



Material Damage Bulletin

SUBJECT **c.a.r. shop VALET Rates on ADXE Estimates** NUMBER **2009-20**

DATE **October 28, 2009** PAGE 1 OF 2

Scope

Effective October 30, 2009, ICBC's customized Audatex Estimating (ADXE) system will automatically default to the most current c.a.r.shop VALET rate schedule.

This information will be added, in whole or in part, to the following sections of the *Material Damage Procedures Manual*:

- Section 1.5, *Terms and Conditions of the CL14*
- Section 3.1, *Policies*, and
- Section 8.1, *Total Loss*

Overview

To create efficiencies, reduce supplements for labour rate changes and improve customer service by identifying total losses, ADXE has been customized to default to the most current c.a.r.shop VALET rates. The c.a.r.shop VALET body and paint rates should be used on all estimates for body and refinish damage unless the customer has selected a **non-Express** Repair facility.

Procedures

Estimating and Total Loss Handling'

Complete the estimate as per normal estimating and total loss handling protocols and discuss the choice of repair facility with the claimant. If the claimant has not chosen a repair facility, allow ADXE to default to the most current c.a.r.shop VALET rates in order to determine if the vehicle is repairable.

When the claimant has chosen a repair facility, override the default setting by selecting the rate appropriate for that supplier level from the drop down rates menu in order to determine if the vehicle is repairable.

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Note: If the Total Loss (T/L) warning is triggered at the default rates and the customer chooses a non-Express Repair facility, **it is important to review the cost of repairs at the lower rate to ensure that the total repair cost will not render the vehicle a total loss. The T/L warning will not repopulate on future supplements.**

If the total repair costs of the vehicle will not exceed the ICBC T/L criteria, including anticipated supplements, remove the T/L warning by de-selecting the T/L check box in the "Point of Impact" screen of ADXE prior to releasing the CL14 to the claimant.

Glass Only

Estimates requiring glass replacement only, where **no body and/or paint repairs** are required, must be completed using the current base glass rates.

Road Estimates and Supplements

As estimates default to c.a.r.shop VALET rates, the road estimator must ensure the correct rates for the supplier level and status are applied, and must adjust the estimate and/or supplement as necessary.

Payment

Only Express Repair participants in good standing (i.e. not on a development rate) are eligible to receive the highest posted Express Repair body and paint rates. All other suppliers with active accounts will have estimates adjusted at the time of payment to reflect the appropriate rate that applies to their supplier level and status.

Refer to the [Rate Validation User Guide](#) for payment handling details.

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