

Notice to all Accredited Glass Shops

Glass Only Claim Updates

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In consultation with the Glass Committee, ATA, and MMDA, MPI is making the following updates to improve processes and shop support:

Mitchell Cloud Glass (MCG)

- The Mitchell eGlass Claim Handbook has been replaced with the [MCG Workflow Guide](#), which includes instructions to get to the Help section of the MPI workflow.
- Planned upgrades to MCG targeted for release this summer include improvements to the process of uploading multiple documents at once, and improvements to workflows utilizing smart devices.

Job Aids

- [Tax Job Aid for Glass Claims](#)
 - A tax job aid has been created to improve the glass claim payment request process by reducing future administrative efforts and reducing audit recoveries when dealing with tax responsible customers.
- [Process for Contacting Glass Audit Unit \(GAU\)](#)
 - To reduce delays, a job aid has been created to assist shops in communicating with MPI in a more efficient manner. The method of communication is based on the reason for contact and the urgency level.

Estimating Standard Update

- [ADAS Calibration](#)
 - Image requirements of the ADAS component have been removed.

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