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April 11, 2018

Attn: Glass Express service providers

RE: Clarification to Centralized payment changes for Glass Express

Further to yesterday's communication, please see the highlighted paragraph for clarification. I apologize for any miscommunications.

Over the past year ICBC has been making significant progress streamlining our vendor payment process. Part of these improvements involve our vendors submitting their invoices and related claim documents to a centralized email box. I'd like to thank the Glass Liaison Committee for their suggestion that ICBC conduct a pilot or test run of the new payment process with one glass shop, before full implementation with all shops. A big thank you also goes out to the shop that took part in the pilot, which helped us ensure the quality and effectiveness of this new process.

With the successful pilot now completed, **effective April 10th, 2018**, we will be expanding the new payment process to our Glass Express service providers who manage authorized accounts for our ICBC customers.

The following submission guidelines apply to claims that are coming in for review. There is no change to the process for claims that go straight through for payment in GWE/GEAR. This is an option for review claims that are currently being dropped off at a claim center or mailed to the scanning facility.

Submitting invoices for payment

Beginning **April 10th, 2018**, Glass express service providers have the **option** of submitting invoices, accompanied by copies of original, signed receipts via email to: invoices@icbc.com.

When emailing invoices and receipts, **please take note of the following guidelines:**

- Only invoices are to be submitted to invoices@icbc.com.
- Each email should only contain one signed CL14BX invoice.
- Accompanied by copies of required:
 - packing slips
 - part invoices
- Do **not** send one PDF document containing multiple invoices.
- Include the claim number in the email subject line and ensure the claim number is listed on the invoice.
- Files must not be password protected.
- Emailed drop box links and zip files are not acceptable.
- Do not send invoices previously submitted to ICBC. Duplicate invoices will cause processing delays.



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- Enquiry emails about payment and reconciliation are not managed by this mailbox and will be deleted. Please address all payment enquiries with ICBC's Provincial Glass Office (PGO).

If you have any questions about these changes, please don't hesitate to email me at Lindsay.qually@icbc.com or call me at 604-527-8704.

Kind regards,

Lindsay Qually, Manager
Estimating Services