

Notice to All Accredited Glass Shops



Updates to Mitchell Cloud Glass and emails with Glass Audit Unit

Date published: April 22, 2025

MPI continues to find ways to further streamline claim administration processes through ongoing collaboration with the repair trade and its associations.

Effective April 23, 2025 the following improvements will be made:

- Shops will now be able to edit the shop notes on attachments by using the “Edit” button to the right of the shop note.

Attachments		Upload Images			Total : 1	
	Attach #	Date Received	Shop Note		Uploaded By	
	426	04/09/2025	Glass Authorization	Edit	Shop	

- When a shop uses the email notification in Mitchell Cloud Glass (MCG), Glass Audit will reply via MCG email notification. The email will come from the email address eGlassNotification@mitchell.com and will have a subject of “MCG Notification Claim Number – 00XXXXXXXX”. These emails will be sent to the Business Email listed in the MCG shop profile.

To ensure that you receive this communication, please verify that the Business Email address in MCG is correct and set to the user you would like to receive the correspondence.

To validate and update the email address on file that the emails will be sent to, the admin user for the shop can go to “Administration” and then “Location Management”. Under “Contact Information” the “Business Email” field is where this email address is located.

If you are unable to update the business email, please contact partners@mpi.mb.ca

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