New Tow & Storage Program FAQs

ICBC's new Towing & Storage Program and Tow Suite

1. What is the new ICBC Towing & Storage Program?

The introduction of ICBC's new Towing & Storage Program continues improvements made to ICBC's Salvage operations that commenced in April 2025. We're creating a formal Towing & Storage Program that incorporates an accompanying agreement that will serve as the foundational service and compensation model between ICBC and its tow suppliers. This project also introduces a new digital solution for participating tow suppliers called **IAA Tow Suite** to improve how tow dispatches, photo requests, and invoices are managed.

Tow Suite includes:

- **Tow Console** – A web-based desktop tool used by tow supplier managers and office staff.
- **Tow App** – A mobile app used by drivers in the field for pickups, deliveries and photo submissions.

Both work together to provide real-time updates and streamline operations.

2. Why are we creating a formal Towing & Storage Program?

We recognize tow suppliers as an important service provider, similar to our other material damage suppliers. The new program and direct billing agreement will modernize the relationship between the towing industry and ICBC.

The towing industry is evolving and we're introducing innovative tools and applications that will streamline how we work together. The new platform will enable digital dispatches and photo requests which will mean less need for back-and-forth phone calls. The new platform will also provide real-time visibility into invoice status, helping to reduce the need for follow-up calls or emails.

What will be changing

3. What's changing with the new Tow Suite platform?

With the introduction of Tow Suite, the main areas of change are:

- **Tow dispatch** — Tow suppliers will receive and respond to dispatches digitally through IAA's Tow App, rather than by phone or email.
- **Photo requests** — Tow suppliers will receive photo requests and send photos through the new Tow App. Photo status will be updated automatically.
- **Invoicing** — Tow suppliers will submit invoices through Tow Console, replacing the current mix of email and paper submissions.

4. When will these changes happen?

While we previously planned for the changes to be implemented in October 2026, we have deferred the launch date to allow for some further testing. During development, we identified areas that would benefit from additional refinement before implementation. To support a smooth and successful rollout, we have adjusted the launch timeline to allow additional time for testing and readiness activities.

We will communicate the new launch date as soon as possible by email to suppliers and on ICBC's Towing Page.

5. Are there any processes that are not changing?

Out-of-province towing and invoicing processes remain unchanged.

6. What's changing for the invoicing process?

Participants in the ICBC Towing & Storage Program will:

- create and submit invoices directly through Tow Console using a standardized digital form.
- submit their invoices digitally.
- be able to access a centralized invoice history in Tow Console for real time invoice updates to learn the status: Submitted, In-Review, Approved, Paid-Full, Paid-Partial, Rejected, or Voided/Stopped.
- be able to search for invoices from the last 60 days, view amounts and the rationale for adjustments, eliminating the need to contact ICBC to learn the status of their invoice.

7. Will Tow Suite integrate with Tow Book, TowSoft, Tow Center and other systems?

Yes. Integration is planned for several industry systems including:

- Tow Book
- TowSoft
- Tow Center
- Fleet Sense
- Other supported platforms

The API (Application Programming Interface) integration development will begin after Tow Suite is launched. Integration timelines are dependent on third-party vendors.

8. When will APIs be available?

Our priority is to first roll out the new system, and then APIs will become available during the first half of 2027. These APIs will allow Tow Suite to work seamlessly with various software platforms already in use – both commercially available towing software as well as customized products.

Building an API requires work from both Impact Auto Actions (IAA) – the provider of Tow Suite – and the Tow Management System (TMS) provider. Tow suppliers should reach out to their TMS provider and encourage them to connect with IAA about API integration.

APIs will be rolled out to one software platform at a time, as solutions are created. Watch this space for updates as APIs become available.

9. Will we need to enter information twice until integrations are complete?

Potentially, yes. Until integrations are built, some suppliers may need to use both their existing system and Tow Suite. However, ICBC is introducing payment of a **System Utilization Allowance** to help compensate towers for the extra administrative effort.

10. Are there any other changes coming?

Tier names will be updated from Towing and Recovery Plus to **Tier 1**; and Base Tower to **Tier 2**.

The reason for the change is to align the names with our those in ICBC's Collision and Glass operations.

What's in it for suppliers

11. What do I get out of making this change?

Workflow between tow suppliers and ICBC will become more automated and efficient. For example, fewer emails, phone calls and manual tracking will be needed. Invoices will be submitted directly through the Tow Console, tracked in real time, and eligible for straight-through payment (expedited processing).

ICBC will pay towers a new System Utilization Allowance on every claim processed through Tow Suite once the system launches. We're also looking at introducing performance-based compensation changes in the future for those suppliers using Tow Suite.

12. Will some suppliers be paid less under the future performance-based model?

No. Current rates and compensation structures will remain unchanged. The future performance-based model is intended to provide additional incentives and rewards for strong performance, not to reduce existing compensation. Performance measures and benchmarks have not yet been established and will be developed over time.

13. Will there still be annual rate increases?

Yes. Existing rate framework increases will continue as previously communicated, including the planned increase in July 2027. Performance incentives would be in addition to these increases, not a replacement for them.

14. Will KPI measurements account for delays caused by customers or repair shops?

Yes. Participants will <u>not</u> be held responsible for delays outside their control, such as:

- Customers not responding
- Shops being unable to accept vehicles

- Scheduling constraints at repair facilities

These situations will be considered separately when performance measures are developed.

15. I saw something recently on ICBC’s website about an upcoming change to the towing fuel surcharge, then the information disappeared from the site. What's happening with it?

The fuel surcharge calculation is over 25 years old and in need of updating, but we’ve decided to pause that change for now. We will continue to assess and will consider feedback from industry through the Towing Liasson Committee, ARA, and WCABA on any future changes.

16. Will we still need to use the TIM App?

Yes. The TIM App will continue to provide insurance coverage information and will confirm whether ICBC will pay for the towing and storage while Tow Suite will manage assignments, inventory, photos, and invoicing. Towers should continue to check for coverage information in the TIM app.

17. What is meant by Vehicle Inventory?

The Vehicle Inventory is a Tow Suite feature that allows you to add vehicles that you think will be ICBC claims before a claim exists. This:

- Creates a digital lot list
- Helps ICBC identify vehicles sitting on lots
- Improves visibility
- Reduces the need for manual lot list submissions and emails.

18. Will we need to enter non-ICBC vehicles into Tow Suite?

No. Tow Suite inventory is intended for ICBC-related vehicles or vehicles suspected to have an ICBC claim. Vehicles for other insurers or impounds do not need to be entered.

How will I learn how to use Tow Suite?

Online training – one stream for Tow Managers and another for Drivers – will be available soon. We will email suppliers with the training information and how to access it when it becomes available.

Also, self-serve resources such as user guides and video walkthroughs will become available on the IAA website.

19. What support will be available post launch?

- For any general inquiries, contact towingprograms@icbc.com.
- IAA will support technical issues Monday to Friday, 6 a.m. to 5 p.m. PST. Check your Tow Console or Tow App for support information.