

Notice to all Accredited Glass Shops

Updates to Mitchell Cloud Glass

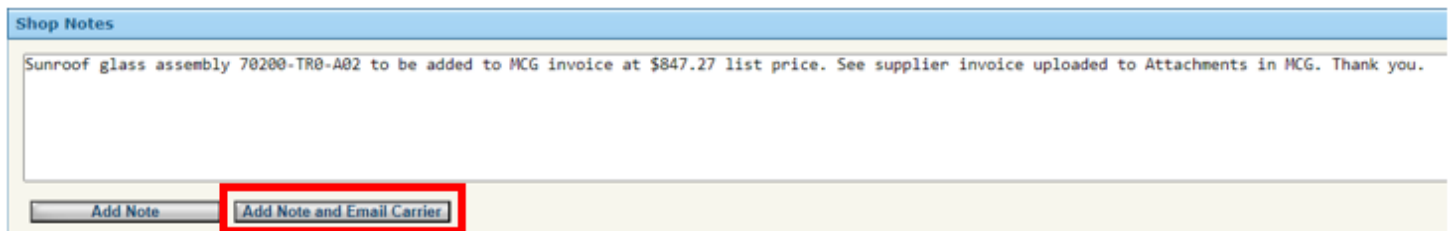
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MPI continues to find ways to enhance processes in glass claim administration through ongoing conversations with the repair industry, Automotive Trades Association of Manitoba (ATA), and Manitoba Motor Dealers Association (MMDA).

Effective July 31, 2024, the following update will be implemented in Mitchell Cloud Glass (MCG). This update is being implemented to reduce efforts in glass claim communications and improve record keeping.

There is a new button, **Add Note and Email Carrier**, in the **Notes** section. This button will allow shops to add a note into the claim in MCG and send an email to the Glass Audit Unit (GAU) at the same time, when required. The **Add Note** button is still available to leave a note in the file and not send an email to GAU. MCG users can choose between the new communication option or continue to email outside of MCG, as both processes end in the GAU mailbox for handling.

MPI replies will be sent to the shop email assigned to the MCG login used.



Please ensure that all the necessary information is included in the Shop Notes. See the [Process for Contacting the Glass Audit Unit \(mpipartners.ca\)](#) for information that should be included. Not providing all information will delay approvals and require additional communication.

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