

Notice to all Accredited Glass Shops

Best Practices Job Aid and Capacity Increase for Uploading Attachments to MCG

Date published: August 3, 2022

Based on feedback from the Glass Committee, Automotive Trades Association of Manitoba (ATA), and Manitoba Motor Dealers Association (MMDA), MPI has worked with Mitchell to make improvements to Mitchell Cloud Glass (MCG) software and created a best practices for glass claims job aid.

Best Practices for Glass Claims

The [Best Practices for Glass Claims](#) job aid has been created to support shops and their staff while handling glass only claims. This reference guide outlines the best practices throughout the glass repair or replacement process, to ensure efficiency for both the customer and the shop.

Capacity Increase for Uploading Attachments to MCG

Users will now be able to upload up to five files at a time, with a maximum size of 4 MB per file.

1. Once **Choose Files** is selected, a pop up window will open to make the file selection.
2. To select multiple documents, hold down the **Ctrl** key while clicking on each file.
3. After the files are chosen, enter a description of the document in the **Note** field. This note will show up for each file in the **Shop Note** column.
4. To complete the process select **Upload**.

Several Glass Standards have been updated to reflect this new procedure for uploading multiple documents at once.

If you have any questions, please contact Mitchell TAC using the Repair Shop Support Line: 1-855-882-4313 and select option 6, or visit www.mitchell.com/support.