

To prevent delays for the customer, there are situations when a glass repair facility requires a timely decision. MPI prioritizes purposes for phone contact to ensure fewer delays in handling urgent matters. Non-urgent matters (for example, questions regarding glass invoicing), will be reserved to email communication.

Submitting all the necessary information in the correct contact method will ensure:

- Reduced back and forth communication (which causes delays)
- Faster turnaround time for responses

Glass Audit Unit Contact Information:

- Email: [GAU@mpi.mb.ca](mailto:GAU@mpi.mb.ca)
- Phone: 1-855-882-4313
- Reference link: [Repair Shop Support Job Aid](#)
- Shop note via the **Add Note and Email Carrier** button

### Emails – Non-Urgent

The following non-urgent issues will not delay repairs for the customer:

Issue	Method of Contact	Other Direction/Steps
Item to be added to MCG invoice (for example, molding or glass)	Email/Add Shop Note	<ul style="list-style-type: none"> <li>• Include the following information in the email:               <ul style="list-style-type: none"> <li>• Claim number</li> <li>• Part number</li> <li>• Part description</li> <li>• Requested pricing</li> </ul> </li> <li>• Upload supplier invoice to MCG</li> </ul>
Payment question/status	Email/Add Shop Note	<ul style="list-style-type: none"> <li>• Include the claim number in the email.</li> </ul>
Labour amount/hours	Email/Add Shop Note	<ul style="list-style-type: none"> <li>• Include the following information in the email:               <ul style="list-style-type: none"> <li>• Claim number</li> <li>• Glass or part number, if applicable</li> </ul> </li> </ul>
Manual glass payment submission	Email/Add Shop Note	<ul style="list-style-type: none"> <li>• Include: “Request for payment” in the email subject line to triage your request appropriately.</li> </ul>
SRE confirmation	Email/Add Shop Note	<ul style="list-style-type: none"> <li>• Include the following information in the email:               <ul style="list-style-type: none"> <li>• Claim number</li> <li>• SRE policy number</li> </ul> </li> <li>• Include: “SRE policy on claim [claim number]” in the email subject line to triage your request appropriately.</li> </ul>
Zero priced glass	Email/Add Shop Note	<ul style="list-style-type: none"> <li>• Upload supplier cost invoice to MCG.</li> </ul>
Glass not in MCG	Email/Add Shop Note	<ul style="list-style-type: none"> <li>• Upload supplier invoice to MCG. This ensures MPI can add the correct part number.</li> </ul>

## Phone – Urgent

The following urgent issues may delay repairs and returning the vehicle to the customer:

Issue	Method of Contact	Other Direction/Steps
Need a claim sent to the shop	Call	<ul style="list-style-type: none"> <li>• Provide the claim number at the beginning of the call to ensure efficiency during the call.</li> </ul>
Physical damage part approval (for example, regulator)	Call	<p>Before calling GAU:</p> <ul style="list-style-type: none"> <li>• For a <b>manual glass claim</b>, provide the required information below by email.</li> <li>• For a <b>claim being processed in MCG</b>, upload the required information below to MCG.</li> </ul> <p>Required information:</p> <ul style="list-style-type: none"> <li>• Photos of the damaged part</li> <li>• Physical damage part number(s)</li> <li>• Glass part number being installed (required to complete estimate and provide time to install other parts)</li> <li>• Mileage (needed for betterment/depreciation)</li> <li>• Explanation of how the part was damaged (for example, vandalism, broken upon removal, etc.)</li> </ul>
Pressing issue or question	Call	<ul style="list-style-type: none"> <li>• Information is needed from GAU that is preventing the repair to be completed or getting the vehicle back to the claimant. <ul style="list-style-type: none"> <li>• Example: unsure of deductible or customer responsibility for taxes</li> </ul> </li> </ul>