



Overview & Purpose

The Tow Information Management (TIM) is a web application used by tow companies to contact ICBC for the purpose of identifying whether a vehicle(s) in their possession has reported an insurance claim and if the tow company may be entitled to payment for the tow and related costs. For most requests, TIM will be updated within 1 business day.

The purpose of this job aid is to walk through the steps on how to use the TIM web application.

Vehicle Information

ICBC understands that not every vehicle on a tow company's lot may be related to an insurance loss. Therefore, tow companies are only asked to submit vehicle information that fall into the following parameters:

- Vehicles involved in a collision or perceived comprehensive (i.e. stolen or vandalized) insurance loss
- Impound Lot Orders (ILO) involving a collision
- Municipal and private impounds
- Abandoned vehicles

Getting Access to TIM

TIM is accessible from any device with an internet connection, including smartphones and tablets.

To request access to TIM, contact Supplier Programs & Administration at 604-777-4513 or toll free at 1-877-921-3311.

A Supplier Coordinator will verify key business information and provide you with your Business Partner (BP) vendor number and Personal Information Number (PIN). You will need to provide a business email address to manage future PIN changes.

Managing the PIN

The BP vendor number and assigned PIN is shared among all staff who uses TIM. It is your responsibility to keep the PIN confidential within your business and only use it for the purpose of conducting business operations with ICBC. Please refer to the [Towing Business Partner Terms](#) for additional information.

For security purposes, your account will be **locked out after 3 consecutive unsuccessful attempts**. If this happens, wait a few minutes and retry again as it will automatically reset.

If you need to reset your PIN, click on the **Reset my PIN** link found in the TIM login page and a new one is emailed to you.

If you need to **change the email address** to reset the PIN, contact Supplier Programs & Administration.



Log into TIM

TIM is accessible on a desktop PC, laptop or mobile device.

1. To log in click [here](#).
2. Enter your BP vendor number and PIN.
3. Click the check box to agree to the terms and conditions.
4. Click Log In.

Note: Each BP vendor number and PIN is location specific. If you have multiple locations it is important that you use the correct credentials that is associated to the specific location.

The screenshot shows the login interface for the ICBC Tow Information Management (TIM) web application. At the top is the ICBC logo. Below it is the heading "Log in". There are two input fields: "Enter your vendor number" and "Enter your PIN", each with a "What is this?" link. Below the PIN field is a checkbox for "I have read and agree to the terms and conditions, privacy statement and Towing Business Partner Terms." A blue "Log in" button is positioned below the checkbox. At the bottom, there are links for "Forgot your PIN?" and "Reset my PIN".

Once logged in, there are three primary sections:

- Summary of Vehicle Requests;
- Add Vehicle; and
- VIN Scanner (mobile devices only)



Summary of Vehicle Requests

Here you will find the following information:

Towed Date	VIN	Vehicle	Claim Number	Bill to ICBC	Details	Last Updated
08-Jul-2019	A#A#A#A#A#A#A#A#A#A	2014 MERCEDES CLA45	AA#####-	Hold Vehicle	Dial-a-Claim, Phone: 604-520-8222 or toll free 1-800-910-4222	30-Sep-2020 2:34 PM
27-Jul-2017	A#A#A#A#A#A#A#A#A#A	2006 HYUNDAI TUSON	AA#####-	Yes	Claims Representative: Full name and phone number	30-Sep-2020 2:17 PM
17-Sep-2019	A#A#A#A#A#A#A#A#A#A	2019 DODGE/RAM 1500	AA#####-	Currently Under Review	Dial-a-Claim, Phone: 604-520-8222 or toll free 1-800-910-4222	30-Sep-2020 1:56 PM
11-Oct-2019	A#A#A#A#A#A#A#A#A#A	2017 TOYOTA SIENA	No claim found			30-Sep-2020 1:21 PM

1. Your BP vendor number and company name will appear here.
2. List of vehicles you have added, including ICBC’s search results for a claim and related details.
3. Search function to locate a specific vehicle with a VIN or Claim number.
4. Click here to add another vehicle.
5. You may delete an entry you no longer require. Note: Once it is deleted, the information is unrecoverable but you can add the vehicle to the list again if needed.

The above view is what you will see on a desktop PC. The layout on mobile devices such as smartphones and tablets is similar and is addressed later in this job aid.



Tow Information Management web application


Under the following columns, ICBC will update it with key information based on whether a claim is found with the matching details of the towed vehicle.

TIM App Column Header	You will see one of the following updates:	
"Claim Number"	<ul style="list-style-type: none"> • Blank when the vehicle is first added to the list and ICBC is searching for a claim; • ICBC claim number if found; • "No claim found at this time" and the system will continue to search daily for a claim for 2 weeks; OR • "No claim found" after the 2 week search is completed 	
"Bill to ICBC" Column	<p><i>Do Not Submit invoice to ICBC.</i></p>	<p>ICBC will not pay when TIM displays the following messages:</p> <ul style="list-style-type: none"> • Blank if no claim is found. A <u>Blank</u> status indicates the customer has not reported a claim to ICBC. • "No" if there is no coverage. The <u>No</u> status indicates that the customer is responsible for all towing and storage costs; • "Currently under review" the file is referred to an ICBC employee to determine if there is coverage. The <u>Currently Under Review</u> status indicates an ICBC representative is reviewing the claim file and will update TIM accordingly with a "Yes", "No" or "Hold Vehicle". <i>An update to the TIM web app will be made within ~1 business day;</i>
	<p><i>OK to Submit invoice to ICBC.</i></p>	<p>ICBC will pay when TIM displays the following messages:</p> <ul style="list-style-type: none"> • "Yes" if there is coverage for the loss. The <u>Yes</u> status indicates you should expect a tow dispatch and will be able to submit an invoice for consideration. <i>Customers may remove personals from the vehicle at your discretion;</i> • "Hold Vehicle" if coverage and liability have not been determined at the time of the request. The <u>Hold Vehicle</u> status indicates ICBC will pay for the towing and storage costs during the claim investigation and up to either: <ul style="list-style-type: none"> ○ A Tow Dispatch Request or ○ The CL555 and CL555A submitted to the customer and tow company advising them both of the storage cut off date (ICBC will no longer pay for the storage) <p>No further updates will be made on the web app. Contact the ICBC claims representative for an update on progress or resubmit the vehicle in TIM at a later date, if required.</p>



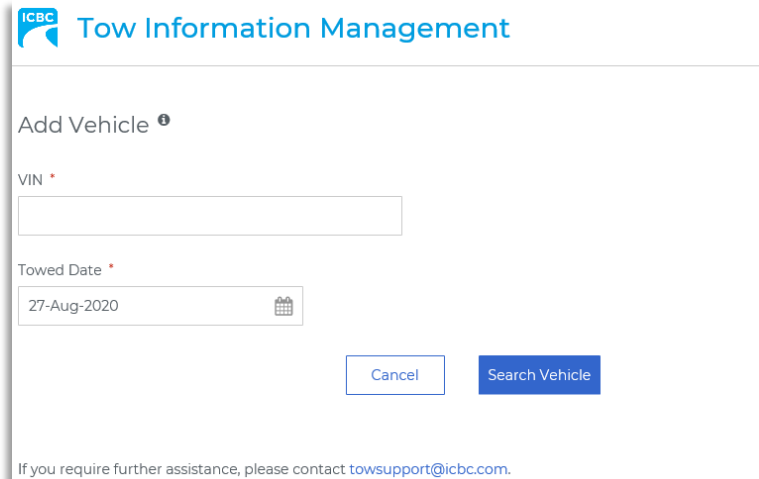
"Details"	<ul style="list-style-type: none">• If a claim is found, the claims representative's contact information is displayed; OR• If a claim is <u>not</u> found at this time, it will indicate how long ICBC will continue to search for a claim
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Add a Vehicle

To add a vehicle, click the  button from the Summary of Vehicle Requests screen. The Add Vehicle screen displays.

Enter the following information:

1. The full Vehicle Identification Number (VIN).
2. Select the date the vehicle was towed to your facility.
3. Click the Search Vehicle button.



ICBC Tow Information Management

Add Vehicle ⓘ

VIN *

Towed Date *

27-Aug-2020

Cancel Search Vehicle

If you require further assistance, please contact towsupport@icbc.com.

The vehicle description matching the VIN is displayed to confirm whether it is correct.

- If yes, click Add to submit the information to ICBC.
- If not or a vehicle is not found, re-enter the VIN again or contact towsupport@icbc.com for further assistance.

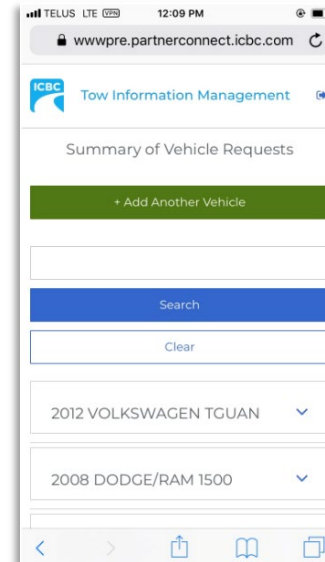


Mobile view & VIN Scanner

Mobile device view

You are able to review the summary of vehicles and add a vehicle from a mobile device (smartphone and tablet).

Click the drop down arrow for additional information for each vehicle listed.

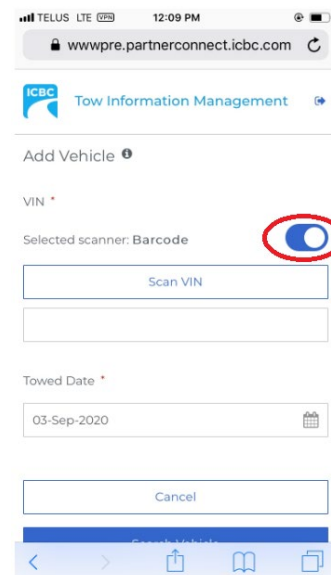


Adding a vehicle

On a mobile device, the VIN can be scanned to upload the vehicle information.

Using the camera on the mobile device, the scanner can read either the barcode (recommended) or the alpha & numeric on the VIN plate.

TIM defaults to scanning the VIN barcode. To change it, toggle the switch as shown.

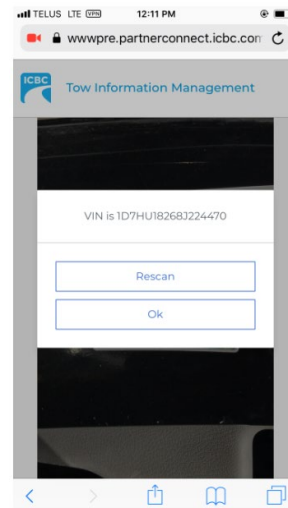


Confirmation

Once the scan is completed, you will be asked to confirm the VIN number is correct.

If it is, click Ok to confirm and the vehicle is added to the Vehicle Summary screen.

If it is not correct, retry the scan by clicking Rescan.



VIN Scanning Tips

- Expect a short delay (~5 – 10 seconds) when using it for the first time as the camera is activated.
- For ease and reliable results, use the VIN barcode located on the driver's side door
- To fit the VIN or barcode in the camera, you may need to rotate the device to landscape mode.
- Adequate lighting, reflections and glares may impact the scanner's ability to read the VIN.
- Ensure the VIN plate is free of dirt and not covered with debris, fluids or any other substances.
- To capture the barcode fully and correctly, ensure the camera is about 4 inches away.



Support

For inquiries regarding access or Technical Support to the Tow Information Management app, contact Supplier Programs & Administration at:

Lower Mainland: 604-777-4513

Rest of B.C.: 1-877-921-3311

For claim or coverage related inquiries, contact the name and phone number of the claims representative listed in the "Details" section of TIM, or ICBC's Call Centre at:

Lower Mainland: 604-520-8222

Rest of B.C.: 1-800-910-4222

Note: ICBC's Call Centre is open 24/7/365

For towing inquiries, contact towsupport@icbc.com.

Questions & Answers

Q. When should I enter the Vehicle Identification Number (VIN) into TIM?

A. You can submit the VIN of the vehicle you towed into your lot/compound as soon as it arrives. The TIM app is available 24/7/365 for your convenience.

Q. How often do I need to submit the VIN into TIM?

A. Tow suppliers are required to submit a storage lot list to ICBC. You can submit the VIN as the vehicle(s) arrive or alternatively you can submit all the new vehicles that have arrived in your lot on a weekly basis which also meets the requirements. The sooner the VIN is entered into TIM, the sooner you have the information needed to make business decisions i.e. release personals, conduct R/O searches, etc.



Q. What is a CL555 and CL555A?

A. The CL555 is a form that ICBC sends to the customer (or representative) informing them ICBC will no longer be paying for the storage of their vehicle after the specified date on the form and to contact the tow company regarding their vehicle. The CL555A form is sent to the tow company holding the vehicle informing them the customer has been notified ICBC is no longer paying for storage of the vehicle after the specified date on the form and to contact the customer regarding the vehicle.

Q. What does the “Hold Vehicle” status actually mean?

A. When you see “Hold Vehicle” in the “Bill to ICBC” column it is asking you, the tow supplier, to hold the vehicle while the claims representative is investigating the claim.

Q. Who is paying the storage costs while the vehicle is on “Hold”?

A. ICBC will pay the initial towing and storage costs when you, the tow supplier, hold the vehicle while the claims representative is investigating the claim.

Note: ICBC will not pay for storage costs while the vehicle is on a police hold

Q. What if the vehicle is on a police hold in our storage lot?

A. ICBC does not pay for storage days starting from the date the vehicle was placed on hold by the police, up to and including the day the vehicle hold is released by the police. ICBC will pay for storage days:

- from the date the police hold is removed
- up to and including the date the vehicle is dispatched for towing by ICBC, or according to the dates described in the CL555 and the CL555A

Q. What if the vehicle is on hold in our storage lot due to an Immediate Roadside Prohibition (IRP) through the Impound Lot Operator (ILO) Program?

A. Payment to you for the initial towing and storage costs for a vehicle being held in your yard due an IRP under the ILO program are the responsibility of the vehicle owner. The ILO program takes precedence and ICBC may be involved once the total amount for the impound order has been paid by vehicle owner.

Q. How long will ICBC pay for the storage costs?

A. ICBC will pay for the storage costs up to and including:

- a Tow Dispatch is sent requesting the vehicle to be towed;



- the CL555 and CL555A are sent to both the customer and tow supplier (up to the payment cut off date specified on the form); or
- You are an ICBC Offsite Salvage facility and the vehicle is sold through salvage.

Q. What if the customer wants to pay for the towing and storage costs when status on TIM is “Yes” or “Hold Vehicle”?

A. It is the customer’s vehicle and they have every right to have it towed or moved at their direction and pay for the service.

Q. How do we handle a customers’ request to remove their personal belongings?

A. Each situation is unique, however, if the result on TIM says “Yes” to coverage, ICBC has committed to paying the towing and storage costs. Similarly, if the result on TIM says “Hold Vehicle”, we are committing to paying the initial towing and storage costs until you are notified with either a tow dispatch request or received the CL555A.

Q. What if I get a request to complete the Remote Photo Checklist while the vehicle displays a “Hold Vehicle” status?

A. When it states “Hold Vehicle”, ICBC is paying the initial towing and storage costs when you, the tow supplier, hold the vehicle while the claims representative is investigating the claim. Depending on the claim, ICBC will require photos of the vehicle to assist with our estimating, total loss, and/or claims processes.

Q. What do I do if a VIN is not on the vehicle or the vehicle description does not match the vehicle in our possession?

A. Any discrepancy or questions can be emailed directly to towsupport@icbc.com

Q. Will we be able to submit the VIN into TIM if the vehicle in my lot is an Out of Province (OOP) plated vehicle involved in a crash?

A. TIM will not provide an update or information on an OOP plated vehicle as the vehicle must be registered in B.C. For claim or coverage related inquiries, please contact ICBC’s call centre:

- **Lower Mainland: 604-520-8222**
- **Rest of B.C.: 1-800-910-4222**