



December 16, 2019

## NOTICE TO ALL EGLASS USERS

### **Re: eGlassClaim Release 6.3 Update**

On the evening of Thursday, December 19, 2019, eGlassClaim will be updated with additional functionality. While the update is applied, eGlassClaim will be unavailable from 10 p.m. on Thursday, December 19 until 7 a.m. on Friday, December 20 while the update is applied.

Among the fixes and improvements in this release, the following may be most applicable to you:

- **Ability to edit glass and hardware part pricing**

Similar to the existing process of entering the '**Net Price**' for a moulding, and subsequently selecting the '**Update**' button, a shop user will now have the ability to enter the '**Net Price**' for glass and hardware parts.

This change will allow for the self-service option in cases where shops choose to price match for Lowest Cost Glass. For applicable claims, the requirement to email the Claims Audit Unit (CAU) to adjust the glass price is no longer needed when price matching or lowering a price.

If a shop is increasing the eGlass posted price, prior approval from CAU is still required. Supplier invoices are required to support shop requests for higher priced glass parts.

As in current practice, glass shops are required to install the glass as billed. If a shop chooses to adjust pricing to match the lowest cost glass available, then no invoice is required.

If you have any questions about this notice, please contact the Claims Audit Unit using the [Repair Shop Support Line](#).