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ARIES Payment Request System

User Guide

(Commercial Collision Repair Program)

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General Information

The ICBC **ARIES Payment Request system (APR)** enables ICBC Commercial Collision Repair Program Participants (*Participants*) to submit approved ARIES estimates with payment details, as well as key information regarding vehicle repair cycle times (i.e. Car In Date, and Car Out Date, etc.). All Participants must use this system to confirm and facilitate the payment process for all of their ICBC vehicle repair estimates.

Technical Assistance

Technical assistance for the APR system can be directed to the **Material Damage Technical Service Centre** at 604-777-4600 or 1-877-777- 4607 from outside of the Lower Mainland.

Glossary of Terms

Payment Request:

Term	Definition
Display area	Displays a summary total of the fully authorized repair estimate
Final Estimate Submission for Payment	Indicates estimate is ready for submission to ICBC for payment
Submit	Submits the authorized repair estimate to ICBC for payment

Once **Submit** is clicked, rate validation is performed. If the rate validation passes, the estimate is submitted to ICBC for payment.

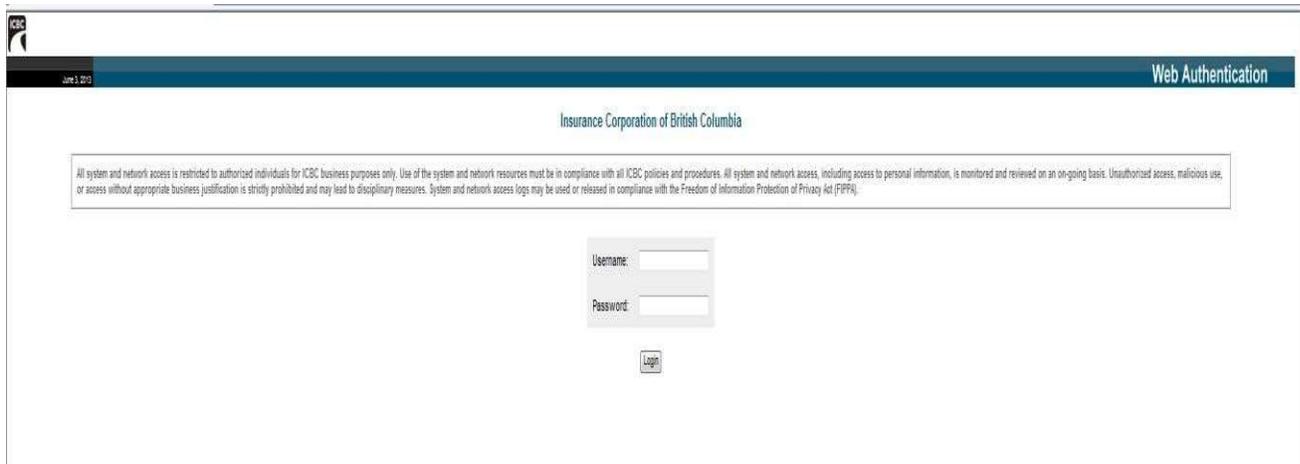
Login to ARIES Payment Request system

The *ARIES Payment Request system (APR)* is accessed from the ICBC Material Damage Partners Page .

To access APR from the Material Damage Partners Page:

1. Launch your web browser and enter <https://onlinebusiness.icbc.com/externalvrcycletime/> in the browser address field. Press the Enter key on your PC keyboard.

2. **Login to the ICBC secured network** by entering your Facility ID (User name) and Password then click on the **Login** button



The screenshot shows the ICBC Web Authentication login page. At the top left is the ICBC logo and the date 'June 1, 2013'. At the top right is the text 'Web Authentication'. The main heading is 'Insurance Corporation of British Columbia'. Below this is a disclaimer: 'All system and network access is restricted to authorized individuals for ICBC business purposes only. Use of the system and network resources must be in compliance with all ICBC policies and procedures. All system and network access, including access to personal information, is monitored and reviewed on an on-going basis. Unauthorized access, malicious use, or access without appropriate business justification is strictly prohibited and may lead to disciplinary measures. System and network access logs may be used or released in compliance with the Freedom of Information Protection of Privacy Act (FIPPA)'. The login form consists of two input fields: 'Username:' and 'Password:'. Below these fields is a 'Login' button.

Note: Periodically your password will expire. You will be prompted to change your password on the Change User Password screen.

Having problems logging on?

If you have forgotten your password or experience difficulty logging on, please contact the ICBC Help Desk at 604-661-6234 or 1-800-665-1517 from outside of the Lower Mainland.

Retrieve Claim Information

Once you have logged into the APR system, on the left-hand side bar, type in:

- Claim Number
- Form ID
- Registration Number
- **Click** on the **GO** Button

Cycle Time Capture Screen

In order for a Cycle time entry to be considered “complete” by ICBC, you must provide ICBC with the *Car In Date/Time* and *Car Out Date/Time* as well as *completion date/time information* for all estimates using the *Cycle Time screen as shown below*.

You may initiate a partial cycle time entry with the *Car In Date* on the day the vehicle has arrived at your facility with a fully authorized claim number.

The same transaction can be retrieved at a later date in order to enter the *Repair Completion Date/Time* and the *Car Out Date/Time* (when the repaired vehicle is picked up or delivered to the vehicle owner or customer).

Entering cycle times

Shops will be required to enter cycle times through the new APR System for all claims. Cycle time information informs ICBC on vehicle movement and timing ensuring alignment between the Commercial Repair facility and ICBC.

Cycle Time Field	Definition
Car in Date	The date that the vehicle has arrived at the repair facility with a fully authorized claim number.
Car in Time	The time that the vehicle has arrived at the repair facility (to the nearest hour) with a fully authorized claim number.
Repair Completion Date	The date that the vehicle repairs are completed, and the customer is contacted advising that the vehicle is ready for pick up or delivery.

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Repair Completion Time	The time that the vehicle repairs are completed, and the customer is contacted advising that the vehicle is ready for pick up or delivery (to the nearest hour).
Car Out Date	The date that the repaired vehicle is picked up or delivered to the customer.
Car Out Time	The time that the repaired vehicle is picked up or delivered to the customer (to the nearest hour).

The screenshot shows the 'Aries Payment Request' system interface. On the left, there is a sidebar with the following fields: 'Enter Claim Number and Check Digit' (value: 6), 'Form ID' (value: A), and 'Registration Number' (value: 01371048). Below these is a 'Click: Go to initiate request.' button. The main area displays claim details: Claim #: EA00866, Policy Number: 039ZJ4, Year: 2011, Make: TOYOTA, Model: SIENA, Body Style: 4DRSW, VIN: 5TDKK3DC6BS055917, Colour: GREY, and Owner Name: GREY. On the right, there is a 'Payment Request' section with the following fields: 'Car In Date' (31May2013), 'Car In Time' (10 AM), 'Repair Completion Date' (14Jun2013), 'Repair Completion Time' (04 PM), 'Car Out Date' (31May2013), and 'Car Out Time' (11 AM). A red box highlights the 'Replacement vehicle provided on or after ATS responsibility date' checkbox (checked) and the 'Total Days' input field (value: 0). Below this is a '* Note: For more information, see the Aries Payment Request System User Guide' and a 'Submit' button.

Cycle times

1. Car In Date/Car In Time
2. Repair Completion Date/Repair Completion Time:
3. Car Out Date/Car Out Time:
4. Replacement Vehicle Provided (Check if replacement vehicle provided) – **Do Not Use**
5. Replacement Vehicle Days (enter number of days for replacement vehicle)
Click on Submit – **Do Not Use**

IMPORTANT: Steps 4 & 5 as indicated in the above screenshot are not applicable for Commercial Collision Repair Program Participants and must not be selected or utilized.

Note: Each Date and Time entry can be submitted individually. Once the information is saved you can retrieve the claim for viewing purposes or add additional date fields.

Payment Request Capture Screen

If the rate validation passes, the estimate is submitted to ICBC for payment. In order for the estimate to be processed, you must first indicate that the estimate is ready for payment by selecting the Final Estimate Submission for Payment checkbox. Once selected, click Submit.

IMPORTANT: Required documents must be submitted to ICBC via Mitchell TruckMax when requesting payment, please refer to the [Commercial Collision Repair Program Guide](#) for specific requirements

System messages that may appear:

Message	Definition
Payment request submitted successfully	The final estimate submission was successfully delivered
Express estimate/enhanced supplement has not been approved	The estimate/form id combination has not been approved. If the estimate has 'Approved' status in Mitchell TruckMax, call the Material Damage Technical Service Centre to log the issue.
ARIES claim file in hold status, payment not allowed	The claim is on hold via the ARIES estimate hold process.

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<p>Payment request has already been submitted</p>	<p>The estimate has already been submitted for payment and no subsequent payment rejection has been performed by ICBC</p>
<p><i>Rate validation error message (i.e. invalid labour/material allowance rate(s) found)</i></p>	<p>The estimate was submitted using labour rates which are not valid for your shop's compensation level. Confirm that the rates entered in the estimate are consistent with your shop's compensation model under the current agreement (as of the car-in time). The web page will display any rate-related error messages and the estimate rates must be corrected in Mitchell Cloud Estimating (via a supplement) before attempting to submit again.</p>
<p><i>Unable to submit. Totals do not match between estimate and APR.</i></p>	<p>A difference in totals between the Mitchell Estimate and APR has been detected. Review the estimate for any compliance failures, confirm the correct estimating profile is being used, and supplement to correct as needed. If the issue persists, contact the Material Damage Technical Service Centre to log the issue.</p>