



## Glass Consultation Committee Minutes

January 30, 2023

2:00 p.m. to 4:00 p.m. – In-Person Meeting

### Committee Attendance

- Vern Sisson, Industry
- Tana Carpenter, Industry
- Trevor Kindrat, Industry
- Renée Sicotte, ATA
- Lynsey Wilson, MMDA
- Robert Ferreira, MPI
- Gord Froese, MPI
- Sandra Lawless, MPI
- Waldemar Koos, MPI

### Regrets:

- Denis Cloutier, ATA
- Steve Lupky, MPI

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*Updates to action items from previous meeting's agenda (November 30, 2022):*

### System Enhancements

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- Progress updates and details were shared with the committee on upcoming improvements that will assist in streamlining process and reducing admin efforts. Some of the enhancement requests have been placed on a backlog while others are in progress and will be available in an upcoming release. Once available MPI will communicate with the Glass Industry. The question came up if the new form would allow for e-signatures, but MPI indicated this isn't available at this time. MPI will continue to find ways to automate process and in the future hopes would be to move towards e-signatures to avoiding having to print paperwork.
- Tana had asked how long shops need to keep a paper copy of a glass authorization. Would it be 3 years?
  - MPI indicated that a shop can save an electronic copy and uploaded to MCG.
- A downtime glass authorization form is being created that will be available on the Partners site. It could be used if MCG is down or if repair facilities may not be able to complete the administrative work before the customer comes to pick up the repaired vehicle. This will enable the customer to sign off on a document showing if the vehicle had a repair or replacement of glass.



## *New Items to Discuss*

### **1. ADAS Calibration Industry Collaborative research:**

- Open discussion regarding current standard and industry trends.
- ICBC and SGI pricing \$225 per calibration type, MPI still at \$165. Is that something that MPI will be looking at charging for a pre and post scan at .3 each (.6 total). With the pre and post scan labour rates it would get closer to what the other insurance companies are charging.
  - Industry suggested a group to come together to discuss this further.
  - Industry will put together a presentation on some of the calibration information that is coming and will investigate if there is any timing available based on the vehicles make and model for calibration instead of a flat fee.
  - MMDA will reach out to OEM's and see if they can get times and information regarding calibration times.
  - The question was asked how MPI came up with the current allowances and it was explained that it was an average of the OEM information that was available at that time. Technical committee at that time felt an average would be easier than times at an OEM level.
  - The question was asked why we don't pay for pre and post scanning on top of the Calibration and MPI's response was that OEM time averages would include all operations as part of the procedures which would've included set up and pre and post scanning.

### **2. Trade-in Authorization:**

- Making modifications so it can be used for both glass and PD claims.
- Upgrade to PDF format allowing entering of information electronically.
- NTT release with an ask that Glass shops share this with dealers they do business with.
- After a recent example of a shop not following the right process MPI will be reviewing claims to ensure customer consent has been obtained prior to opening a glass claim when there is a recent vehicle ownership transfer.
- MPI will share the form once we have the cleaned-up version.



### 3. Process Improvements:

- Discussion – Any items that we should look at?
- It was asked if it was possible to put all the standards all together in a book?
  - MPI to investigate this, but with caution because if a standard gets updated on Partners and it is saved on a desktop the individual might be referencing old information.
  - Recommendation is to create a shortcut on the desktop to the Partners site so the individual can have a short cut to all the current information.

### 4. Clean up of Glass Standards:

- MPI will summarize the high-level changes and share with this committee. Focus was just clarity of existing standards and process.
- Any recommendations please email to Robert and Sandra.

### *Round Table Discussion*

- MPI has looked at different reasons why manual glass claims are being created and if it is due to system restrictions or internal processes as well as potential solutions. MPI will continue to work on this to reduce manual glass payments and will have an update for the next meeting.
- Feedback that there have been good improvements made through the glass committee.
- Calibration review comment from industry that they appreciate their capacity constraints at MPI, but the industry hopes that there can be changes made to calibration and it can be done quickly to align with similar pricing to ICBC and SGI. Hoping to get calibration looked at sooner rather than later.
- No feedback of concerns from the trade in the last few months.
- Vern had asked due to blizzards lately, how are some repair facilities dealing with dynamic calibration? Should the vehicles be driven? How do other shops get the vehicles to the sublet repair facility without calibration being completed? Should the vehicle be towed?
  - MPI's response was that ADAS should be there to assist the driver, so MPI will not pay for towing. Calibration will not always work, for example when there is a snowstorm. The customer should be aware that the calibration is not completed, and they will need to come back to get it done. During a PD claim the vehicle may not be calibrated from the time they get in an accident till when it is repaired, could be three to four months later.
- Vern wanted to share a recent claim he repaired for TD Insurance, and they paid \$250 for calibration and urethane was \$41 per kit, their pricing with a 15% NAGS discount.



- Vern asked if MPI was aware and looking at the minimum wage increases coming very soon, is there any conversation started on this regarding labour rate increases?
  - MPI responded that we're aware and are currently reviewing it right now.

### *Action Items*

#### **MPI**

- Will share the updated trade-in authorization when the review is complete.
- MPI to look at putting all the glass estimating standard together in one document on Partners.
- MPI will summarize changes to glass standards at a high-level and share with this committee.

#### **Industry**

- Industry will put together a presentation on some of the calibration information that is coming and will investigate if there is any timing available for calibration instead of a flat fee based on vehicle model and what is being calibrated.
- MMDA will reach out to OEM's and see if they can obtain times and information regarding calibration.
- Any recommendations of updates to the glass estimating standards please email to Robert and Sandra.

#### **Next Meeting:**

- Next meeting scheduled for April 17, 2023.
- Please forward any topics to Robert that you would like to see on the next agenda.

**Meeting adjourned at 3:10 p.m.**

# Glass Committee

January 30, 2023



MANITOBA  
PUBLIC INSURANCE

# Agenda

- Updates to Prior Actions
  - System Enhancements
    - ▶ Selecting the glass part, when adding an additional line
    - ▶ Glass authorization form in MCG
    - ▶ Adding “Global Parts” list items in MCG
    - ▶ Auto populate urethane request
- Discussion Topics
  - ADAS Calibration open discussion
  - Trade-in Authorization
  - Process Improvements
  - Clean up of Glass Standards



# System Enhancements

- When adding a required entry to the invoice user currently must select the corresponding glass it is related to.
  - This was an ask to investigate reducing this added step.
  - Mitchell advised that they can't remove this functionality as this groups the parts for the glass together
- Enhancing the glass authorization invoice
  - Reduced to one page will happen
  - Auto populating two fields – *Firm & Address*
  - Removing two fields – *I (Name) & Position*
- Giving shops the ability to add lines to MCG for R&I of back racks and tonneau covers
  - MPI we will not be making immediate changes to this process but will take it into consideration in the future
- Investigate possible opportunities for automating urethane being added to a claim when there is a piece of glass
  - Currently being reviewed by Mitchell.



# Discussion Topics

- ADAS Calibration Industry Collaborative research
  - Open discussion regarding current standard and industry trends.
- Trade-in Authorization
  - Making modifications so it can be used for both glass and PD claims.
  - Upgrade to PDF allowing entering of information.
  - NTT release with an ask that Glass shops share this with dealers they do business with.
  - After a recent example of a shop not following the right process MPI will be reviewing claims to ensure customer consent has been obtained prior to opening a glass claim when there is a recent vehicle ownership transfer.
- Process Improvements
  - Discussion – Any items that we should look at?
- Clean up of Glass Standards
  - MPI will summarize the high-level changes and share with this committee. Focus was just clarity of existing standards and process.





# Question & Round Table



# Glass Authorization



**Manitoba  
Public Insurance**

**Société d'assurance  
publique du Manitoba**

www.mpi.mb.ca

Phone: 1-855-882-4313  
Email: [gau@mpi.mb.ca](mailto:gau@mpi.mb.ca)

Glass Claim Number :  
**Glass Repair Deductible: \$0**  
**Glass Replacement Deductible: \$0**

**Glass Repair/Replacement Authorization**  
Date of Loss: 10/26/2022  
Contact Name:  
Contact Phone:  
Alternate Phone:  
Area of Damage: Windshield

**Vehicle Information:**  
Year:  
Make:  
Model:  
Body style:  
VIN:

## Glass Claim Invoice

Shop Reference Number:

Mileage: \_\_\_\_\_

Registered Account Number: RTW2339

Qty	Part Number	Description	Net Price	Labour Total	Total Amount
1	FW04024GTYN	Green Tint(3rd Visor Frit)(Acoustic Interlayer) (Solar)	\$532.74	\$300.00	\$832.74
1	HAH016000	(High Modulus)(Urethane,Dam,Primer) (2.0 Tubes)	\$67.20	\$0.00	\$67.20
1	ADASCALIBRATION	ADAS Calibration (Northern) Both Static and Dynam	\$396.00	\$0.00	\$396.00
1	TINT	AFTERMARKET TINT	\$120.00	\$10.00	\$130.00
1	BULK	Bulk Moulding	\$15.00	\$0.00	\$15.00

Invoice Total		Insured Payment		Claim Information	
Subtotal	\$1,440.94	GST	\$0.00	GST	\$72.05
GST	\$72.05	PST	\$0.00	PST	\$100.87
PST	\$100.87	Deductible	\$0.00	Total	\$1,613.85
Total	\$1,613.85	Total	\$0.00		

### Declarations by customer

The vehicle identified on this form appears to have been repaired satisfactorily. I hereby authorize Manitoba Public Insurance to pay on my behalf to the repair agency indicated in the declaration below the amount indicated by the Total under the Claim Information. Furthermore, I make the following declarations:

- I am aware of the conditions applicable to the vehicle insurance use stated in my policy, and I confirm that the use made of the insured vehicle is primarily the use for which it is insured.
- I have complied with the requirements of *The Drivers and Vehicles Act* and *The Manitoba Public Insurance Corporation Act*, and the *Regulations* to each, with respect to this claim, and with respect to reporting changes in name or address of registered owner, vehicle description, and use of the insured vehicle.
- I confirm that all of the information provided by me in connection with this claim is true and complete. I understand that a misrepresentation of any of the facts or declarations made by me in connection with the registration of the insured vehicle, or in connection with this claim, may render my insurance coverage null and void.
- I make these declarations for the express purpose of inducing Manitoba Public Insurance to pay the within claim. I am aware that payment of this claim by Manitoba Public Insurance does not obligate it to pay any future claims arising under this policy.
- I have consented to my personal information being stored in a Canadian database facility operated by Mitchell International. I understand that my personal information stored in the database may be accessed by Manitoba Public Insurance and by the repair agency indicated on this form.

Date: \_\_\_\_\_ Insured Signature: \_\_\_\_\_

### Certification of repair by shop

Firm: \_\_\_\_\_

These 2 fields will auto populate with the information for the shop who the claim is assigned to

Address: \_\_\_\_\_

hereby certify that all parts have been supplied and services rendered as outlined on this invoice.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

You must retain this certification for a period of 3 years.

