



May 1, 2025

Hello Collision Repair Program Participants,

I'm writing to share some miscellaneous updates, including to remind you the ATS (Alternative Transportation Service) flat fee and document upload requirements take effect May 1, to share some details about unsupported rentals reviews and to let you know we've added ready-to-ship, re-manufactured alloy wheels to the pre-priced parts listing in Mitchell Cloud Estimating (MCE).

**REMINDER – \$100 flat fee for transportation other than ATS replacement vehicles takes effect May 1**

Starting May 1, for customers who are not in an ATS replacement vehicle and are eligible under the ATS program, the \$100 flat fee allowance must be used – the hourly rate can no longer apply.

This reminder follows the March announcement [outlining a new compensation structure for ATS](#).

**REMINDER – Document upload requirements and QA and KPI scores**

As a final reminder, as of May 1, failure to upload all documentation supporting an estimate will impact your QA and KPI scores.

We first [introduced the documentation requirement](#) with an announcement of three new billable fees in December 2022. At that time, we noted digital upload of documents would not become a program requirement right away, giving facilities time to become familiar with the requirements and processes. The transition period has now come to an end, and all documents must now be uploaded with the estimate.



## **NEW - Unsupported rental review**

I'm also writing to let you know we'll be reviewing instances of unsupported delays resulting in excessive rental costs.

The reviews will consider drivable claims with a repair start date of May 1, 2025, or later. Claims with justified delays due to back ordered parts or other issues outside of your facility's control, documented through a [Repair Facility Support Request \(RFSR\)](#) will be exempt from review.

If, through our review process, we identify unsupported rental delays, your facility will receive a letter outlining the claims and requesting payment of the unsupported amount. The letter will also include information on how to dispute if you have justification for the unsupported costs.

As set out in in the Collision Repair Program Guide, Participants are expected to avoid unreasonable repair delays and must proceed without undue delay when ICBC is managing the rental costs. We're committed to delivering affordable products and getting our mutual customers back on the road as soon after a crash as possible, including limiting delays that result in excess costs.

Please refer to section [10.1.3, Unreasonable Repair Delays, in the updated Collision Repair Program Guide](#) for further details.

## **NEW – Ready-to-ship re-manufactured alloy wheels added to MCE**

Effective May 1, we'll be adding ready-to-ship, re-manufactured alloy wheels to the pre-priced parts listing in MCE.

The ready-to-ship, re-manufactured alloy wheels that appear in MCE are stocked and must meet all the existing alloy wheel repair requirements. If available, the wheels will populate on the estimate like any other pre-priced part.

The repair services provided for all other alloy repairs will remain available as they are today.

**Please contact us if you have any questions**

If you have any questions, we're here to help. Please reach out to your Account Services representative for support.

Thank you for your continued support providing our mutual customers with quality services.

Sincerely,

Shane Loiselle  
Manager, MD Programs Services