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# **ARIES Payment Request System**

## **User Guide**

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## General Information

The ICBC **ARIES Payment Request system (APR)** enables ICBC Collision Repair Program Participants (*Participants*) to submit approved ARIES estimates with payment details and ATS entitlement, as well as key information to measure 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.

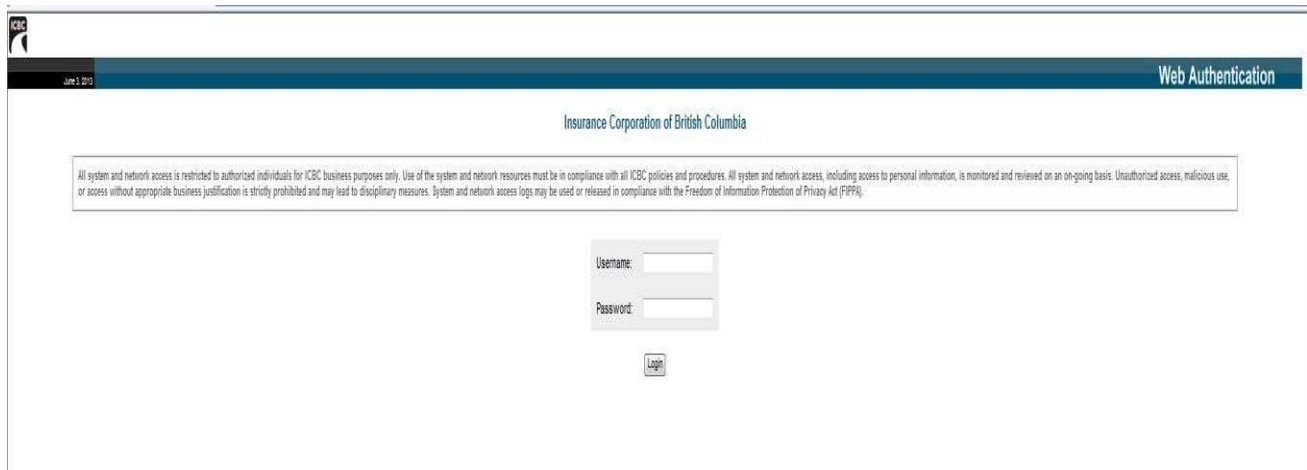
## Login to ARIES Payment Request system

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. A dark blue header bar contains the date 'June 1, 2013' on the left and 'Web Authentication' on the right. Below the header, the text 'Insurance Corporation of British Columbia' is centered. A small disclaimer box states: '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)'. Below this is the login form with 'Username:' and 'Password:' labels, each followed by a text input field. A 'Login' button is positioned below the password field.

**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 APR System for all claims. Cycle time information informs ICBC on vehicle movement and timing, ensuring alignment between the Collision Repair facility and ICBC.

Cycle Time Field	Definition
Car in Date (Key in date)	<p>The date the vehicle arrived at the repair facility for the purpose of repair with a fully authorized claim number.</p> <p><b>Note:</b> For non-drives with an agreed claim processing start date after the tow in date, the Car in Date is that agreed upon start date.</p>
Car in Time (Key in time)	The time that the vehicle arrived at the repair facility for the purpose of repair (to the nearest hour) with a fully authorized claim number.

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	<b>Note:</b> For non-drives with an agreed claim processing start date after the tow in date, the Car in Time is 8:30 AM on the agreed upon start date.
Repair Completion Date	The date that the vehicle repairs are completed, and the owner and/or customer is contacted advising that the vehicle is ready for pick up or delivery.
Repair Completion Time	The time that the vehicle repairs are completed, and the owner and/or customer is contacted advising that the vehicle is ready for pick up or delivery (to the nearest hour).
Car Out Date (Key out date)	The date that the repaired vehicle is picked up or delivered to the vehicle owner and/or customer.
Car Out Time (Key out time)	The time that the repaired vehicle is picked up or delivered to the vehicle owner and/or customer (to the nearest hour).

The screenshot shows the 'Aries Payment Request' system interface. On the left is a sidebar with fields for 'Enter Claim Number and Check Digit', 'Form ID', 'Registration Number', and a 'Click "Go" to initiate request.' button. The main area has a header 'March 28, 2025' and a title 'Aries Payment Request'. Below the title are two tabs: 'Cycle Time' and 'Payment Request'. The 'Payment Request' tab is active, showing a form with the following fields and callouts:

- 1**: Car In Date (28Mar2025)
- 2**: Car In Time (06 AM)
- 3**: Repair Completion Date (28Mar2025)
- 4**: Repair Completion Time (07 AM)
- 5**: Car Out Date (28Mar2025)
- 6**: Car Out Time (09 AM)
- 7**: Submit button

Below the date and time fields, there are two checkboxes:

- ☐ \* Replacement vehicle provided on or after ATS responsibility date
- ☐ ATS Allowance - No Replacement Vehicle

Below the checkboxes, there are several calculation fields:

- Total Days: 0 x \$1.50/day
- PVRT Amount: \$0.00
- GST Total: \$0.00
- ICBC Portion GST: \$0.00
- Insured Portion GST: \$0.00
- Total Amount Owed: \$0.00

A note at the bottom right states: '\* Note: For more information, see the Aries Payment Request System User Guide'.

### 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)
5. Replacement Vehicle Total Days (enter number of days replacement vehicle provided)
6. ATS Allowance – No Replacement Vehicle (Check if no replacement vehicle provided)
7. Click on Submit

**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

The screenshot shows the 'Aries Payment Request' interface. At the top, there's a header with 'ICBC LICENSING ROAD SAFETY AUTOPLAN INSURANCE' and 'Aries Payment Request'. A 'Submit Request' button is in the top right. Below the header, a message states 'Your Cycle Time information has been saved.' The form is divided into two main sections: 'Enter Claim Number and Check Digit' and 'Payment Request'.

**Enter Claim Number and Check Digit:**

- Form ID: [ ]
- Registration Number: [ ]
- Click 'Go' to initiate request. [GO]

**Payment Request:**

Claim #: EA01823  
 Policy Number: 780LJK  
 Year: 2009  
 Make: TOYOTA  
 Model: RAV4  
 Body Style: 4DRSW  
 VIN: 2T3BK31V79W002934  
 Colour: GREY  
 Owner Name: BIA, ISMAEL

Cycle Time	Payment Request
Paint Charges:	\$355.25
RE & RE Charges:	\$134.78
PrePriced Parts:	\$0.00
Sublet:	\$0.00
PST:	\$50.03
PVRT:	\$0.00
Less Ins Portion:	\$0.00
Net Estimate Total:	\$800.43
Repair Charges:	\$224.64
OEM Parts:	\$0.00
Used Parts:	\$0.00
ATS Allowance:	\$0.00
GST:	\$35.73
Repair Deductible:	\$0.00
Depreciation:	\$0.00
Less Ins Portion GST:	\$0.00
Total Cost:	\$800.43

☒ Final Estimate Submission for Payment

[Submit]

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 on Submit.

**IMPORTANT:** Required documents must be submitted to ICBC via Mitchell Connect when requesting payment. Refer to the 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.
ARIES claim file in hold status, payment not allowed	The claim is on hold via the ARIES estimate hold process.
Payment request has already been submitted	The estimate has already been submitted for payment and no subsequent payment rejection has been performed by ICBC.

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Rate validation error message ( <i>i.e. invalid labour/material allowance rate(s) found</i> )	The estimate was submitted using labour rates which are not valid for your facility's compensation level. Confirm that the rates entered in the estimate are consistent with your facility'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.
Unable to submit. Totals do not match between estimate and APR.	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.
Payment Request cannot contain both PVRT and ATS Allowance charges. PVRT only applicable when vehicle provided by repair facility.	PVRT is only applicable when an ATS vehicle has been provided. <ul style="list-style-type: none"> <li>• If no ATS vehicle was provided, clear the Total Days field to remove PVRT and click on the checkbox ATS Allowance – No Replacement Vehicle.</li> <li>• If an ATS vehicle was provided, click on the checkbox ATS replacement vehicle provided on or after ATS responsibility date, and enter the applicable Total Days.</li> </ul>
Payment Request cannot contain ATS hourly rate and ATS Allowance charges	Only one form of ATS compensation can be applied per claim. Select the appropriate ATS compensation based on the type of service provided to the customer.