



## Summary of key Program Guide improvements

Below you'll find a summary of the key improvements to the Program Guide.

### **Section 4.1.4: Vehicle Storage**

- Reformatted Vehicle Storage requirements into a list and clarified the requirements for outdoor storage.

### **Section 5.3: Tiering Benefits 1 and 2**

- Updated the table to accurately reflect Tier 1 and 2 program benefits.

### **Section 6.3.1: Individual Participant KPI Report**

Updated charts and graphics to reflect changes to the paid Quality Assurance (QA) Assessments. Updates include:

- QA sub-weighting will be 100%.
- QA questionnaire includes the overall file score and variance.

### **6.4.2: Measuring QA**

- Updated table to include dollar variances which will be captured on QA assessment questionnaires.

### **6.4.3: Scope and Frequency**

- Removed wording that audits contribute to QA KPI. Audits will no longer be included in the scoring for the QA KPI.

### **6.7.2: Performance Review Outcomes**

- Performance review timeframes have been updated from 90 days to 120.

### **Section 6.7.3: Performance Review 1**

- Included new updates to Performance Review 1 and 2. The following will apply to Participants while in a Performance Review. Under the initial review (PR1):

- the Performance Review cycle is 120 days,
- Program benefits remain intact during initial performance review, and
- a closed file audit is completed at the end of the cycle.

If the Performance Review is successful, the Participant is released from the cycle. If the Performance Review is not successful, a second Performance Review cycle of 120 days will commence (PR2). The Participant will:

- be moved to the Development Rate,
- be placed on the Focus List,
- no longer have an estimate Review Threshold, and
- be moved to the bottom of the Locator.

#### **Section 6.7.4: Performance Review 2**

- Updated the Performance Review flow chart to include the new timelines and outcomes.

#### **Section 6.7.5. 270 day results (Performance Review 3)**

- Removed section as Performance Review 3 has been removed from the Program.

#### **Section 8.2.3: Parts**

- Updated to include the requirement for all Tiers to document rationale for a using a part when a more cost-effective part was available on the estimate.
- The table has been updated to align with the MD Procedures Manual with minor editing to provide clarification.

#### **Section 8.10 Release of Files to ICBC for an Audit or Performance Review**

- Updated to list new requirement that files required for an audit must be uploaded to Mitchell Connect.

#### **Section 9.2: ATS Exceptions**

- Updated ATS exceptions list to include peer to peer rental vehicles.

#### **Section 9.9: Notification of Direct Rental Referral**

- Provided clarification on how to cancel and rebook a direct rental.

#### **Section 9.17: Participant Requirements and Customer ATS Entitlements**

- Updated chart to include scenario when a customer has exhausted their loss of use coverage prior to the ATS responsibility date. Clarified that the Participant must also provide ATS when loss of use coverage has been exhausted.

#### **Section 9.20: Work Stoppage Due to Original Equipment (OE) Part(s) on Back-Order**

- Provided clarification that Participants must submit a Repair Facility Support Request form when there is a work stoppage due to back ordered parts when a rental or courtesy car is supplied.

#### **10.5. Requirements for use of ICBC Repair Network Top Performer logo**

- Top performer logo has been updated to 2023.