

Notice to all Accredited Glass Shops

# Shop Support Update

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In a continuous effort to improve the support MPI provides to repair facilities, we will be simplifying communication options to enhance our support model.

To facilitate this alignment, MPI will discontinue the technical request process.

Accredited Repair Inspectors will take on communication with repair shops for all repair related inquiries, including but not limited to, interpretation and application of OEM repair procedures.

Depending on which stage of the claims process a repair shop requires support from MPI, the following resources will be available going forward:

- Physical Damage & Glass only Claims:
  - For help with repair planning, OEM procedures, and other repair related inquiries, please contact the [Accredited Repair department](#) via email.
- Physical Damage claims:
  - For help with understanding the approved estimate version including the application of estimating standards or parts business rules, please contact the appropriate estimator.
  - For clarity on published Estimating Standards, Parts Business Rules and related Job Aids please contact the [Research & Estimating department](#) via email.
  - For support with estimating systems issues, please contact the [Research & Estimating department](#) via email.



- Glass only Claims:
  - Contact the [Glass Audit Unit](#) via email for help with:
    - Glass invoicing including the application of glass standards,
    - Clarity on published Glass Standards and procedures. For support with Cloud Glass

An updated Repair Shop Support Job Aid will be published in the near future for your reference.