



May 20, 2026

Hello everyone,

In April, we announced a new total loss handling fee and noted updates to the current parts markup policy would be introduced later this spring. I'm now following up to provide new details on those items. All items are effective immediately.

Total loss handling fee

The total loss handling fee is a new, \$142 fee created to help compensate facilities for performing activities associated with processing a total loss.

The total loss handling fee can be billed when a repair estimate is written and the vehicle is later deemed a total loss by an ICBC estimator. Learn how to [apply the commercial total loss handling fee to an estimate](#).

How do I apply the total loss handling fee to my estimate?

Starting today, the total loss handling fee will be available in Mitchell Cloud Estimating (MCE). The new fee can be applied to new, or in progress estimates or supplements that have not already been submitted for payment.

The fee can be found in the 01-standard section within the My Templates section of MCE. It's listed as TOTAL LOSS HANDLING.

Commercial parts and markup rate schedule (dealership)

We've made adjustments to the [commercial parts and mark-up rates](#) schedule. Effective immediately, dealerships are eligible to mark-up off brand parts at 20%. The mark-up for dealerships on own-brand manufactured parts remains at 10%.



Supporting commercial collision repair facilities

If you have any questions, we're here to help. Please reach out [Kevin Walsh](#) or [Jonathon Stewart](#) directly.

Thank you for all you do to serve our mutual customers.

Sincerely,

Kevin Walsh,
Manager, MD Programs