

Notice to all Accredited Glass Shops

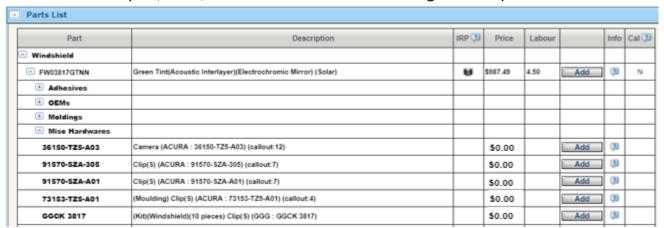
## Hardware Pricing in Mitchell Cloud Glass

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MPI continues to find ways to enhance processes in glass claim administration through ongoing conversations with the repair industry, Automotive Trades Association of Manitoba (ATA), and Manitoba Motor Dealers Association (MMDA).

Based on feedback from the glass industry, the pricing of the hardware parts in Mitchell Cloud Glass (MCG) is not accurate, causing shops to update the pricing in MCG to market price (shop cost) plus 25%. This discrepancy results in shops having to submit for payment adjustments when costs are not updated. To help reduce the frequency of payment adjustment requests, the following system change will occur.

Effective February 21, 2024, the hardware entries will no longer have a price in MCG.



Please reference the <u>Glass Related Parts (mpipartners.ca)</u> standard stating that shops may request market price (shop cost) plus 25% and are not to exceed the OEM published pricing.

The <u>Hardware Procedure (mpipartners.ca)</u> outlines how to add a supporting invoice, add a hardware line, and update the pricing in MCG.

If you have any questions regarding this notice, please contact the Glass Audit Unit.