

Updated Sample Form and New Offline Glass Authorization Form Now Available

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An updated **Mitchell Cloud Glass (MCG) Sample form** is now available on Partners in the [Glass Standards](#) section, under the **Required Documentation** heading in **Glass Authorization**.

Additionally, a new Offline Glass Authorization form has been added in both English and French.

This form should be used in situations where:

- The repair facility is unable to complete entering the claim in Mitchell Cloud Glass (MCG) before the claimant arrives to pick up the vehicle.
- Systems are not available/offline (downtime procedure).
- The repair facility is unable to add the glass to the claim in MCG and is waiting for MPI to add the glass.

The fillable PDF form now includes:

- Check boxes to indicate service types (repair/replacement/other) and their corresponding counts.
- Check boxes to indicate if calibration is required/completed, with an explanation area.
- Customer Declaration for customer to review prior to signing.
- Calendar dropdowns to clearly identify the sign off date.

If you have any questions about this information, please contact the [Glass Audit Unit](#).