

Best Practices for Glass Claims

The following job aid is a high level overview to ensure that glass claims are handled efficiently, to reduce impacts to the customer, and prevent delays. Shops should follow the detailed procedures located within each applicable glass standard.

Initial Contact with the Customer

- **Confirm Damage:** Before opening a claim in Mitchell Cloud Glass (MCG), inspect the vehicle or have the customer over the phone confirm it's glass-only (not physical damage).
- **Validate Peril:** Discuss the damage to confirm cause and description of damage.
- **Repair Eligibility:** Inform customer that eligible windshield chips will be repaired, not replaced. Shops can share the MPI Glass claims page with the customer.
- **Policy Check:** Open the claim in MCG to verify active policy—don't rely on registration.
- **Photo Requirements:** Upload required photos for all glass repairs/replacements (windshield, side glass, back glass, roof glass).
- **Windshield Replacement:** Take damage photos for MPI review; customer can also provide if unable to attend.
- **Part Explanation:** Explain operations and part types to customer before ordering parts.
- **SRE Policy:** If customer has Special Risk Extension (SRE), email GAU early to confirm coverage.
 - Use subject line: "SRE policy on claim" and include claim number (email: gau@mpi.mb.ca).

Vehicle Drop-off

- Ensure all parts are available prior to booking the customer's repair appointment.
 - For situations with a complete breakage requiring a partial repair, please refer to the [Temporary Repair Policy](#) on MPI Partners.
- Discuss the repair process with the customer, including repair and replacement risks, sublet repairs, and any unrelated damage that will not be included.
- Confirm the customer is aware of all the costs they will be responsible for, such as the deductible, taxes, and betterment (if applicable) prior to starting the repair.
- Determine if Advanced Driver Assistance Systems (ADAS) Calibration is required and if the vehicle needs to be sent to another shop (handle pre-booking and arranging).
- Explain to the customer that they need to drive their vehicle to a sublet repair facility to complete the ADAS Calibration, to provide transparency in the event that they don't want their vehicle driven a long distance.
- Ensure the customer is aware of any potential repair delays that may occur due to hidden damages or part delays.

In Progress Repairs

- Provide an update to the customer if there are complications that occur during the repair, such as hidden damages or part delays.

Vehicle Pick-up

- Before a customer picks up their vehicle, contact the customer to discuss the glass invoice regarding the completed repairs and any outstanding costs under their responsibility.
- When the customer attends the shop, review the completed repair work and the invoice with them before submitting it to MPI.
- Ensure the customer signs the glass authorization form after reviewing the repairs.
 - Shops should not invoice MPI without the signed authorization from the customer, as stated on the form.

Billing MPI

- Ensure all [required photos](#), invoices, and the signed glass authorization form is uploaded to MCG or submitted with a manual glass payment submission.
- Prior to payment submission, review your billing to ensure it is complete and items aren't missing.

Post-Payment Invoice Updates

- In the case of a short payment or additional repairs required, follow the steps below:
 1. Email the Claims Audit Unit (CAU) at gau@mpi.mb.ca.
 2. Upload any supporting documents required for the glass replacement to MCG (for example, supplier invoices, calibration photos, or sublet invoice), or if it is a manual glass claim, attach all supporting documents to the email.
 3. In the subject line, indicate one of the following:
 - “Request for Short Payment – Claim [enter the claim number]”
 - “Request for Additional Repairs – Claim [enter the claim number]”
 4. Send the email to CAU.
 - The request for short payment will be processed within 30 days from the time MPI receives your email.
 - The request for additional repairs will be reviewed. The Glass Audit Unit responds to emails in the order they are received and strives to reply within two business days.