



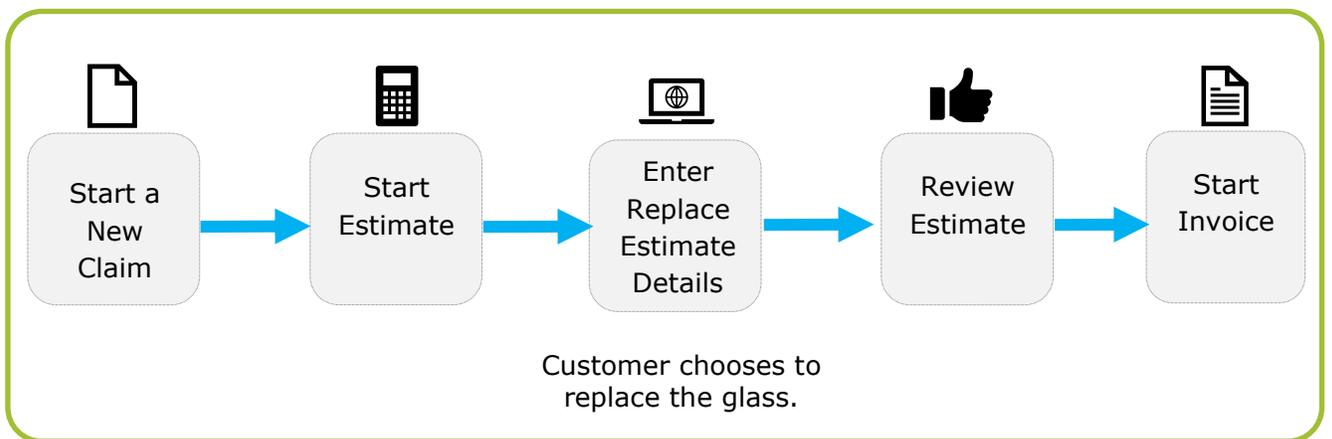
Purpose

This job aid will show you how to process a claim that is eligible for Glass Replacement in Glass Web Express (GWE).



Process Overview

The steps for processing a claim deemed eligible for glass replacement in GWE are outlined below.





Start a New Claim and Estimate

All new glass replacement claims start on the *Start New Claim* screen in GWE.

Facility: F106960 - TYEE CHEVROLET BUICK GMC LTD

Start New Claim

Retrieve Claim

Estimate Search

Tips

All fields are mandatory to create New Claim. If GST is Yes, percentage value must be between 1 and 100 (inclusive)

Click on Continue to confirm information.

Start New Claim

Plate Number:

Registration Number:

Date of Loss: (DDMMYYYY)

Cause Of Damage:

Windshield Only Claim? Yes No

Windshield Damaged Section(s):

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

GST Registrant: Yes No GST %:

1. Enter the plate number and registration number associated to the claim.
2. Enter the date of loss. You can also select the appropriate date of loss by using the *Calendar* icon.
3. From the *Cause Of Damage* drop down menu, select the appropriate cause for this claim.
4. In the *Windshield Only Claim?* field, select the appropriate radio button.
5. In the *Windshield Damaged Section(s)*, select the appropriate check boxes to indicate the damaged areas.
6. Enter the appropriate GST information.
7. Click the **Create Claim** button.



Glass Web Express Job Aid Process a Claim Eligible for Glass Replacement

After confirming the policy info, reviewing, and accepting the terms and conditions, start an estimate for the claim.

Facility: F106960 - TYEE CHEVROLET BUICK GMC LTD

Start Estimate

Name: GOYER, RAQUEL

Primary Phone: [] - [] - [] Alternate Phone: [] - [] - []

Email Address: []

Claim: GSE7340-6 Date of Loss: 06Jan2020 Plate: CT385C Windshield Repairable? Yes No

Registration Number: 11760416 VIN: KMH DU45D79U652351 Colour: Grey

Year: 2009 Make: HYUNDAI Model: ELANTRA/GT/TOURING

Estimate Date: 06Mar2020 Cause of Damage: Flying Object Glass Damaged: Windshield

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

Odometer: []

Next Cancel

Tips

Record Claim Number for future reference.

Mandatory Fields are:
- Glass Damage
- PST & GST
If GST is Yes, percentage value must be between 1 and 100 (inclusive)
- Odometer

Click on Next to complete estimate details.

8. Enter the primary phone number for the customer.
9. Enter the email address for the customer; customers' emails are collected for the purpose of surveying.
10. Select the "No" radio button to indicate the windshield is not repairable and the customer is requesting a windshield replacement.
11. In the *PST Exempt* field, select the appropriate radio button based on your customer's situation.
12. Enter the odometer reading.
13. Click the **Next** button.



Warning: The *Glass Damaged* field defaults to *Windshield* based on the input on the *Start New Claim* screen. An error message will display if this field has been manually changed and no longer matches the *Start New Claim* screen.



Enter Replace - Estimate Details

When the glass is being replaced, enter the estimate details for the glass replacement.

Facility: F106960 - TYEE CHEVROLET BUICK GMC LTD

[Start New Claim](#)
[Retrieve Claim](#)
[Estimate Search](#)

Replace - Estimate Details

Insured: GOYER, RAQUEL Claim: GSE7340-6 Plate: CT385C

Registration Number: 11760416 VIN: KMHDU45D79U652351 Colour: Grey

Year: 2009 Make: HYUNDAI Model: ELNTR Submodel:

Estimate Date: 06Mar2020 Cause of Damage: Flying Object Glass Damaged: Windshield

Tips

Body Style must be selected first to retrieve Glass parts and materials.

Click on Save to display Estimate Summary. Click on Cancel to return to Start/Modify Estimate screen.

See Help for additional information.

Body Style

4 DOOR SEDAN 1

Glass Part

FW02710GBNN NAGS GRN TNI/BLU SHD \$505.50 2

Alt. Supplier

▼ 3

Glass Type

New Recycled Recycled price: \$ Search #:

Materials

▼ 4

Moulding/Clip

▼ 5

R & I Parts

Exterior Antenna Exterior Sun Visor Propane Decal
 Rain Sensor Gel Pad Remote Starter Antenna 6

Calibration Completed By?

▼ 7

Exception	Part Number	Description	Price	Labour Hrs	OEM
▼ 8			\$		▼
▼			\$		▼

Miscellaneous

9 Price: \$

Comments

10

11

1. From the *Body Style* drop down menu, select the applicable body style of the vehicle.
2. From the *Glass Part* drop down menu, select the applicable option.

Note: GWE will identify the part and price for windshields, tempered side, or rear glass, and both Original Equipment Manufacturer (OEM) and National Auto Glass Specifications (NAGS) prices (at current discount).

3. For windshield replacements, the *Glass Type* field will default to "New". If utilizing recycled glass, please identify the glass type as "Recycled" and enter the applicable recycled glass price.

Note: If recycled glass is researched and used, the *Recycled price* and *Search #* fields must be completed.

4. From the *Materials* drop down menu, select the applicable option for a windshield replacement.
5. From the *Moulding/Clip* drop down menu, select the applicable option for the glass replacement.
6. In the *R & I Parts* section, select the relevant check boxes to indicate any applicable parts that required removal and reinstallation for the claim.
7. From the *Calibration Completed By?* drop down menu, select the relevant option to indicate if the calibration should be completed by the repair facility or a sublet for windshield replacements.



Note: Vehicles equipped with Advanced Driver Assistance Systems (ADAS) may require that the participant calibrate the forward-facing camera after a windshield is replaced. If this field is completed, additional fields will populate.



Note: Glass facilities that sublet the completion of the windshield calibration are required to receive prior authorization from ICBC. If "Sublet" is selected from the *Calibration Completed By?* drop down menu, a message will display prompting you to contact PGO.



Note: Estimates with values more than \$1,500 and vehicles older than 15 years require Provincial Glass Operations (PGO) authorization prior to concluding the estimate. A message will be displayed to prompt you to contact PGO.

8. If required, enter the details of any parts not listed in GWE as exception items. For example, a glass part, moulding clips, or other.



Note: Tier 2 and Assessment Tier facilities – When an estimate has exception items added upload required documentation into VDIA.

9. Enter any other part or operation in the *Miscellaneous* field.



Note: When an estimate has an exception or miscellaneous item added the Estimate Status may display as "Review" and a message may appear to upload the required documentation into VDIA for PGO to review.



Note: In the *Comments* text box, a note must be added if an exception or miscellaneous items are identified. This text box has a 100-character limit.

10. Enter any comments in the *Comments* field.

11. Click the **Save** button.