



Purpose

This job aid provides repair facilities with the steps to login, and upload images and documents on the Vendor Document Image Application (VDIA).



Table of Content

[Purpose](#)

[Logging In to VDIA](#)

[Loading Images to VDIA](#)

[Loading Documents to VDIA](#)

[Resources](#)



Logging In to VDIA

1. Access VDIA from the Business Partner's page under Systems and Applications.
2. From the Log In page, enter your current Glass Web Express (GWE) user ID and current GWE password.

The screenshot shows the Log In page with the ICBC logo and a list of terms and conditions. The Username and Password fields are highlighted with a blue box and a callout '2'. The Log In button is highlighted with a blue box and a callout '3'.

ICBC

- All system and network access is restricted to authorized individuals for ICBC business purposes only.
- By using the system or network resources you confirm your acknowledgement of, and compliance with, all applicable ICBC policies and procedures.
- All system and network access, including access to personal information, is monitored and reviewed on an on-going basis.
- Unauthorized access, malicious use, or access without appropriate business justification is strictly prohibited and may lead to disciplinary measures.
- System and network access logs may be used or released in compliance with the Freedom of Information Protection of Privacy Act (FIPPA).

Log in

Username

Password

Log in

3. Click the Log In button.
4. The Claim Information landing page will display.

The screenshot shows the Claim Information page with the ICBC logo and the title 'Vendor Document Image Application'. The page contains two input fields for claim information and a 'Find' button.

ICBC Vendor Document Image Application 132436

Claim Information

Claim number and check digit * (Example: QQR8725-5)

 -

Vehicle registration number * (Example: 12345678)

Find



Loading Images to VDIA

1. Once you have logged into the Vendor Document Image Application (VDIA), the landing screen will display. Enter the following information in the *Claim Information* fields:
 - a. Claim number
 - b. Check digit, and
 - c. Vehicle registration number.
2. Click the **Find** button.

ICBC Vendor Document Image Application 106960

Claim Information

Claim number and check digit * (Example: GQR8725-5)

1a - 1b

Vehicle registration number * (Example: 12345678)

1c

Find 2

3. After the claim information has been entered, the claim and vehicle information will display. Click **Images** to navigate to the *Images* tab.

Important: Review all file requirements before uploading the images.

The screenshot shows the 'Vendor Document Image Application' interface. At the top, the ICBC logo and the title 'Vendor Document Image Application' are visible, along with the user ID '106960'. Below this, the 'Claim Number: GPZ6671' is displayed. A table provides vehicle details:

Plate Number	Year	Make	Model	Body Style	Color
Owner Name: MARION DELAURIER VIN	2015	LEXUS	NX200	4 DOOR STATIONWAGON	Grey

Below the table, there are two tabs: 'Images' (highlighted with a red circle and the number '3') and 'Documents'. Under the 'Images' tab, it states 'No images have been added for this claim.' A red box highlights the 'Before you upload' section, which lists the following file requirements:

- Only 15 image files per claim
- Accepted formats: jpg, jpeg, gif, png
- Maximum 6 MB per image file
- Minimum resolution: high quality (1024 px by 768 px)
- File name limit: 80 characters

A large red box on the right side of the screenshot lists the requirements again:

All the uploaded images must meet the following requirements:

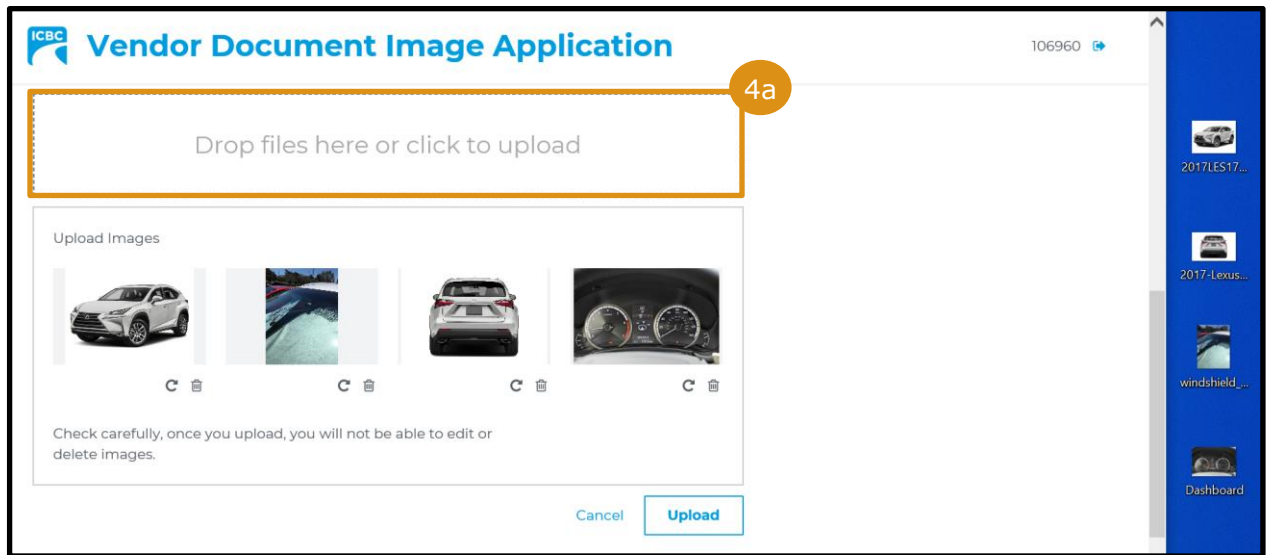
- Only 15 images per claim can be uploaded.
- The size limit of a single image that can be uploaded is 6 MB.
- Accepted image formats are JPG, JPEG, GIF, and PNG.
- Minimum resolution should be high quality (1024 px by 768 px).
- File names cannot be longer than 80 characters.

At the bottom of the interface, there is a dashed box with the text 'Drop files here or click to upload'.

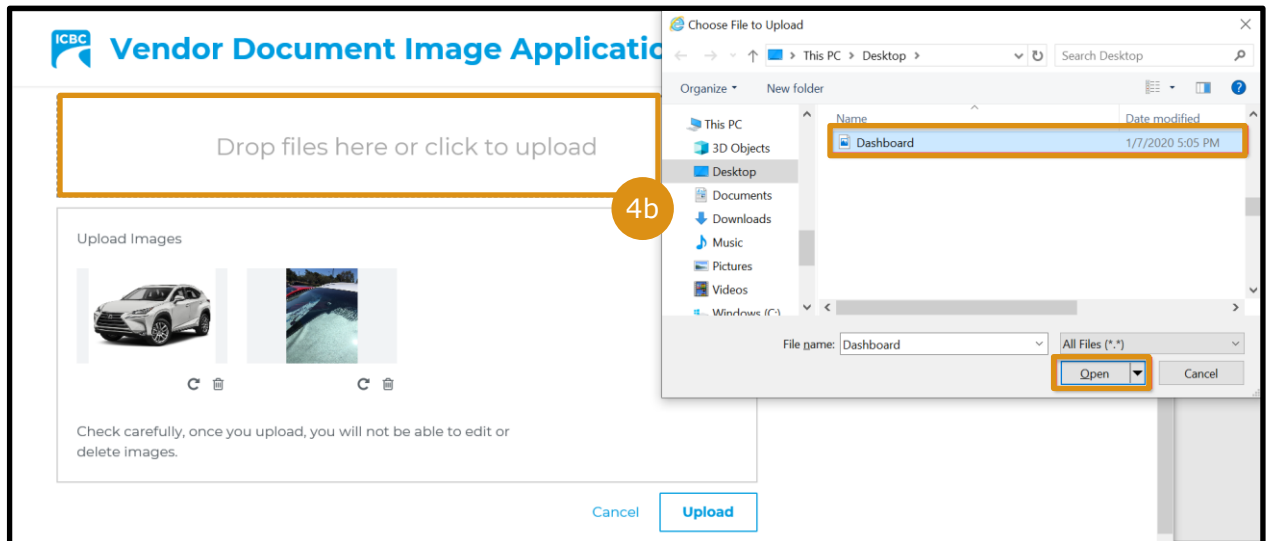


Tip: If the size of the image you want to upload is greater than the 6 MB-limit, you should capture a fresh image after updating your camera settings and changing the maximum size to 6 MB.

4. There are two ways in which you can add images to the VDIA application.
 - a. You can drag and drop the relevant images in the *Drop file here* area, or



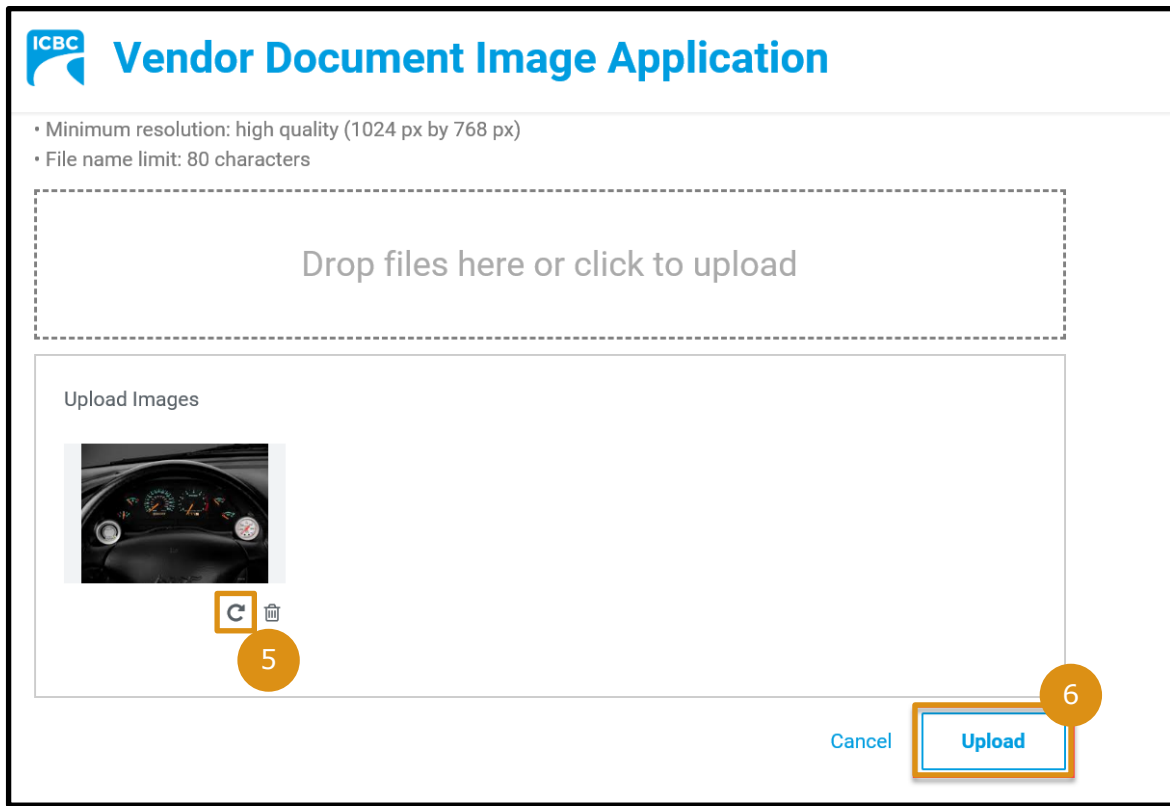
- b. You can use the *click to upload* option and add the relevant image from your documents.



5. Once you have added the image, ensure that the image is rotated to the correct view. Click the **Rotate** icon to rotate the image.
6. When finished, click the **Upload** button.



Warning: File names must not contain any special characters (e.g. \$, %, *, &), which will cause errors and failures to upload.



7. After the images have been uploaded to the application, click the **Add a note** link to add additional information, if any.

Note: Once a note is added using the *Add a note* link, it cannot be deleted.

8. Click the **Thumbnail** view of the image for additional functions. The image will display in a pop up box.



Vendor Document Image Application

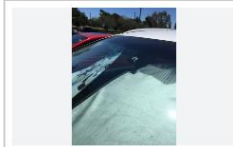
Click thumbnail to view image.

If any images are not showing below, refresh the page to retry.



Test note added

Uploaded on
7 Jan 2020 05:10 PM



Add a note

7

Uploaded on
7 Jan 2020 05:11 PM



Add a note

Uploaded on
7 Jan 2020 05:19 PM

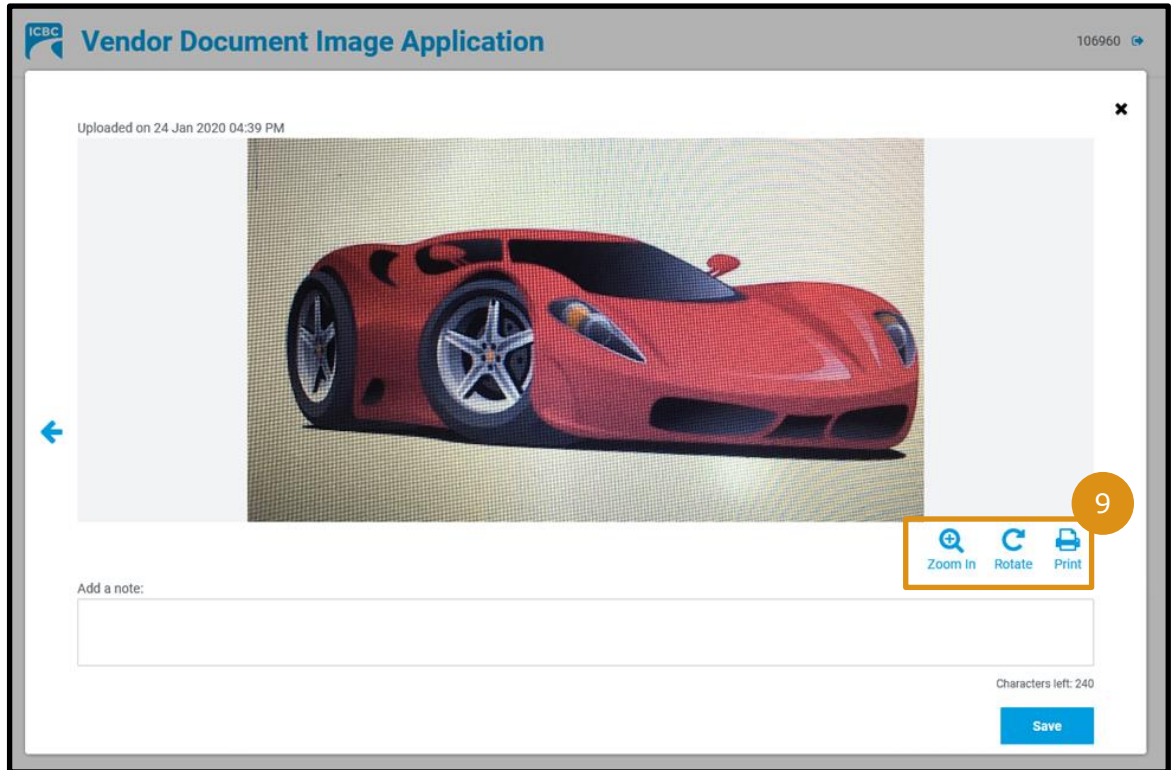


Add a note

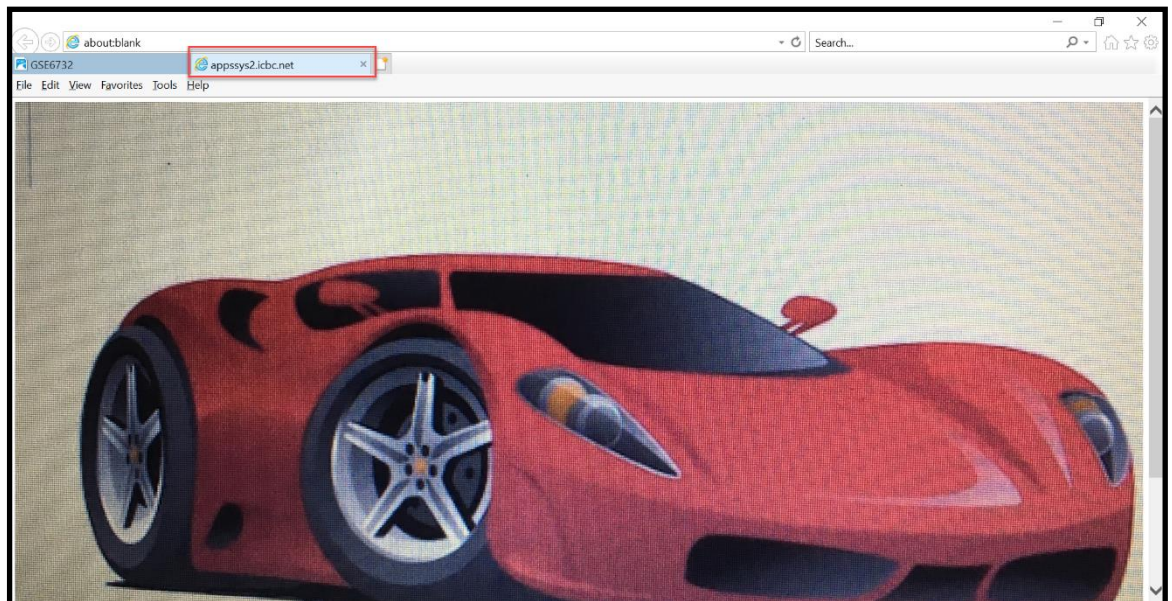
Uploaded on
7 Jan 2020 05:19 PM

8

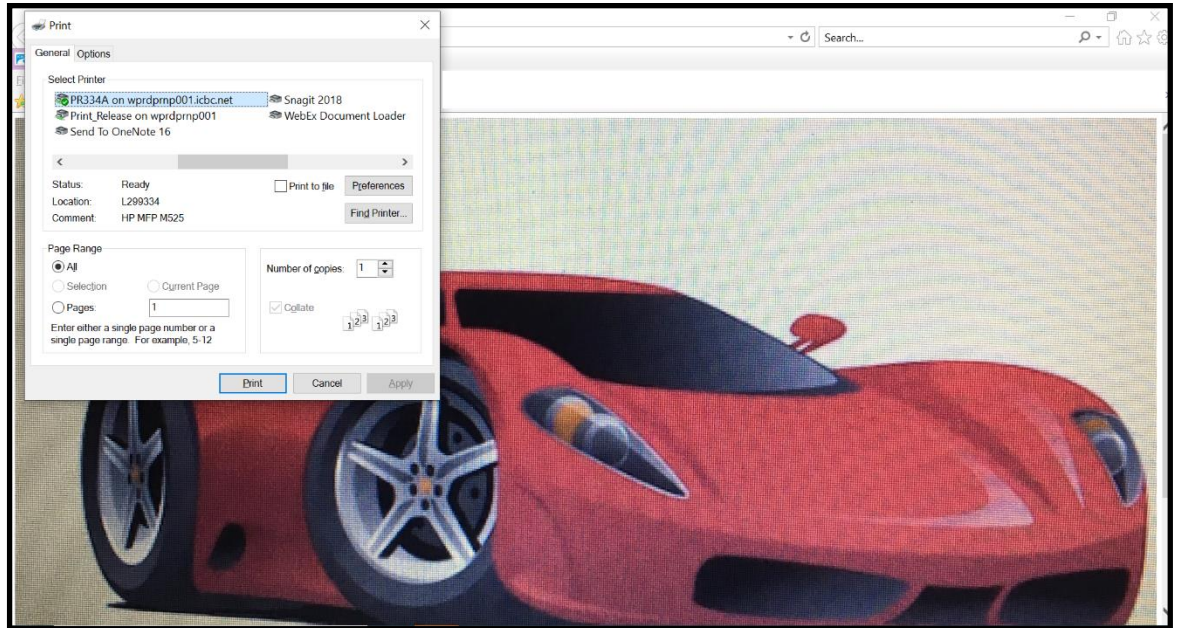
9. In this view, the user can use the zoom, rotate, or print functionality.



a. Click the **Zoom In** icon to view the enlarged image. Once this icon is clicked, the image will launch in a separate window for viewing purposes.



b. Click the **Print** icon to print the image. The image will launch in a separate window, and the *Print* pop up window will display.





Loading Documents to VDIA

1. Once you have logged into the VDIA, the landing screen will display. Enter the following information in the *Claim Information* fields:
 - a. Claim number
 - b. Check digit, and
 - c. Vehicle registration number.
2. Click the **Find** button.

ICBC Vendor Document Image Application 106960

Claim Information

Claim number and check digit * (Example: GQR8725-5)

1a [input field] - 1b [input field]

Vehicle registration number * (Example: 12345678)

1c [input field]

2 [Find button]

3. After the claim information has been entered, the claim and vehicle information will display. Click **Documents** to navigate to the *Documents* tab.

ICBC Vendor Document Image Application 106960

Claim Number: GPZ6671

Plate Number	Year	Make	Model	Body Style	Color
863DPH	2015	LEXUS	NX200	4 DOOR STATIONWAGON	Grey

Owner Name: MARION DELAURIER
VIN: JTJBARBZ2F2016314

3 [Documents tab]

No images have been added for this claim.

Before you upload

File requirements

- Only 15 image files per claim
- Accepted formats: .jpg, .jpeg, .gif, .png
- Maximum 6 MB per image file
- Minimum resolution: high quality (1024 px by 768 px)
- File name limit: 80 characters

4. Like the process of adding images, there are two ways in which you can add documents to VDIA.
 - a. You can drag and drop the relevant documents in the *Drop files here* area, or
 - b. You can use the *click to upload* option and add the documents.



Warning: File names must not contain any special characters (e.g. \$, %, *, &), which will cause errors and failures to upload.

Vendor Document Image Application 106960

Click on document name to download file.
If any links are not showing below, refresh the page to retry.

Document Name	Document Type	Uploaded on
untitled document - copy.pdf	Invoice	Uploaded on 3 Jan 2020 05:49
untitled document - copy - copy - copy.pdf	Closed file audit	Uploaded on 3 Jan 2020 08:40

Before you upload

File requirements

- Combine files into a single document whenever possible
- Maximum 10 documents per claim
- Maximum 6 MB per image file
- Accepted formats: doc, pdf, jpg, jpeg, gif, png
- File name limit: 80 characters

4a Drop files here or click to upload **4b**

5. Once the documents have been added, select the correct document type:

Invoice in review

- When submitted GWE estimate status is "Review"
An activity will auto generate in ClaimCenter which notifies Provincial Glass Operations (PGO) to review the uploaded documents for invoice approval.

QA/Closed file audit

- Invoices with exceptions for Tier 2
- When documents have been requested by PGO or a QA Specialist
An email needs to be sent to the requester to inform them the documents have been uploaded

Tip: Hover over the blue question mark beside each radio button to provide a description of when each document type should be selected.

6. After selecting the document type, click the **Upload** button to upload the documents.

All the documents that have been uploaded are displayed in the *Documents* tab.

The screenshot shows the 'Vendor Document Image Application' interface. At the top, it displays the claim number 'GSE6732'. Below this is a table with the following data:

Plate Number	Year	Make	Model	Body Style	Color
Owner Name ALBERTA CAINE VIN	2007	MAZDA	MZDA3	FOUR DOOR SEDAN	White

Below the table, there are two tabs: 'Images' and 'Documents'. The 'Documents' tab is selected. A message states: 'Click on document name to download file. If any links are not showing below, refresh the page to retry.' Below this message is a table with one document entry:

gse6732 invoicev3.pdf	QA / Closed file audit	Uploaded on 24 Jan 2020 04:51 PM
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At the bottom of the screenshot, there is an information icon and the text 'Before you upload'.



Resources

Review the resources available on the [Glass On-Site Coordinator Network](#) page of the Business Partners site.

For technical issues, contact the **ICBC Material Damage Technical Service Centre** at 604-777-4600 or toll-free 1-877-777-4607 and Monday to Friday (7:30am-4:30pm PST).

For log-in or access issues, contact **ICBC IT Service Desk** at 604-661-6234 or toll-free 1-800-665-1517 Mon. - Fri. (7am-6pm PST) and Sat. (8:30am - 4:30pm PST).