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| **From:** | communication@csninc.ca | |
| **Date:** | Fri, Dec 18, 2015 at 10:07 AM | |
| **Subject:** | Aviva Ontario Pass-Through Program | |
| **Message:** | | |
| Good Morning Ontario Aviva Premier Network Vendor Partners,  Please find below important information and required steps for the rollout of an Aviva Pass-Through Pilot Program as well as a revision of the existing Aviva Guidelines.  Aviva is continuously looking at improving the overall DRP processes in an effort to realize efficiency gains while providing a much better claim experience for all Stakeholders. This program is currently only being rolled out with a selected group of Ontario CSN Stores.    Please find attached the documents necessary for a successful implementation:  • An Audatex on-line training doc - how to set up an On-line Training Account if the shop does not already have one. The account is necessary to access the Estimate Check and Pass-Through webinar  • An Aviva Pass-Through Audatex Estimate Check Guidelines pdf sheet  • A Pass Through communication template (Aviva Pass-Through Communication Template) is to be used in the comments section of Audatex when returning (uploading) the estimates back to Aviva  • The summary version of the Aviva SOP     IMPORTANT: The following link is for the Aviva Estimate Check training webinar <https://www.training.audatex.us/otc4-webinar.asp?ID=544>  If the link does not work, simply cut and paste it into your browser. The user must have a valid authenticated Audatex On-line Training Center account.  Please see the attached document (Aviva Pass-Through Audatex Account Setup & Login Reference Guide) on how to set up an On-line Training Center account. If a user has an issue accessing or setting up their Audatex On-line Training Center account they should call Audatex Support @ [1-866-420-2048](tel:1-866-420-2048) and they will be happy to assist.    Please note, the webinar typically takes about 5 minutes to complete with a short quiz following for which the pass mark is 80**%. Once the shop achieves a "pass", a certificate will be issued which is the prompt to activate the shop for the Pass-Through process. Upon receiving the certificate, please forward a copy of the certificate to Jay Hayward (**[**jayh@csninc.ca**](mailto:jayh@csninc.ca)**) so Aviva can be notified that you are ready for the Pass-Through program.**   **The pilot implementation date is targeted for Monday, January 4th, 2016. Please have this completed before the Target Date.** **If you have any questions please contact:**  **Aviva procedures**  **Your local Operations Specialist or**  **Martin Da Silva -**[**647-472-8341**](tel:647-472-8341)  **Mike Firman -**[**416-577-8400**](tel:416-577-8400)  **Audatex Training or Webinar Issues**  **Audatex Support -**[**1-866-420-2048**](tel:1-866-420-2048) | | |
| **Attachment included?** | | NO |