



Glass Consultation Committee Minutes

July 11, 2022

2:00 p.m. to 4:00 p.m. – Virtual Meeting

Committee Attendance

- Vern Sisson, Industry
- Tana Carpenter, Industry
- Trevor Kindrat, Industry
- Denis Cloutier, ATA
- Renee Sicotte, ATA
- Lynsey Wilson, MMDA
- Robert Ferreira, MPI
- Gord Froese, MPI
- Waldemar Koos, MPI

Regrets:

- Sandra Lawless, MPI
- Steve Lupky, MPI

Action Items from previous meeting's agenda (May 16, 2022):

Completed Actions

1. Removed image requirements for ADAS calibration in the Estimating Standard.
2. Tax job aid committee review complete and has been published.
3. NTT Bulletin – Covering various reminders complete such as MPI updating process to allow for escalating matters of urgency and shared with committee.
4. System updates to MCG have been completed, allowing shops to upload more than one upload at a time. Feedback has been positive on the efficiencies this provides. MPI shared that Mitchell is looking into the notes applying to all images opposed to the applicable upload.

In Progress Updates

1. Best Practice for glass repair facilities

- Drafted and will be shared by July 15, 2022. Intent is to assist repair facilities with a high-level job aid when supporting new hires that may reduce missing key steps.

2. Improvements in the Glass Authorization Form and Process

- Still an area of interest. Improving industry understanding of the importance of the form but also improving the formatting as currently it's two pages in length. One



issue MPI is seeing is repair facilities only providing the signature page where the invoice portion is missing. Some repair facilities provide customers with their own invoices or print off the customer signature portion, which is pre-filled with the shop information, but lacking the invoice breakdown for the customer. Follow-up meeting will be scheduled where Vern and Tana volunteered to assist MPI in this review.

3. Glass to PD Claim Standard Update

- Procedures and communication to increase awareness was provided to the committee and feedback has been received. MPI has identified further improvements to the standard and procedure. This action is now linked to improving the parts procurement process on urgent repairs where further edits will now be required.

4. Updates to MPI's Interest in Claim Validation through Image Requirements

- Has been placed on hold until following completion of other higher priority actions.

5. Compensation review update was provided to the committee

- MPI has requested industry members to provide additional breakdown of what they feel would be applicable to support compensation changes, such as urethane allowances.
- Industry suggested that supporting with claim scenarios may help as well using different glass claim scenarios which can be provided in the short term.
- Industry requested a timeline for a decision. A timeline could not be provided at this time other than providing the status of our initial review and trade feedback, which will be shared with senior leadership this week.
- Industry mentioned of the importance of providing timelines to their members so they are aware.
- Supplier surcharges were discussed and whether MPI will reimburse shops for this charge. The response was that MPI was not covering these charges today.

Action Items

1. Glass with PD Parts

- Claim examples have been shared by committee and non-committee repair facilities regarding the current process of sourcing cost effective parts. On urgent claims, this has caused long delays for customers and repair facilities.
 - This involves damage to PD parts such as regulators and wiper motors. This causes delays to the vehicle return due to the current parts procurement process.
 - Though not high frequency, this is a time sensitive situation due to commitments made to customers that is an unexpected event until repairs have begun. Usually applicable to vandalism claims on outright breakage.
- Current and future proposed process was shared. There was agreement to update the process based on availability with a costing threshold (it would be rare that cost would supersede availability). MPI will provide details to the MPI process so the repair industry has an understanding of the decision-making process.



- The updated standard and procedure will be shared with the committee for feedback prior to publishing.
- Clarification around how many vendors a repair facility should contact to obtain the lowest cost part was asked. MPI indicated they would clarify this in the procedure.
- Industry feedback regarding concerns that MPI has shifted to recycled market pricing as opposed to 60% of OEM pricing has made the current process even more difficult. Examples were shared where saving a few dollars resulted in waiting days for a part that would normally be a one-day service.

2. MPI claims that do NOT accept mouldings to be added by shop

- Based on industry feedback, there are delays in processing claims due to controls built into Mitchell. These controls prevent a shop from adding a moulding when the NAGs part number flags that the Windshield already includes a moulding. This may not always be valid. MPI is investigating the option of allowing shops to add these mouldings and MPI will audit. Updates will be provided as MPI works with Mitchell on this enhancement. Industry welcomed this change as it would reduce emails to MPI and provide MPI with efficiencies to refocus on other shop enquiries.
- Received Industry feedback regarding items published in Mitchell that are not accurately priced. These items include: rain sensors, gel pads, and other hardware that require a shop to have to update the pricing. Removing pricing on those parts would make sense seeing how the glass standard is cost plus 25%. MPI will investigate the ability to make this change.

3. Compensation update

- MPI continues to review options for Glass Only claims compensation elements that are being impacted by inflation.
- Our review will be shared with senior leadership in the coming days.
- MPI will continue to provide updates.
- This was a subject covered twice during the meeting.

4. NAGS and market pricing

- MPI shared they had contacted NAGs to understand how pricing is set. This pricing is used across North America and would follow changes in the market. Recently, increases to catalogue pricing has increased more in the last two years than on average. No further actions at this time.

5. RV glass claims

- Customer concerns with shop search tool to locate a shop, as well as industry request for better clarity on labour operations for RVs, has resulted in MPI reviewing RV Glass claims. MPI will be working with Glass Repair facilities to improve this process. MPI will be sharing with customers a list of Glass Repair facilities that have come forward with interest to repair these vehicle types.



- Currently, MPI is collaborating with Vern from Headingley Glass to view RV windshield replacement claims.

6. Glass Payments Pending review

- Based on prior feedback to improve the payment turnaround, MPI has made some adjustments to our staff assignments and priorities resulting in our Pending review payment approval process being up to five business days.

Roundtable Discussion

- Concern raised regarding MPI only paying cost plus 25% when NAGs catalogue doesn't contain a published price. MPI will add to future discussion and will review internally.
- Request for timelines whenever possible so committee members can respond back to their members.
- Committee feels that there has been positive progress with the Glass Program and look forward to continuing making improvements.
- Discussed revision/update of the glass landing page.
- Renamed the Training heading to Reference/Job Aids:
 - Moved all the MCG related items under the Mitchell Cloud Glass Bullet
 - Moved all the job aids under the newly renamed heading of Reference/Job Aids
- MPI Process changes:
 - Updates to our phone assignment process allowing for urgent matters to be addressed in a more timely manner.

Action Items

MPI

1. MPI will share a best practice Glass Process reference document with committee by July 15, 2022.
2. MPI to setup a call to discuss glass authorization form current process with Tana and Vern.
3. MPI to share Converting Glass to PD claim standard Draft with the committee based on changes to parts procurement improvements for feedback.
4. MPI to provide updates on Compensation review impacted by inflation when available.
5. MPI to work with Mitchell on MCG enhancement request regarding mouldings as well as deleting shop attachments.
6. MPI to collaborate with Vern from Headingley Glass to view RV windshield replacement claims.



Industry

1. Committee will provide MPI with additional details for materials and supplies to support how we review current allowances to items such as urethane. Committee to provide a few claim examples on material consumables.
2. Industry to review best practice Glass Process reference document by mid next week.
3. Industry to review Converting Glass to PD claim standard draft based on changes to parts procurement improvements.

Next Meeting:

- Email to be sent out to set next meeting for mid-September 2022.
- Please forward any topics to Robert that you would like to see on the next agenda.

Meeting adjourned at: 3:39 pm

Glass Committee

July 11, 2022



MANITOBA
PUBLIC INSURANCE

Agenda

Action items from last meeting:

1. Remove image requirements for ADAS calibration in the Estimating Standard
2. Best Practice for glass repair facilities
3. Improvements in the glass authorization form and process
4. Glass to PD claim update standard, procedures, and communication to increase awareness
5. Tax job aid committee review.
6. NTT Bulletin – Covering various reminders complete
7. Image requirements update
8. Compensation review
 - Committee will provide MPI buckets of materials and supplies and get a history of pricing from suppliers supporting increases
 - MPI will review industry information and report back as we receive pricing, MPI will reach out to this committee with our response.

New items to discuss

1. Glass with PD Parts
 2. MPI claims that do NOT accept mouldings to be added by shop
 3. Compensation update
 4. NAGS and market pricing
 5. RV glass claims
 6. Glass Payments Pending review
- **Roundtable**



Updates to Previous Action Items

Item	Status
Remove image requirements for ADAS calibration in the Estimating Standard	Completed
Best Practice job aid for glass repair facilities	<ol style="list-style-type: none"> 1. Shared 6/28/22 2. Any feedback prior to publish?
Improvements in the glass authorization form and process	<ol style="list-style-type: none"> 1. Would like to continue our review of current process. 2. Feedback today or following meeting can be sent in. (Reduce efforts, increase customer awareness)
Tax job aid	Reviewed by committee & Published
NTT Bulletin – Covering various reminders Tax job aid, MCG upgrades, ADAS change,	Reviewed by committee & Published
Image requirements	No further updates at this time.
Glass to PD claim update to standard, procedures, and communication to increase awareness	<ol style="list-style-type: none"> 1. Shared with Committee. 2. Feedback collected and improvements made. 3. On hold due to new changes to discuss.



Updates to Previous Action Items

Item	Status
<p>Compensation review</p> <ol style="list-style-type: none">1. Committee will provide MPI buckets of materials and supplies and get a history of pricing from suppliers supporting increases2. MPI will review industry information and report back as we receive pricing, MPI will reach out to this committee with our response.	<p>Updates:</p> <ol style="list-style-type: none">1. Information provided from Industry2. MPI requested additional clarity breaking down the cost of items such as Urethane to assist with our review of the current allowance.
<p>MCG System updates</p> <ol style="list-style-type: none">1. Phone number formatting has been corrected in MCG on the glass authorization2. Now able to upload 5 images/documents at a time in MCG	<ol style="list-style-type: none">1. Complete2. Update Complete, NTT Pending.<ul style="list-style-type: none">• To select more than one at a time hold down Ctrl• If you add a note when completing the upload that note will be on each of the images/documents uploaded. Mitchell looking at enhancement.



New Items

Item	Status
Compensation updates	<ol style="list-style-type: none"> 1. MPI continues to review options for Glass only claims compensation elements that are being impacted by inflation. 2. Our review will be shared with senior leadership in the coming days. 3. MPI will continue to provide updates.
NAGS and market pricing	<p>The NAGs catalogue is based on contact with Market suppliers where a calculation is made to determine the average Market pricing. The catalogue is updated every 4 months. This process would take into account changes in market pricing.</p> <p>Annually 2021 = 5%, 2022 = 4.2% average increase over prior year.</p>
RV glass claims <ol style="list-style-type: none"> 1. Customer concerns with shop search tool. 2. Request for better clarity on labour operations 	<ol style="list-style-type: none"> 1. MPI contacted all glass repairers to obtain interest in RV claim repairs. 2. Internal tool developed when customers call GAU requesting assistance where a complete list of shops will be shared with customer. 3. Reviewing current MPI documentation and working with RV repairers to update RV Glass Standards. MPI attended Headingly glass to view a RV windshield installation.
Glass Payments Pending review	<p>Made some adjustments to our staff assignments and priorities resulting in our Pending review Process payment approval being up to 5 business days.</p>



New Items

Item	Status
<p>MPI claims that do not accept mouldings to be added by shop.</p>	<p>MPI is working with Mitchell on this enhancement to allow shops to add mouldings as currently the system assumes on certain part numbers it is included.</p> <ul style="list-style-type: none">• Reduce the emails the shops would need to send to GAU• Reduce the shop having to wait for GAU to add to the claim so they could submit for payment• Reduce the number of short payments needed to be requested, in some cases the shops forget they are waiting for GAU to add the part and submit for payment. Then later realizing that the part was not added.
<p>Glass with PD Parts</p> <ul style="list-style-type: none">• Usually applicable to vandalism claims on outright breakage. Involves damage to PD parts such as regulators and wiper motors. This causes delays to the vehicle return due to the current parts procurement process.	<ol style="list-style-type: none">1. Feedback from committee to improve this process. Next slide.2. Reduce customer delays3. Reduce admin efforts for Repair facilities <p>Actions:</p> <ol style="list-style-type: none">1. Update to standard and procedure to be developed and shared.2. Communicate change



Glass with PD Parts Process Change

Review of current and future proposed change when dealing with PD parts on urgent glass claim repairs.

Current	Future
Shops email Glass Audit Unit with these urgent requests which result in a 2-day delay at times.	Shops are to call for urgent PD part requests. Saves a potential of 2 days of repair delays compared to emailing the request. Some shops were ordering most available even if shorted by MPI.
Most shops complete 2 out of 3-part type procurement.	Shops need to do their part procurement not just MPI on 3 out of 3-part types. New, AM, Recycled
Glass Audit Unit sends task to Estimatics Parts to confirm recycled parts availability.	GAU has been provided Car Part Pro to source parts themselves. Reducing tasks, time waiting for responses and emails sent back and forth.
MPI only approves cost effective part and not what is most available. Exceptions do occur depending on delay.	The Glass Audit Unit's decision will be based on what is most available using a dollar threshold. Vast majority will result in what is most available.
Customers aren't getting one day service on tempered glass claims in these situations.	Customers will see quicker repair service in situations where the part is available locally.



Questions & Round Table



Round Table

MPI

- Revision/update of the glass landing page
 - Renamed the *Training* heading to *Reference/Job Aids*
 - Moved all the MCG related items under the *Mitchell Cloud Glass* Bullet
 - Moved all the job aids under the newly renamed heading of *Reference/Job Aids*
- MPI Process changes
 - Updates to our phone assignment process allowing for urgent matters to be addressed timely.

