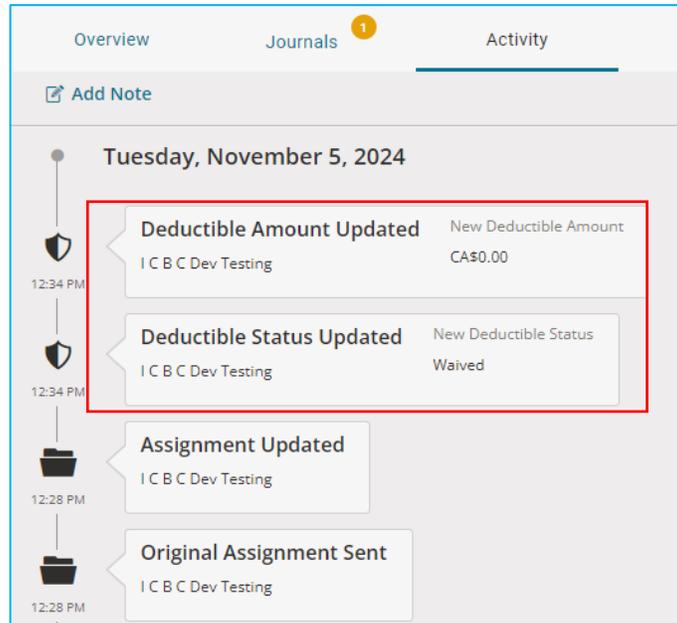


November 20, 2024

Mitchell Connect Deductible Updates Workaround

If there is more than a week between the time an estimate is downloaded, written, and submitted for approval, please complete the following steps before committing and sending your estimate to ICBC:

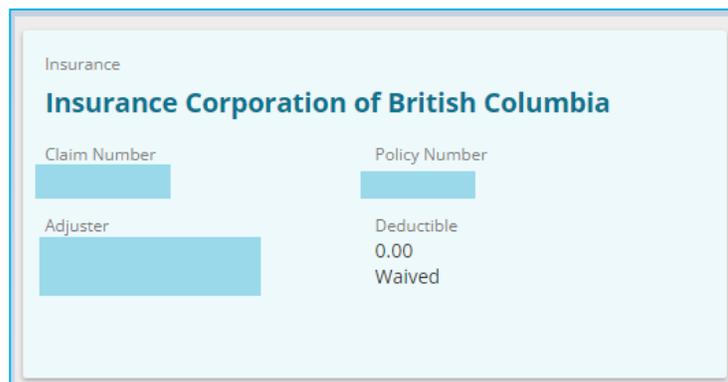
1. Check the claim's Activity Tab in Mitchell Connect for Deductible Amount updates.



2. Check your estimate's PDF to confirm if the deductible has been updated to reflect the Deductible Amount Update in the claim's activity tab. In this example, the deductible update is not reflected on the estimate PDF.

Adjustments	Amount	
Deductible	-\$300.00	-\$300.00
Total Customer Responsibility		-\$300.00
	Net Estimate Total	Can\$703.37

3. If the deductible has not been updated on your estimate PDF, select the Insurance Card in the Job Overview page.



- In the Insurance Card, delete the value in the Deductible Amount field and re-enter the updated deductible amount (and update the Deductible Status, if applicable). When finished, click “Done”.

Deductible and Adjustments

Deductible Status

Waived	Not Waived	Unknown	None
--------	------------	---------	------

Deductible Amount **Deductible Credit**

\$ <input style="width: 90%;" type="text" value="0.00"/>	\$ <input style="width: 90%;" type="text" value="0.00"/>
--	--

Amount Prepaid By Insurance

\$ <input style="width: 90%;" type="text" value="0.00"/>
--

NOTE: If the Insurance Card already reflects the latest Deductible Amount and Deductible Status from the Activity Tab, re-entering the amount is still required.

- Confirm your estimate PDF reflects the updated deductible amount.

Adjustments	Amount	
Deductible	Waived	Waived
Total Customer Responsibility		\$0.00
Net Estimate Total		Can\$1,003.37

Please note that if your estimate is in “Committed” status at the time a deductible is waived, a supplement would be required to update the deductible.