



## Purpose

Updates have been made in the Glass Web Express (GWE) application to align with the improvements and increased efficiencies of the new Glass Repair Program.



## What qualification rules have been updated?

Glass qualification rules have been updated which help validate the claim when being created in GWE. A few of these rules have been failing and causing an increase in phone calls to PGO. These updates look to eliminate those inefficiencies.

- There must not be a mid-term change flag present on the Selected policy if the mid-term change was within 31 days prior to the Date of Loss. (The system will now send the midterm change flag to ClaimCenter, along with the date of the mid-term change, which will allow the qualification rules to accurately identify if the change was within 31 days prior to the Date of Loss.)
- The Selected policy must be more than 30 days old as of the Date of Loss. As long as there are no gaps in coverage, the system will now recognize continuous coverage.
- The claim is potentially a Failed Windshield Repair has been updated to recognize newly implemented windshield sections to identify windshield damage.
- Note: Qualification rules 1 and 2 should reduce calls to PGO by more than 12,000 per year.



## What’s changed within the GWE application?

The following changes made within the GWE application will streamline claim creation by glass repair facilities:

1. Hard stop rule will trigger when a vehicle is 15 years old or greater and the glass estimate total is greater than \$1,500. The repair facility must then call PGO for approval before proceeding. Previously the business rule only looked at if the estimate total was \$1,500 or greater. This change will reduce the number of times a repair facility will need to call for approval.



## ICBC Material Damage Glass Web Express – What’s Changed?

2. The *Windshield Damaged Section(s)* has now been updated to include nine sections, which has increased from our original four sections. The nine sections are:
- Driver – Top, Middle, Bottom
  - Center – Top, Middle Bottom
  - Passenger – Top, Middle, Bottom

Start New Claim  
Retrieve Claim  
Estimate Search

Plate Number: GR862B  
Registration Number: 12986308  
Date of Loss: 15MAY2019 (DDMMYYYY)  
Cause of Damage: Flying Object  
Windshield Only Claim?  Yes  No

Windshield Damaged Section(s):

Driver-Top	Center-Top	Passenger-Top
Driver-Middle	Center-Middle <input checked="" type="checkbox"/>	Passenger-Middle
Driver-Bottom	Center-Bottom	Passenger-Bottom

GST Registrant:  Yes  No GST %: 0.0

Create Claim Clear

Change Password  
Help  
Quit  
Version 6.0.0 - TST3

3. In the *Start Estimate* window there is a new field to capture customer email addresses to support customer satisfaction surveys. ICBC will not use the email for other notifications.

Start Estimate

Name: CHEN, MAY  
Primary Phone: 604-661-6234 Alternate Phone: - - -  
Email Address: jemail@gmail.com

Claim: GSE69733 Date of Loss: 10May2019 Plate: MS3717 Windshield Repairable?  Yes  No

Registration Number: 12825670 VIN: 1FTFW1EG1JFE51862 Colour: Blue  
Year: 2018 Make: FORD Model: F150 F SERIES F150

Estimate Date: 02Feb2020 Cause of Damage: Flying Object Glass Damaged: Windshield

PST Exempt:  Yes  No GST Registrant:  Yes  No GST %: 0.0  
Odometer: 12345

Next Cancel

Change Password  
Help  
Quit  
Version 6.0.0 - TST3

4. There are three new fields that have been added to the *Replace – Estimate Details* screen that are tied to ADAS Calibration. These new fields are:
- *Calibration Completed by?* which will display:
    - *Repair Facility*
    - *Sublet* (When this is selected the repair facility will be prompted to call PGO for an authorization before proceeding.)
  - The *Type of ADAS Calibration*, which will include the following options:
    - *Static ADAS Calibration*
    - *Dynamic ADAS Calibration*
    - *Universal ADAS Calibration*
  - Price



# ICBC Material Damage Glass Web Express – What’s Changed?

**Replace - Estimate Details**

Insured: GANZEVELD, TIMOTHY Claim: GSE6972-2 Plate: 301TPE

Registration Number: 10567603 VIN: 5NPECA4C8DH509730 Colour: Black  
Year: 2013 Make: HYUNDAI Model: SONAT Submodel:

Estimate Date: 02Feb2020 Cause of Damage: Flying Object Glass Damaged: Windshield

**Calibration Completed By:** [Field]  
**Repair Facility:** [Field]  
**Type of ADAS Calibration:** Dynamic ADAS Calibration Price: \$ 275.00

**Replace - Estimate Summary**

Name: GANZEVELD, TIMOTHY Primary Phone: 604-661-6234 Email: EMAIL@GMAIL.COM

Claim: GSE6972-2 Date of Loss: 04Mar2019 Plate: 301TPE Cause of Damage: Flying Object

Registration Number: 10567603 VIN: 5NPECA4C8DH509730 Colour: Black Body Style: 45  
Year: 2013 Make: HYUNDAI Model: SONAT Submodel:

Estimate Date: 02Feb2020 Glass Damaged: Windshield Kind of Glass: New Estimate Status: Initial

Part Number	Description	Price	Labour Hrs
Glass FW03239GBNN	NAGS GRN TNT/BLU SHD W/3RD VISOR	\$508.50	3.4
Materials	URETHANE	\$48.00	
Moulding MOULDINGALW	MOULDING ALLOWANCE	\$45.26	Inc
ADAS	Dynamic ADAS Calibration	\$275.00	

**Total ADAS: \$275.00**

**Total Parts: \$601.76**

**Total Labour: \$183.70**

**Net Cost: \$1,060.46**

**PST: \$74.23**

**GST: \$53.02**

**Total Cost: \$1,187.71**

**Deductible: \$200.00**

**Insured's Portion GST: \$0.00**

**Net Payment: \$987.71**

5. The Comments field character count has been increased from 40 to 100 characters to allow for more information to be entered to support exception/miscellaneous items.

6. The *Confirm Invoice* screen includes a new mandatory field for *Technician ID*. This field should include the ITA Red Seal number of the technician or apprentice who completed the work for the windshield replacement.

**Confirm Invoice**

Name: CHEN, MAY Primary Phone: 604-661-6234 Email: EMAIL@GMAIL.COM

Claim: GSE6973-3 Date of Loss: 10May2019 Plate: MS3717 Cause of Damage: Flying Object

Registration Number: 12825670 VIN: 1FTFW1EG1JFE51862 Colour: Blue Body Style: BB  
Year: 2018 Make: FORD Model: F150 Submodel:

Estimate Date: 02Feb2020 Glass Damaged: Windshield

Date Work Completed: 02Feb2020 (DDMMYYYY)

Account Number: A107144 Reference Number: TEST555

Deductible Payment Method: Credit Card Technician ID: TECH67

Total Cost: \$931.89  
Deductible: \$200.00  
Insured's Portion GST: \$0.00  
Net Payment: \$731.89

Submit Invoice Cancel

Information keyed into the Reference Number field will now pass to the repair facility’s “Vendor Statement” to assist with reconciliation of their billings. The Reference Number will also pass to ClaimCenter and populate the *Invoice #* field in the *Financial* summary screen.