

Notice to all Accredited Repair Shops, Accredited Glass Shops, and Mitchell Connect Users

# MCE and MCG System Profile Updates Now Available

**Date published:** September 15, 2022

As [previously communicated](#), Estimating profile updates are now available for MCE and MCG as of September 15, 2022.

## Physical Damage - MCE

Once you receive the updated Estimating profile, you may apply the new Estimating profile to any claims that have not submitted for payment yet. Shops are not to manually modify MPI profiles.

## Glass only Claims - MCG

All new claims opened on September 15, 2022, onward will have the system updates applied. Any claims opened in MCG that doesn't contain parts 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.

## Retroactive Payments

As previously communicated, glass-only and physical damage and glass repair facilities would be receiving retroactive payments for eligible labour rates between the dates of payments invoiced:

- Glass only – July 1<sup>st</sup> to September 14<sup>th</sup>
- Physical damage - July 1<sup>st</sup> to September 1<sup>st</sup> (My Templates) and Sept 14<sup>th</sup> (Profile Changes) based on the two updates (Mechanical Specialty not included)

Eligible repair facilities and claims will be identified using invoice data. Once the retroactive process is complete for glass-only claims and physical damage claims, these facilities will receive a payment by early November for eligible increases. Claims will not be updated to reflect these changes.

Retroactive deposits will appear separately for both glass and physical damage claims which include both GST and PST.

If you have any questions regarding your deposits please contact:

- [SRA@mpi.mb.ca](mailto:SRA@mpi.mb.ca) for physical damage claims, autobody accredited
- [ClaimsAudit@mpi.mb.ca](mailto:ClaimsAudit@mpi.mb.ca) for glass-only claims and all other enquiries