

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
- Phone: 1-855-882-4313
- Reference link: [Repair Shop Support Job Aid](#)

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	<ul style="list-style-type: none"> • Include the following information in the email: <ul style="list-style-type: none"> ○ Claim number ○ Part number ○ Part description ○ Requested pricing • Upload supplier invoice to MCG
Payment question/status	Email	<ul style="list-style-type: none"> • Include the claim number in the email.
Labour amount/hours	Email	<ul style="list-style-type: none"> • Include the following information in the email: <ul style="list-style-type: none"> ○ Claim number ○ Glass or part number, if applicable
Manual glass payment submission	Email	<ul style="list-style-type: none"> • Include: “Request for payment” in the email subject line to triage your request appropriately.
SRE confirmation	Email	<ul style="list-style-type: none"> • Include the following information in the email: <ul style="list-style-type: none"> ○ Claim number ○ SRE policy number • Include: “SRE policy on claim [claim number]” in the email subject line to triage your request appropriately.
Zero priced glass	Email	<ul style="list-style-type: none"> • Upload supplier cost invoice to MCG.
Glass not in MCG	Email	<ul style="list-style-type: none"> • Upload supplier invoice to MCG. This ensures MPI can add the correct part number.

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