

Notice to All Accredited Autobody and Glass Shops

2021 Light Vehicle Accreditation Agreement (LVAA) Compensation Update – Effective April 1, 2023

Date published: April 28, 2023

As previously [mentioned](#), MPI will be making system changes to update the labour rates in accordance with the [2021 Light Vehicle Repair Industry Agreement Compensation Schedule](#).

Retroactive Payments

Repair facilities will be receiving the following retroactive payments for eligible labour rates on eligible payments invoiced, based on vendor type:

- Glass Only claims between April 1 and May 31, 2023
- Physical Damage claims between April 1 and April 30, 2023

Eligible repair facilities and claims will be identified using invoice data. Retroactive deposits will appear separately for both glass and physical damage claims. Each payment will also include both GST and PST.

Estimates will not be updated to reflect these changes.

Glass only Claims – Mitchell Cloud Glass (MCG)

All new claims opened on or after May 1, 2023, will have the system updates applied.

Any claims opened in MCG prior to May 1, 2023, that doesn't contain parts on the invoice will be automatically updated.

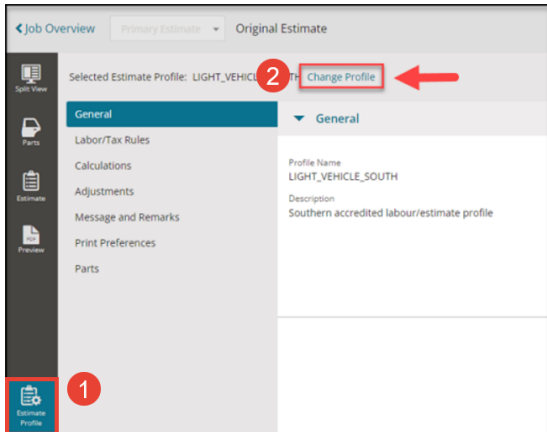
Claims where the invoice already contains parts will not be automatically updated by Mitchell and will be processed through Retroactive payments by MPI.

Physical Damage – Mitchell Cloud Estimating (MCE)

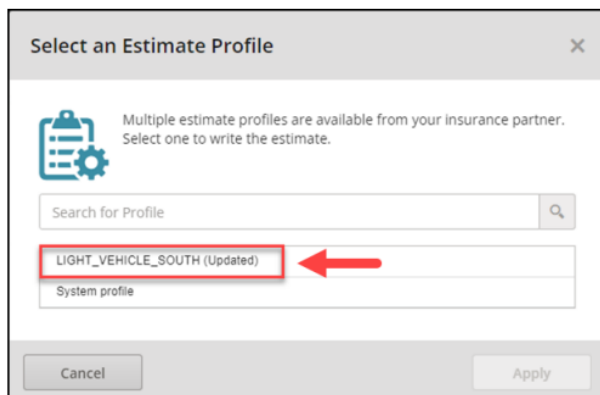
For pre-existing claims submitted for payment on or after May 1, 2023, it is the shop's responsibility to update the profile on each claim prior to submitting for payment. Shops are not to manually modify MPI profiles.

To update the profile on an existing estimate in MCE:

1. Click **Estimate Profile** located on the left side menu bar.
2. Click **Change Profile**.



3. Select the applicable profile, which is indicated with “(Updated)” in the profile name:



4. Click **Apply**, then **Apply Changes**.

Estimate **Labour** will now be calculated with the updated rates.

Note: Updating the rate will create a supplement when the estimate is committed.

If you require technical assistance, please contact Mitchell TAC at 1-800-448-4401.

Shops using Virtual Claim Files must request the rate increase on the Final Repair Account when submitting for payment.

If you have any questions about this notice, please contact [MPI Partners](#) or your SRA.