Quote Request Workflow for ICBC Preferred Recyclers

This document is intended for ICBC Preferred Recyclers.

The "Request for Quote" (RFQ) feature helps ICBC shops request additional quotes for parts through the iPro workflow. This will be used in situations where there are no results for a part in the iPro search, or where the results are not priced. This feature gives you the ability to quote unpriced parts, increasing sales.

Note: **You must continue to inventory all parts and keep prices up-to-date.** Shops will continue to see and select inventoried/priced parts first. We're providing this Request for Quote (RFQ) feature only to account for those times that they are unable to find a cost-effective part in a normal workflow.

ICBC Pricing Requirements

Auto recyclers are required to include pricing on a minimum of 60% of 'A' grade auto parts inventory that are listed in the Car-Part system. This requirement only applies to the top 20 requested auto parts categories, in the BC market, through the Car-Part system.

If you do not meet this requirement, your inventory will be removed from the main search results for ICBC repair facilities using the integrated Mitchell - Car-Part Pro workflow. Non-preferred auto recyclers will still be able to respond to Request for Quote (RFQ) searches, however, their inventory will no longer be displayed in the results for ICBC claims in the Car-Part system.

Quoting a Part

Before reviewing the workflow, it's important to note 2 things:

- You must be logged into iCPM (Car-Part Messaging) in order to receive requests.

- You must be in the **icbc-quotes** sales room in order to receive requests. The sales room tab does not have to be open, but the sales room icon in your Roster must be green. (If it isn't, just double-click on the name of the sales room.)
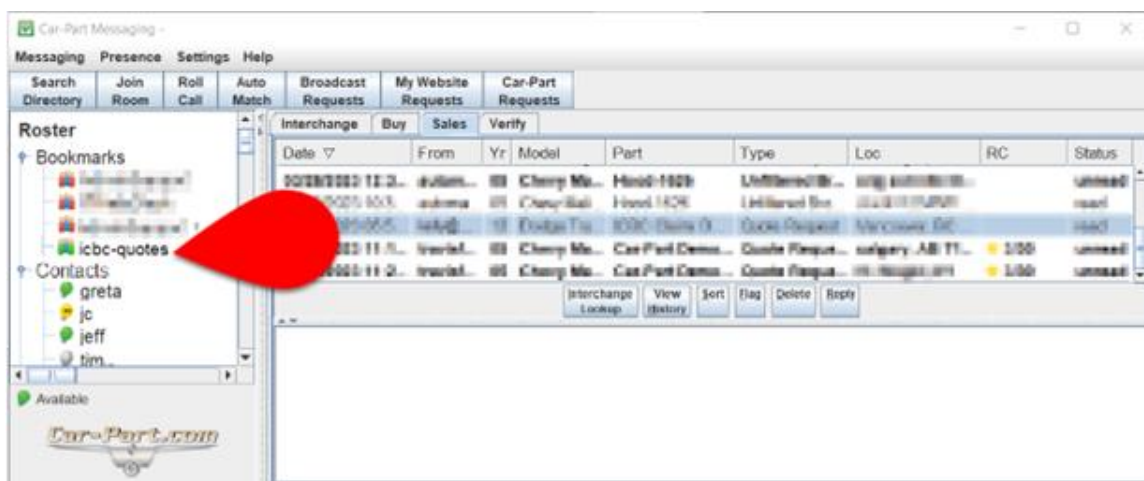
The steps below explain how a request is received, and the process of providing a quote for a part.

1. When a shop submits a request, you will be notified via iCPM.

- A pop-up will appear when a quote is received.[*] Click this pop-up to open the request.
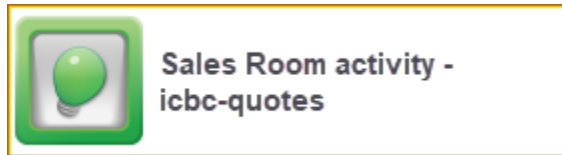
- The request also appears in your **Sales** tab. It will have a **Type** of "**Quote Request**" and a **Part** of "**ICBC Claim:…**" Click the request in the list (top pane) to open the request (bottom pane).

---

[*] If you do not see this pop-up, then your settings need to be adjusted. In iCPM, go to *Settings>Notification Settings*. Under **Notification** select **Sales Room Activity**. Check **Show Toaster Pop-up**. Click **OK**.

© Car-Part.com. Car-Part.com Confidential Information.
CPM-C-QRNISBC-C SS20231026 5/8/24

iPro RFQ Workflow for ICBC Preferred Recyclers
Page 2

2. The request displays the vehicle that the shop is requesting quotes for. Click the link that begins with **ICBC Claim:**

3. Your browser opens, with details of this claim. This page is where you can review the claim and decide which parts to quote.

- **Estimate Part** displays the parts on the estimate

    - If there is a shopping cart icon on a part line, that means that the shop already has already found one of *your* parts and added it to their cart.

- **Est Price** displays the part price on the original estimate. (This is the price for the **Est. Type** part/the OEM price for the part on the estimate.)

- **OEM #** displays the OEM number on the original estimate.

- **Interchange #** displays the interchange selection that the buyer made during their iPro search. (For Car-Part Interchange Plus parts, **CPI+** will be displayed.)

- **Insurance Requirements** list ICBC's requirements for this part, such as part type or delivery time.

4. To quote a part, click the **Quote** button on the part line.

Estimate Part		Est. Type	Est. Price	OEM #	Interchange #	Insurance Requirements		Quoted Price
Wheel [Alloy Wheel]	🛒	OEM	$988.03	23243988	5694	6 day delivery	Quote	
Door Front [L Frt Door Shell]	🛒	OEM	$1,085.60	23360172	5786C L	6 day delivery	Quote	
Interior Trim Panel, Door (Front) [L Frt Door Trim Panel Assy]		OEM	$427.26	ORDER FROM DEALER	CPI+	6 day delivery	Quote	
Latch, Front Door [L Frt Door Latch]		OEM	$237.81	ORDER FROM DEALER	CPI+	6 day delivery	Quote	
Glass, Front Door [L Frt Door Moveable Glass]	🛒	AFT	$378.30	DD12447GTN	non interchange	6 day delivery	Quote	
Window Regulator (Front) [L Frt Door Power Glass Regulator]	🛒	OEM	$221.67	84864994	non interchange	6 day delivery	Quote	
Rear Door (side of vehicle) [L Rear Door Shell]		OEM	$1,295.31	23360174	3179A L	6 day delivery	Quote	
Mirror, Door [L Frt Door Rear View Mirror]		OEM	$456.51	84979809	4720L	6 day delivery	Quote	

5. A quote form opens. Enter part information for the quoted part details.

Notes about the price fields:

- You can enter a price into either the **Part Cost Price** field *or* the **Part Est. Price** field; when you enter a price in either field, the other field will auto-calculate.

- **Delivery Charge** field should include any charges for delivery, freight, shipping, packaging, etc. This field will *not* have any discounts or markups applied.

- After entering the part and delivery prices, the **Total Estimate Price** field will auto-calculate. This price should be the total price of the part, delivered to the shop.

6. When you are finished, click **OK**.

7. You are returned to the claim. The **Quoted Price** column is updated with the quoted price. Repeat steps 4-6 for any other parts you would like to quote on this claim.

8. When you're finished providing quotes, click **Submit Quote**.

   Note: The quote cannot be edited after it is submitted.

INTEGRATED CarPartPro.com

Claim DEMO102623 • VIN 1GTP6EE12J1****** • 2018 GMC Canyon

CP Demo Account
Vancouver, BC V5K0A1 • 555-555-5555

Estimate Part		Est. Type	Est. Price	OEM #	Interchange #	Insurance Requirements		Quoted Price
Wheel [Alloy Wheel]	🛒	OEM	$988.03	23243988	5694	6 day delivery	Quote	
Door Front [L Frt Door Shell]	🛒	OEM	$1,085.60	23360172	5786C L	6 day delivery	Quote	
Interior Trim Panel, Door (Front) [L Frt Door Trim Panel Assy]		OEM	$427.26	ORDER FROM DEALER	CPI+	6 day delivery	Update	$240.00
Latch, Front Door [L Frt Door Latch]		OEM	$237.81	ORDER FROM DEALER	CPI+	6 day delivery	Quote	
Glass, Front Door [L Frt Door Moveable Glass]	🛒	AFT	$378.30	DD12447GTN	non interchange	6 day delivery	Quote	
Window Regulator (Front) [L Frt Door Power Glass Regulator]	🛒	OEM	$221.67	84864994	non interchange	6 day delivery	Quote	
Rear Door (side of vehicle) [L Rear Door Shell]		OEM	$1,295.31	23360174	3179A L	6 day delivery	Quote	
Mirror, Door [L Frt Door Rear View Mirror]		OEM	$456.51	84979809	4720L	6 day delivery	Update	$120.00

Submit Quote   Cancel

9. Return to iCPM. On the claim you just quoted a part on, click **Reply**.

10. Send a message to the buyer informing them that you have submitted a quote for your review. Some of the information (including a link to the quote) will be pre-filled for you.

The buyer will review the provided quotes and continue their iPro workflow as normal.

Getting Help

Car-Part.com takes customer service seriously. We have a variety of support options available to help you if you have questions about our products or if you need help for any reason. Your questions are very important to us and we want your experience to be a positive one. Please contact us with any questions or concerns using any of the following methods.

Phone Support

If you have a question not covered in this guide, Car-Part.com offers phone support. Please call 859-344-1925 with your questions.

Online Support using Car-Part Messaging (iCPM)

Support technicians are available online using Car-Part Messaging (iCPM) support rooms. These technicians are available LIVE to help answer any questions you may have.

The support rooms are staffed Monday–Friday, 8:00AM–6:00 PM Eastern Time.

To enter an iCPM support room:
1. Double-click the **iCPM** icon on your desktop.

2. **Car-Part Messaging** opens.
3. Double-click the name of the **Support Room** from your bookmark list.
4. Type **HELP** and a brief explanation of your issue. A Car-Part.com support technician will answer and help with your issue.