

Repair shops should attempt to register glass only claims using eGlass whenever possible. The following are common scenarios and tips to decrease eligible claims from being processed through the manual glass claims process.

## No driver's license number

- Customers/shops should wait until they have the driver's licence number to register the claim.
- If the customer contacts the shop before arriving, remind them to bring the registered owner's driver's licence number.

## Customer is not the registered owner of the vehicle

- Have the register owner contact the shop to provide their driver's licence number.
- If the customer contacts the shop before arriving, remind them to bring the registered owner's driver's licence number.

## Vehicle is registered to a business

- Shops can open the claim in eGlass with a customer number.

## Wrong claim type

- Customers can register glass only claims with the shop. See [Glass Only Claims](#) for exceptions.

## Shop cannot access eGlass (forgot password)

- Shops can request a new password from the eGlass login or contact Mitchell, then process the claim.

## Failed chip repair completed by the same shop

- If the same shop is doing a replacement and the original payment is done in eGlass, the replacement can be processed in eGlass under the same claim number.

## Vehicle needs to be towed

- Although a tow request needs to be set up by the Contact Centre, the repair can still be processed in eGlass.

## Owner is deceased or has an international driver's licence

- Shops can open the claim in eGlass with a customer number.

### Manual Glass Claim Payment Timeline

If MPI manually opens the claim, a shop has to wait up to 30 days for payment after MPI receives the invoice. The Claims Audit Unit (CAU) has to email the manual glass payment form to the shop and the shop has to manually fill out the form, scan the document, and email it back to CAU.

The eGlass claim payment process is much faster once submitted.