

Towing and Storage Frequently Asked Questions (FAQs)

This document contains [general FAQs](#) and [Master Service Agreement \(MSA\) related FAQs](#) to assist in streamlining the Towing Services process.

General FAQs

- Who is Towing Services and where are they located?
- How do I contact Towing Services?
- What are the hours for Towing Services?
- What information should be included when submitting a towing and storage invoice?
- Can I drop off towing and storage invoices at a service centre?
- Can I submit a heavy tow invoice to Towing Services?
- What is a Master Service Agreement (MSA)?
- What happens if I do not sign the MSA? Do I still receive new rates?
- Does the MSA only cover Winnipeg and Brandon?
- What is the purpose of a Remote CR?
- What is the Tow App?
- What if I do not have the proper technology to use the Tow App?
- Why am I being asked to provide additional photos?



Q Who is Towing Services and where are they located?

A Towing Services is a dedicated team of staff, which includes a Towing Coordinator who reports to the Manager, Salvage and Compound Operations.

The Towing Services team is located at the Physical Damage Centre (PDC) at 1981 Plessis Road, Building C, in Winnipeg.

Q How do I contact Towing Services?

A Towing Services can be reached by email at towingservices@mpi.mb.ca.

If you require immediate assistance, call PDC at 204-985-7766.

Q What are the hours for Towing Services?

A The Towing Services email is monitored daily.

A team member will be available at PDC during the following hours:

- Monday to Friday 8:00 a.m. to 10:00 p.m.
- Saturday and Sunday 9:00 a.m. to 5:00 p.m. (including holidays)

Q What information should be included when submitting a towing and storage invoice?

A When submitting a towing and storage invoice, include the following:

- All dates (date of invoice, date of services, date of storage, and release date)
- Claim number / plate number
 - If the claim number or plate number is unavailable, provide the vehicle identification number (VIN).
- Vehicle make/model/year
- A summary of services provided

Q Can I drop off towing and storage invoices at a service centre?

A During this transition period, you can continue to submit towing and storage invoices to service centres.

However, support will be provided in the coming months for the migration to our online submission platform.

Q Can I submit a heavy tow invoice to Towing Services?

A Yes, you can.

Q What is a Master Service Agreement (MSA)?

A An MSA is an agreement that details the responsibilities and obligations of two parties to each other. This agreement includes detailed rates, services, and terms for each party.



Q What happens if I do not sign the MSA? Do I still receive new rates?

- A** No, if you do not sign the MSA, you and your vendor will not be eligible for the new rates and will continue to follow the [previous rates](#).

Q Does the MSA only cover Winnipeg and Brandon?

- A** No, the MSA covers areas outside of the current Winnipeg and Brandon towing radius. With the Winnipeg and Brandon areas already under contract, please see the below maps indicating the current locations covered under contract and not eligible under the MSA.

Q What is the purpose of a Remote CR?

- A** A Remote CR (condition report) allows the MPI Salvage Department to obtain updated photos of what a vehicle looks like when it goes to auction. These photos will be used to advertise the vehicle at the MPI online auction.

Q What is the Tow App?

- A** As part of the MSA, the IAA Partner Tow™ App is a mobile dispatch solution designed to assist IAA Partners (MPI) and towers. The app receives notifications when vehicles are dispatched to tow operators and allows them to record inspection data (including photos) using their mobile phone.

The Tow App can be downloaded from most mobile app stores.

Q What if I do not have the proper technology to use the Tow App?

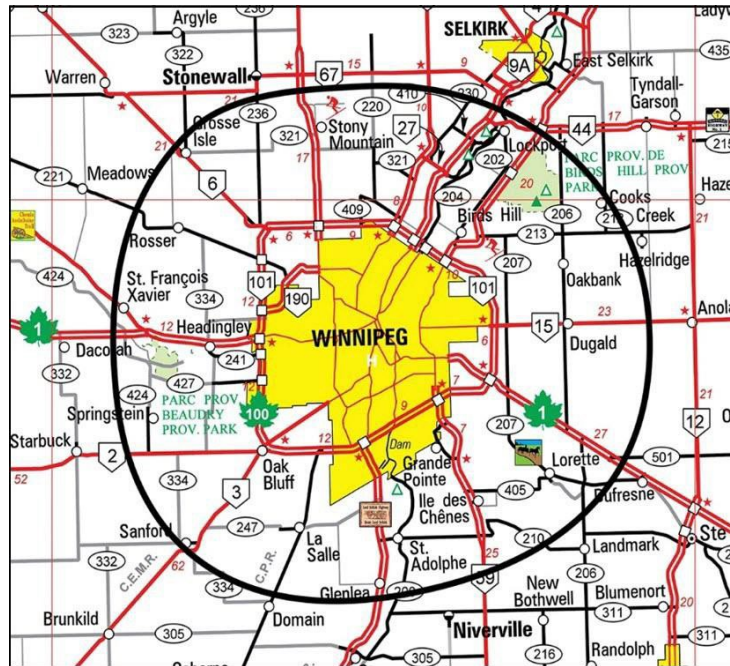
- A** MPI understands that not all vendors will have the technology required, or that there may not be service in some areas of the province. Please ensure to let us know if there are challenges with technology and/or service in your area and we will work directly with you to come to a resolution.



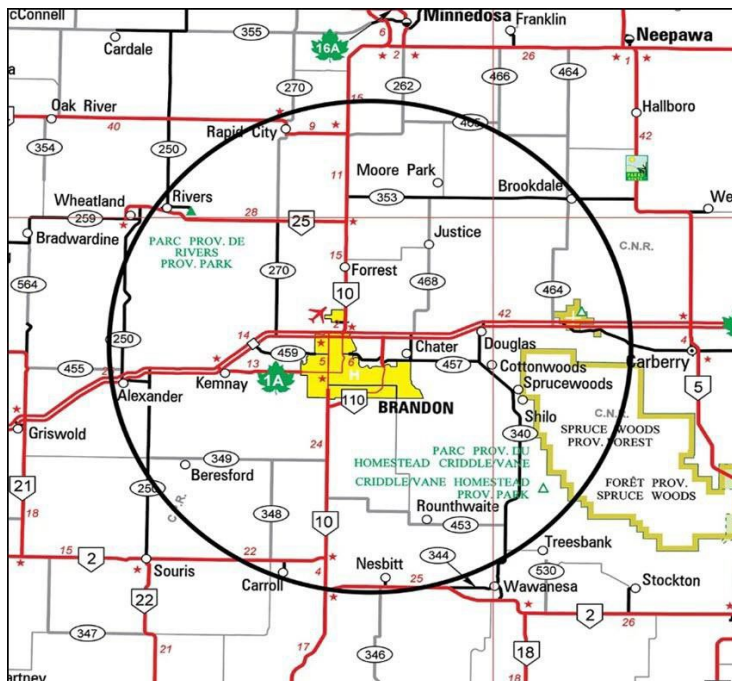
Q Why am I being asked to provide additional photos?

- A** Additional photos help us validate and understand the extra work needed to perform the services being billed for. This also allows us to remain consistent in our approach, and to ensure we are paying all vendors fairly for services provided.

Winnipeg Contracted Towing Radius – Includes City of Winnipeg plus 16 kilometres outside Winnipeg:



Brandon Contracted Towing Radius – Includes City of Brandon plus 30 kilometres outside Brandon:





Master Service Agreement (MSA) FAQs

- How does this agreement affect towers within either contract towing radius?
- Will the Tow App and Remote CR only be for the city? Will it be implemented to the rural areas? How will it work?
- Will there be a map outlining the applicable towing/storage areas?
- Per section 5.03 (Storage Fees) - Can you provide further clarity to the statement of not covering storage fees?
- Regarding storage fees, if RCMP or a customer requests I attend a collision on the day of, and the registered owner does not or is unable to file a claim with MPI in a number of days, will I still be paid for storage from the day of storage to compound until sale date plus seven days?
- Per section 5.04 (Invoicing) - Is the tow app automatically generating invoices from the now required "immediate" information at time of tow?
- What does "Immediately provide information of any potential claim vehicle that have been brought in or out of the Vender's Storage Yard" mean?

Can you quantify/specify timeframe of "immediate"?

There may be connectivity issues or the towing vendor may not be informed of potential for or plan for claim at the time of pickup when calls received by law enforcement or owner.

Lastly, who do I report to during the weekday hours between 10pm - 8am and the weekend/holiday hours between 5pm - 9pm when PDC team member is not available?

- Per section 5.10 (Towing and Storage Tool) - For vendors that do not sign this MSA and are not displayed on the MPI website under the Towing & Storage Tool, will law enforcement (specifically, RCMP, MFNP) in communities be made aware of this through mailed communication? Will the community vendors that sign be identified to distribute the tows?
- If MPI aims to provide fair and equitable distribution of work, is it fair to allow vendors who do not sign the agreement to continue to provide services for MPI?
- How will MPI ensure that law enforcement only use MSA signed vendors?
- What is considered a secured lot vs. an open lot?
Is there a document that states type and/or height of fence for consistency among storage facilities?
- Is there an additional MSA for Medium Vehicle Towing?
- On a 100 km tow, the mileage with dollies or deck is currently \$285. However, in September it will be \$275. Why is that?



Q How does this agreement affect towers within either contract towing radius?

- A** There will be no change from the previous model for towers within either contract towing radius (Winnipeg & Brandon). Towers in that area will still be able to tow for MPI in the surrounding areas outside of the towing radius.

Towers will not be listed in the search tool for Winnipeg or Brandon, but listed in the search tool for the surrounding area(s) they service.

Q Will the Tow App and Remote CR only be for the city? Will it be implemented to the rural areas? How will it work?

- A** The Tow App and the Remote CR will be for all areas.

The Tow App can be downloaded on any smart device. Using the Tow App, when MPI sends a tow request to your tow firm, your tower will be able to take pictures of the vehicle prior to hookup.

The Tow App will also have towers answer a few questions and provides the ability to take a picture of the tow bill. The tow bill will be reviewed by MPI for payment as soon as the tow is marked complete in the Tow App.

After hours calls from law enforcement, fire, etc. will in most cases not go through the Tow App. Storage facilities will have to advise MPI of a vehicle being in their possession.

MPI will request a Remote CR from storage facilities when MPI needs up to date pictures of the vehicle. Storage facilities will be able to charge MPI for the Remote CR as it is a new expense at \$25.00 per unit.

Q Will there be a map outlining the applicable towing/storage areas?

- A** Using the [Towing and Storage Search Tool](#), you can search by area to see what towers come up for that area. If any tower is concerned about attending outside of their area, they can simply type in the closest city/town to see if their tow firm appears in the search results.

Unless approved by MPI, MPI will not cover fees of services performed outside of the vendor's area.

Currently there are no plans to make static maps of the individual areas.

Q Per section 5.03 (Storage Fees) - Can you provide further clarity to the statement of not covering storage fees?

- A** Storage fees are not calculated by claim reported date. If any tower who signs the MSA tows a vehicle at the request of non MPI personnel, where this unit will likely have a claim, advise MPI via email at towingservices@mpi.mb.ca.

Q Regarding storage fees, if RCMP or a customer requests I attend a collision on the day of, and the registered owner does not or is unable to file a claim with MPI in a number of days, will I still be paid for storage from the day of storage to compound until sale date plus seven days?

A Yes.

Storage can be billed from the Date of Loss. If the claimant does not or is unable to file a claim until several days later, your payment will be delayed until the claim is opened.

Upon getting the vehicle information from you, MPI will notify you if there is a claim or not.

Q Per section 5.04 (Invoicing) - Is the tow app automatically generating invoices from the now required "immediate" information at time of tow?

A Yes.

All tows within the Tow App will not need any other administrative work to advise us they have been towed. Once the tow request in the app is completed, MPI's IT system will update it and nothing else will be required. Pictures of the tow bill can also be sent directly to MPI using the Tow App. This saves scanning, emailing, or dropping off tow bills to the nearest service centre.

Only tows done outside of the Tow App will require additional administrative work.

**Q What does "Immediately provide information of any potential claim vehicle that have been brought in or out of the Vender's Storage Yard" mean?
Can you quantify/specify timeframe of "immediate"?**

There may be connectivity issues or the towing vendor may not be informed of potential for or plan for claim at the time of pickup when calls received by law enforcement or owner.

Lastly, who do I report to during the weekday hours between 10pm - 8am and the weekend/holiday hours between 5pm - 9pm when PDC team member is not available?

A The term "immediately" is to provide the requested information to MPI as soon as possible.

MPI's goal is to be able to know, using the Tow App software, all MPI claim vehicles within all storage facilities within Manitoba. Emailing a daily (weekday) list of units that have entered or left the lot, **which have not been requested through the Tow App**, is the expectation. If there are no new vehicles to record outside of the tow app, then the email is not required.

Many vendors have already been doing this for many years between themselves and MPI for vehicle inventory control. The Tow App will help automate the process, but emails are required for non-Tow App triage.

Outside of business hours, report to Towing Services by email at towingservices@mpi.mb.ca.



Q Per section 5.10 (Towing and Storage Tool) - For vendors that do not sign this MSA and are not displayed on the MPI website under the Towing & Storage Tool, will law enforcement (specifically, RCMP, MFNP) in communities be made aware of this through mailed communication? Will the community vendors that sign be identified to distribute the tows?

A Once a towing and/or storage vendor signs the MSA, they will be included on MPI's Towing and Storage search tool as "MPI Approved". This public search tool is used by MPI customers, MPI Contact Centre Operations and will subsequently be shared with local law enforcement in each applicable area.

Q If MPI aims to provide fair and equitable distribution of work, is it fair to allow vendors who do not sign the agreement to continue to provide services for MPI?

A MPI will attempt to work with towers to assist with any support needed to meet the requirements of the MSA. MPI will also ensure towers are trained in the use of the Tow App. Once all MSA requirements are met, the vendor will be included on the Towing and Storage search tool as "MPI Approved".

Vendors who do not sign the MSA will eventually be removed from the Towing and Storage Search Tool.

Q How will MPI ensure that law enforcement only use MSA signed vendors?

A Local law enforcement will be informed of who MPI considers an approved towing and storage vendor, and which vendors have a signed agreement with MPI for towing and storage services.

Q What is considered a secured lot vs. an open lot?

Is there a document that states type and/or height of fence for consistency among storage facilities?

A MPI will provide detailed clarification on what is considered secure or unsecure. Once information is published to the MPI Partners site, facilities will receive an accompanying communication to review the information.

Currently, upon signing the MSA, MPI asks for photos as part of the application process. These photos are kept on file and MPI will continue to work with new vendors to ensure they have properly secured lots to obtain the higher storage rate.

Q Is there an additional MSA for Medium Vehicle Towing?

A Not currently.

Q On a 100 km tow, the mileage with dollies or deck is currently \$285. However, in September it will be \$275. Why is that?

A On September 1, 2022, the amount paid would be \$305 for vendors who have signed on with the MSA: \$275 for the kms, and \$30 for deck or dollies (assuming the unit required a deck or dollies to be towed). The change to charging dollies/deck was based on feedback from towers.