



November 8, 2019

NOTICE TO ALL DIRECT REPAIR SHOPS

Re: Call for Car-Part Pro Initial Rollout Volunteers

Manitoba Public Insurance has been working on updating the Alternate Parts Program as part of the Physical Damage Reengineering project started years ago, with the intent to align with industry best practices and address long-standing problem areas for the trade.

To complement this change, MPI has entered into an agreement with Car-Part.com to provide the Car-Part Pro application to replace our out-of-date Claims Response System (CRS) for sourcing alternate parts. MPI provided a demonstration of the Car-Part Pro application to the ATA/MMDA on November 1, 2019.

In the demo meeting, the ATA/MMDA and MPI suggested an appropriate mix of volunteer shops be used for an initial Car-Part Pro rollout. We plan to complete selection, training, and system setup in November 2019.

The initial rollout will involve a small number of interested Direct Repair shops willing to collaborate with MPI staff. They will transition to the new Alternate Parts Program and apply the Car-Part Pro workflow. MPI will provide policy training and Car-Part.com will provide software training. This small initial rollout will provide MPI and the trade an opportunity to further understand the preferred training, job aids, and workflow changes prior to a complete rollout.

Following the initial rollout, participants will continue to apply the new policies and use Car-Part Pro, as all shops will eventually be transitioned—potentially in various waves. Shops participating in the initial rollout will have the opportunity to improve the transition for the industry by providing feedback to training and workflow, should any gaps become apparent during the initial rollout.

If you are interested in participating in the initial rollout, please contact MPI at partners@mpi.mb.ca by November 15, 2019.