



Glass Consultation Committee Minutes

December 12, 2023

9:00 a.m. to 11:00 p.m. – In-Person Meeting

Committee Attendance

- Vern Sisson, Industry
- Trevor Kindrat, Industry
- Lynsey Wilson, MMDA
- Denis Cloutier, ATA
- Renee Sicotte, ATA
- Tana Carpenter, Industry
- Robert Ferreira, MPI
- Gord Froese, MPI
- Sandra Lawless, MPI
- Steve Lupky, MPI

Regrets:

- Waldemar Koos, MPI

Updates to Prior Actions

- The prior named *Trade-in Authorization* has now been renamed to *Authorization for MPI Claim Transfer* and has been posted to Partners with an NTT sent out at the beginning of August.
 - Positive feedback was provided that all the information the shops need for glass and PD claims is on the form.
- Invoice/Glass Authorization in Mitchell Cloud Glass (MCG) has been updated to have the “I” and “Position” fields removed; this should provide an extra part line available before it goes to a second page.
- Offline Glass Authorization is being reviewed. The pilot was completed with all the shops on the glass committee and another few shops in the industry.
- EV Claims Reporting is currently with the analytical team to work on and update the information on the Partners page.
- Mitchell is currently working on changing all the hardware lines in MCG to \$0 as they are inaccurate, and shops should be entering cost + 25%. The industry requested this to avoid submitting for payment in error.
 - This should be implemented early 2024.



Discussion Topics

- Takeaways from Labour Interruption (LI)
 - Shops were not following procedures by not providing all information when sending emails. This was a learning opportunity for the glass team to think of different ways to handle emails and ensure that all the required information is provided.
 - MPI internal procedures can be revised to provide more efficiencies. This is something the glass team will continue to work on.
 - Manitobans are unaware of the process differences between glass and physical damage claims and can use additional education on the process differences. Website updates are being worked on to provide more information to claimants.
 - There are very few reasons that a shop will need to call GAU, and most of the correspondence can be done through email, which causes less disruption and enables the team to complete other tasks. Low-priority items should be emailed in so the higher-priority, such as getting claims assigned or approving parts, can be addressed first. - [Process for Contacting the Glass Audit Unit \(mpipartners.ca\)](https://mpipartners.ca)
- MPI created an online form for claimants to use to open a claim.
 - We realize customers are using this form when it's currently designed for PD.
 - MPI forwarded a request to enhance flag customers to direct them to a shop if they are opening a glass claim.
 - The glass unit is trying to reduce the two processes of claims, manual and MCG, and is trying to get all glass claims to go through MCG, as we acknowledge that it is timelier for shops and MPI to process manual glass claims.
- The SRE process during the LI was for the claimant to pay the full deductible to the shop. Once the SRE policy is confirmed, MPI will reimburse the claimant. We are looking to see if this is something that should continue.
- Glass training for shop staff
 - MPI realized that some shop employees do not realize what they are able to do in MCG and will send emails to ask the glass unit to complete it for them.
 - MPI is looking at getting some training for shop employees whether it is a Webinar or lesson which goes through the workflow in MCG.
 - Partners information – MPI will consider creating a link in Partners to a booklet of all the standards and procedures. This would help shops use the search function to



find the information they need instead of searching through different links/standards.

Round Table

- Thank you to the management for all their work during the labour interruption.
- It would be more efficient if a shop entered a note in MCG that the glass unit would be notified. Currently, shops have to make the note in MCG then email GAU to get it reviewed.
- In June's glass committee meeting, there was a discussion about digital images and an admin fee. It was requested that MPI send this topic for discussion with the program and accreditation committee.
- MPI and the current glass committee:
 - Discussed the three-year term being on the glass committee is completed and what the process for finding new members.
 - Agreed to following through with what this process looks like.
 - Agreed to extend the committee till the end of the 4th year of the accreditation agreement.
 - Will ensure everyone gets a chance if they would like.
- MPI will email the industry, requesting volunteers.
 - If nobody volunteers, then we can keep the people that are here.
- ADAS was discussed and is still an ongoing topic to be added to meetings regarding compensation, the standard, along with issues when recalibrating.
- Tana would like to have some discussions on ADAS and will get more information about what Belron locations do when they can't calibrate a vehicle.
- Denis (ATA) will be submitted information on shop materials and costs to Robert (MPI) shortly, currently missing two items and then will send the information.
- MPI would like to thank the shops for stepping up during LI with any work that needed to be done.

Comment from Lynsey (MMDA) that this committee has made a lot of positive changes for the time that it has been running.



Action Items

MPI

- Offline Glass Authorization is being reviewed. The pilot was completed with all the shops on the glass committee and another few shops in the industry. Working to progress this change to Partners and make it operational.
- Currently working on changing all the hardware lines in MCG to \$0 as they are not accurate, and shops should be entering cost + 25%. The industry requested this to avoid submitting for payment in error.
- Look at shop training that can be provided on glass standards and MCG.
- Putting all the glass standards, policies & procedures, references, and job aids into one document so searching can be completed easily.
- Review calibration glass standards and compensation

Committee

- Bring forward issues you are encountering when recalibrating ADAS.

Next Meeting

- The Committee will meet next on February 26, 2023, from 1 – 3 P.M.
- Please forward any topics you would like to see on the next agenda to Sandra or Robert.

The meeting was adjourned at 10:15 a.m.

Glass Committee

December 12, 2023



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Agenda

- Updates to Prior Actions
 - Trade-in Authorization
 - Invoice/Glass Authorization in MCG
 - Offline Glass Authorization
 - EV Claims Reporting
 - All Hardware Lines in MCG to \$0
- Discussion Topics
 - Take aways from Labour Interruption
 - Round Table



Updates to Prior Actions

- Trade-in Authorization - Completed
 - ▶ Has been published to Partners
- Invoice in MCG modifications - Completed
 - ▶ Removed fields of “I” & “Position”
- Offline Glass Authorization
 - ▶ Reviewing final form, and expectations behind form.
- EV Claim reporting
 - ▶ Currently with our analytical team to develop.
- All hardware lines in MCG to \$0
 - ▶ Working with Mitchell to have this implemented early 2024



Discussion Topics

- Labour Interruption Lessons Learned
 1. Shops not following procedures by not providing all information when requesting PD parts - [Glass Claims with Physical Damage \(mpipartners.ca\)](#)
 2. MPI Internal procedures can be revised to provide more efficiencies
 3. Manitobans are not aware of the process differences between glass and physical damage claims and can use some additional education on the process differences.
 4. There are very few reason that a shop will need to call GAU and the majority of the correspondence can be done through email.
 - [Process for Contacting the Glass Audit Unit \(mpipartners.ca\)](#)
 5. MPI Open a claim form
 - We realize customers are using this form when its currently designed for PD.
 - Forwarded request to enhance flag customers to direct them to a shop.



Question & Round Table

