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September 9, 2021

Attn: Collision Repair Program participants

RE: Updated depreciation process

Dear Collision Repair Facilities:

Back in June we updated the Material Damage procedures [depreciation process](#) to allow repair facilities to focus on continuing with timely repairs to vehicles without the need to discuss betterment related items with the customer.

We are now asking participants to identify depreciable parts that fall below the threshold of \$100, by attaching an explanation line to the part in question. Please note, you are not required to use the "[Requires Review](#)" process when submitting an estimate if there is no depreciation being applied.

We have attached the steps that need to be followed to add an explanation line in Mitchell. We require the exact wording to be used so please follow the attached instructions.

If you have any questions about this process, please reach out to your Account Representative.

Thank you,

Troy Campbell
Manager, Material Damage Programs – Collision and Commercial



ICBC Explanation Line Update – September 2021

This document provides step by step instructions to assist ICBC Repair Facilities with updating their ICBC Explanation Lines in Mitchell Ultramate.

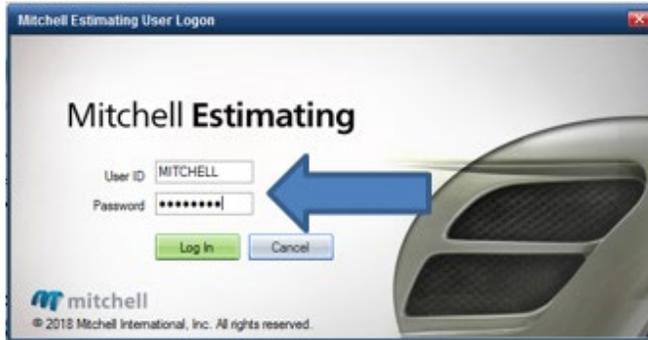
Explanation Line Update – in support of ICBC Depreciation policy update

Multi User – In a multiuser environment, only one user can access this dialog box at a time. A prompt will display if the dialog box is in use. This step will need to be completed on all workstations.

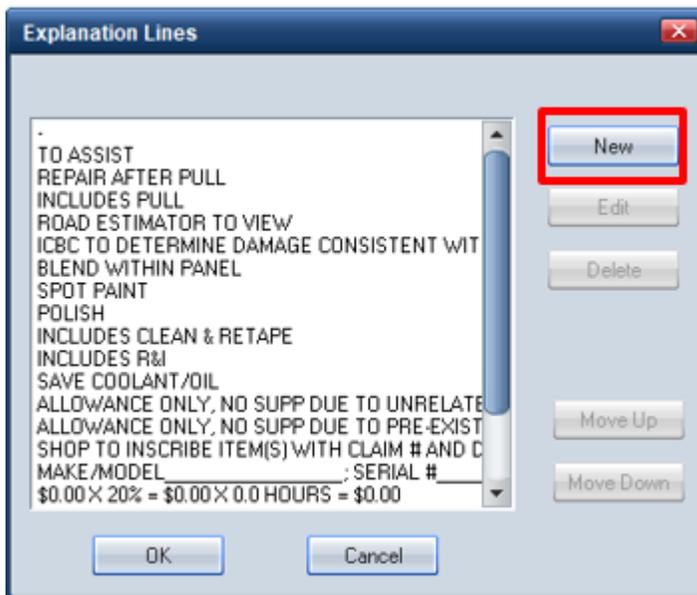
Single User – Complete these steps on all systems with a single user setup.

Update ICBC Explanation Lines:

1. Login to Mitchell Estimating with **User ID: MITCHELL, Password: MITCHELL**



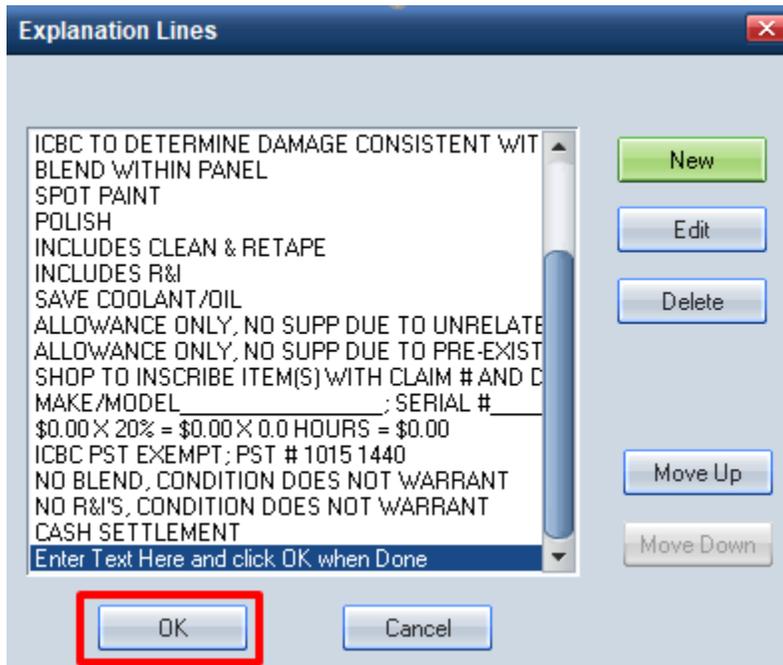
2. From the menu bar, select **System Info** and click **Explanation Lines**.
3. In the **Explanation Lines** window, click **New**.



4. Copy and paste the following text and Click **OK**: **DEPRECIATION BELOW THRESHOLD**
Please note it is important that you copy and paste the line exactly as written; do not alter or change the wording.



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5. Log out of Ultramate and log back in using your own User ID.
6. The Explanation Line has now been added.