					
Estimate	Additional Costs & Materials								
Estimate	Shop Materials	Additional Cost						\$43.99 *	✓
Estimate	Special / Manual Entry								
Estimate	COOLANT ALLOWANCE	Remove/Replace	Body*	0.0*	Aftermarket New	** QUAL REPL PART	1	\$18.00 *	✓
Estimate	R134a	Remove/Replace	Body*	0.0*	Aftermarket New	** QUAL REPL PART	1	\$0.00 *	✓

## Estimate Advisor results

Estimate Compliance check complete

**Example:** 2020 Toyota Corolla with labour operation entered as dollar amount

## Incorrect Estimate Entry



# Mitchell Estimate Advisor Reminder

Rear Bumper									
Split View	Rear Bumper Cover Assy	Overhaul	Body	2.0#	Existing				
Parts	Rear Bumper Cover	Remove/Replace	Body	INC#	OE Discount	52159-0X927	1	\$278.50	✓
	Rear Bumper Cover	Refinish Only Clear Coat Only	Refinish	2.8					
Estimate	Additional Costs & Materials								
	Paint/Materials	Additional Cost						\$176.09 *	✓
	Shop Materials	Additional Cost						\$12.22 *	✓
Preview	Additional Operations								
	Clear Coat	Additional Operation	Refinish	1.1				\$0.00	
	Tint Color	Additional Operation	Refinish	0.0				\$1.00 *	

## Estimate Advisor results

Results Summary: <span style="color: red;">▲</span> 1 Failures <span style="color: orange;">!</span> 0 Warnings				
Line	Severity	Description	Actual	Guideline
4	▲	Tint Color - Payment Error - labour operation w/dollar amount; delete dollar amount. (Rqd)	\$1.00	\$0.00

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## Correct Estimate Entry

Rear Bumper									
Split View	Rear Bumper Cover Assy	Overhaul	Body	2.0#	Existing				
Parts	Rear Bumper Cover	Remove/Replace	Body	INC#	New	52159-01927	1	\$282.35	✓
	Rear Bumper Cover	Refinish Only Clear Coat Only	Refinish	2.8					
Additional Operations									
Estimate	Clear Coat	Additional Operation	Refinish	1.1				\$0.00	
Preview	Tint Color	Additional Operation	Refinish	0.3*				\$0.00	

## Estimate Advisor Results

Estimate Compliance check complete

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**Example:** 2021 Corolla with Towing charges added

## Incorrect Estimate Entry

Front Inner Structure									
Split View	R Frt Body Sidemember Assy (Steel/Hss)-S	Remove/Replace	Body	10.5#	New	57101-47071	1	\$2,107.38	✓
Parts	R Front Sidemember Complete	Refinish Only	Refinish	1.5	Existing				
Engine / Trans									
	Engine & Trans Assy -M	Remove/Install	Mechanical	10.7#	Existing				
Cowl & Dash									
Estimate	Cowl/Dash Cowl Top Grille	Repair	Refinish*	2.0*#	Existing				
Preview	<b>Explanation:</b> spot refinish								
Additional Costs & Materials									
	Paint/Materials	Additional Cost						\$158.03*	✓
	Shop Materials	Additional Cost						\$129.53*	✓
	Towing	Additional Cost						\$75.00*	✓



### Estimate Advisor results

Results Summary: 1 Failures 0 Warnings

Line	Severity	Description	Actual	Guideline
3		Towing - Payment Error - not supported for payment; delete damage entry. (Rqd)	\$0.00	\$0.00

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**Note:** Tow charges may be a valid expense during the repair process; contact your servicing Claims Office for authorization and invoice payment process.