

Repair Shop – eGlassClaim Procedures

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Section 1 – Setting Up eGlassClaim Users

eGlassClaim is a web-based self-service interface for Manitoba Public Insurance and glass repair shops.

1.1 Training Resources

Before you begin using eGlassClaim, complete the on-line training for eGlassClaim:

- Manitoba Public Insurance Glass Claims Program Business Rules
- Creating Invoice – <http://glass.mitchell.com/egmpituto/files/CreatingInvoices.htm>
- eGlassClaim Overview – http://glass.mitchell.com/egmpituto/files/eGlassClaim_Overview_Demo.htm
- Creating a new claim – http://glass.mitchell.com/egmpituto/files/eGlassClaim_FNOL.htm

1.2 User Roles and Functions

eGlassClaim will provide access to the application and its functionality based on a user's access role. There are two access roles in eGlassClaim:

- [Shop administrator](#)
- [Shop user](#)

1.2.1 Shop Administrator

Usually, the shop administrator would be the owner, manager or billing supervisor. The shop administrator will have the ability to create user roles for individual shop employees.

Once the shop administrator signs in and submits the Light Vehicle Accreditation Agreement to Manitoba Public Insurance's Quality Control Department, they will receive an e-mail with their administrator user ID and password.

The e-mail will ask the shop administrator to [change their password](#) immediately and keep it in a secure location.

Once the password is changed, the shop administrator can create additional shop user ID's.

1.2.2 Shop User

Shop users have the ability to create/register claims, submit claims for payment, and track payment statuses. Shop users unique ID provides security and traceability.

1.2.3 Functions

The following table provides the functionality that each administrator and user level will have access to in eGlassClaim.

Functions	Repair Shop Administrator	Repair Shop User
Creating/registering new claims	Yes	Yes
Search existing claims/invoices	Yes	Yes
Invoicing Capability	Yes	Yes

Submit invoices for payment	Yes	Yes
View shop profile information	Yes	Yes
User Management (create User ID's)	Yes	No
Management Reports	Yes	No

1.3 Managing Users

1.3.1 Create Shop User

To create a new shop user, the shop administrator will do the following:

1. Log on to eGlassClaim.
2. On the menu bar, click **Administration** and select **User Management** from the drop down menu.
3. Click the **Add New User** button.
4. In the **Login** field, enter what the employee's unique user login ID will be. For example, if an employee's name is Jane Doe the login ID could be JDoe.

eGlassClaim requires different login IDs for each user.

5. In the **Name** field, enter the user's full name.
6. In the **Email** field, enter the employee's email address.
 - They will receive a confirmation email with their user ID and the temporary password.
7. Click the **Save User** button and you will be returned to the **User Management** page.
 - A message will display in red indicating the user was added successfully.

1.3.2 Delete Shop User

To delete a new shop user, the shop administrator will do the following:

1. Log on to eGlassClaim.
2. On the menu bar, click **Administration** and select **User Management** from the drop down menu.
2. In the **User Login** column, select the user login name you want to delete.
3. Click the **Deactivate User** button and you will be returned to the **User Management** page.
 - A message will display in red indicating the user was deactivated successfully

Section 2 – Login and Passwords

2.1 Logging into eGlassClaim

To access eGlassClaim you must visit the [eGlassClaim login website](#).

Please ensure you navigate to the Canadian (.ca) site as per the link above.

The first time you login to eGlassClaim you will be required to accept Mitchell's eGlassClaim Terms of Use Agreement.

2.1.1 Shop Administrator First Login

When the shop administrator logs in for the first time, they must:

- Verify your shop and contact information.

If your information needs to be changed and/or corrected, contact Manitoba Public Insurance's Quality Control Department.

- Update tax information (if required).
- Update shop services and hours of operation.

2.2 Passwords

Once your user ID is created, you will be provided with your initial eGlassClaim temporary password. The first time you log in to eGlassClaim, you will be prompted to change your password. After that, you can change your password at any time.

Passwords must:

- Not contain any part of your user ID
- Be at least eight characters long
- Contain at least one letter, number, and alpha character (for example, ., !, \$, #)
- Differ from your eight previous passwords

2.2.1 Change Password

To change your password on the top menu bar Click Administration and select Change Password from the drop down list. You will then be prompted to change your password.

2.2.2 Forgot Password

If you forgot your password, on the logon page click **Forgot my Password** and complete the fields that appear. You will receive an email with a temporary password.

Section 3 – Register the Claim

Before proceeding with a new claim review the [Glass Claims Program Business Rules](#) to ensure the claim is eligible for eGlassClaim.

The Glass Claims Program Business Rules provide essential information so it is important to review them before starting a new claim.

To begin a new claim in eGlassClaim, in the menu bar, click **New Claim** and refer to the following sections.

3.1 Coverage Verification Page

1. Ask the customer if the glass damage stems from a failed stone chip repair and select **Yes** or **No** depending on the customer's response.
 - If the customer indicates yes, you must contact the Claims Audit Unit before continuing with the claim.
2. Enter the policyholder's licence plate number in the **Plate Number** field.
3. Click the **Calendar** icon, and then select the date of loss on the pop-up calendar. Or enter the policyholder's date of loss in the **Date of Loss** field in mm/dd/yy format.

You can only change the date of loss while in the Coverage Verification page. If you need to re-enter it, click Restart. If you need to change the date of loss after you have completed this page, the customer must contact the Manitoba Public Insurance Contact Centre.

4. Click **Next**.
 - A message will display indicating if you can proceed with the claim or if the customer must contact the Manitoba Public Insurance Contact Centre.
 - If you can proceed, the system will display the vehicle description. Confirm it with the customer.
 - Depending on the customer type you may be prompted to enter either the registered owner's or legal owner's driver's licence document number or a customer number in the **Driver's Licence Document Number** field or **Customer Number** field. Enter the applicable number and click **Next**.
5. Review the vehicle identification number (VIN) on the vehicle and confirm this is the VIN that appears in eGlassClaim.
6. Verify the vehicle information with the customer.
 - If the vehicle description is incorrect, the customer must contact the Manitoba Public Insurance Contact Centre.
 - If the vehicle description is incomplete, enter the applicable information.
7. Click **Next**.
8. If a script appears (for example, Loss of Use script) read it to the customer and click **Next**.

3.2 Customer Consent Page

If the claim involves a trade-in vehicle, a Trade-In Authorization may be required. See [5.3.3 Trade-In Vehicles](#) for complete details.

9. Read the text that appears on screen to the customer and select **Yes** or **No** depending on the customer's response.

10. Click **Next**.

3.3 Claim Details Page

11. Enter the following:

- Cause of Damage
 - If you select **Other**, the **Enter description of other damage** text box will appear. Enter details of the damage in the text box.
- Location of Incident (Canada or USA)
- Province/State
- Region/Town
- Type of Site

12. If the customer responds **Yes** in the **Customer Consent** page also enter:

- Contact First Name
- Contact Last Name
- Contact Phone
- Alternate Phone (optional)

13. Click **Next**.

3.4 Damage Selection Page

14. Confirm the deductible information with the customer before proceeding.

This will automatically appear on this page.

- If the deductible information is incorrect the customer must contact the Manitoba Public Insurance Contact Centre.

15. Select the area(s) of damage from the **Glass Type** list by selecting the associated check box(es).

- If the glass damage does not appear as an option select the **Other** check box and enter a description of the damage. For example, sunroof, truck cap glass, etc.

16. Provide the customer with their claim number.

3.5 Special Risk Extension Policy Numbers

If a customer provides a repair shop with a Special Risk Extension (SRE) policy number the repair shop may register the claim using eGlassClaim. After the shop registers the claim, the shop or customer must contact the Claims Audit Unit.

3.6 Claims Involving Tows

If a claim involves a tow, the repair shop may still register the claim using eGlassClaim. The customer must contact the Manitoba Public Insurance Contact Centre to request a tow.

Section 4 – Invoice Glass Claims

Important –Repair shops must complete the glass repair or replacement **before** submitting an eGlassClaim invoice for payment.

For all other business rules on pricing and payment, please review the [Glass Claims Program Business Rules](#).

Before submitting an invoice for payment, repair shops must complete the following sections in eGlassClaim.

4.1 Select Parts Page

Select the applicable parts you will use.

If the part you will use is not listed in the current NAGS pricing (for example, decals, tint) or the part is not normally charged on a glass claim (for example, hardware, weather-strip, gasket), you must contact the Claims Audit Unit for approval prior to using the part.

4.1.1 Moldings

NAGS lists aftermarket, OEM and bulk moldings associated with the glass part price.

To add moldings:

1. Select the molding that best represents the molding that you use.
2. Click the **Add** button and enter your molding price in the **Net Price** column.
 - For aftermarket moldings, calculate your cost price plus 25% (not to exceed OEM) and enter the molding amount into the **Net Price** column.
 - For OEM moldings, select the OEM part number and enter the OEM price into the **Net Price** column.
 - For bulk moldings, select Bulk Molding and calculate your cost price plus 25% (for example, 100 ft roll = \$100. Shop used 12 ft @ \$1 per ft x 25% mark up = \$15 cost to Manitoba Public Insurance) and enter the bulk molding amount into the **Net Price** column.
3. Click **Update** to add the molding price to the **Total Amount**.
4. Retain your molding invoice for proof of purchase with the original signed Glass Authorization

4.2 Original Equipment Manufacturer Glass

For glass-only claims, repair shops may install National Auto Glass Specifications (NAGS) glass even if Original Equipment Manufacturer (OEM) glass is cheaper.

Repair shops cannot install a cheaper OEM glass and bill for NAGS glass.

Repair shops can install a cheaper OEM glass and bill at the OEM price.

When original equipment manufacturer (OEM) glass is selected one of the following will occur:

- If OEM is cheaper than NAGS, the invoice will not require pre-approval by the Claims Audit Unit.
- If OEM is higher than NAGS, the invoice will be placed in **Pending Review** status. The Claims Audit Unit will review the claim.
 - In this case, contact the Claims Audit Unit for pre-approval to install the higher priced OEM glass.

4.3 Additional Information Page

To access the **Additional Information** page, on the menu bar, click **Additional Info**.

In the Additional Information you can:






- Record the repair completion date
- Record vehicle mileage and repair shop's internal reference number (if no internal reference number, use the claim number)
- Change the damage loss reason, if required
- Change the incident location, if required

4.3.1 Get Latest Prices

To get the latest NAGS pricing, in the **Additional Information** page, click the **Use Latest NAGS Pricing** button.

Additional Information

Claim Information

Claim #:	
Assignment ID:	
Date Of Loss:	11/16/2016
Replacement Deductible:	\$200.00
Repair Deductible:	\$0.00
Invoice Date:	11/22/2016 
Submitted Date:	
Assigned Date:	11/22/2016
Complete/Paid Date:	
What caused the damage to the vehicle? :	Falling Object 
Where did the Incident Occur?:	<input checked="" type="radio"/> Canada <input type="radio"/> USA
Prov/State:	MB 
Region/Town:	Winnipeg 
Type of Site:	driveway 

Use Latest Nags Pricing

4.3.1 Update Invoice Date

The repair completion date is identified in the **Invoice Date** field. To update this field to the current repair completion date, click the **Use Latest NAGS Pricing** button.

If this field is not updated, the date will be the same as the **Assigned Date**.

4.3.3 Update Mileage

In the **Other Information/Mileage** field enter the vehicle's mileage.

4.4 Tax

Repair shops must update the tax information in eGlassClaim to reflect the customer's tax status in the **Tax Information** page.

To determine the customer's tax responsibility, see [4.4.1 Tax Responsibility](#).

The image above displays eGlassClaim default settings only.

<p>(A) % Tax Rate Paid by Insured</p>	<p>If the customer is responsible for any portion of their GST, in the GST row enter the applicable amount. For example, if the customer’s Input Tax Credit (ITC) is 75%, in the GST row enter 75.</p> <p>If the customer is responsible for PST on material, parts, and labour, in the PST row enter 100. For example, a customer with a courtesy vehicle would be responsible for PST on material, parts, and labour, in the PST row enter 100.</p> <p style="text-align: center;">eGlassClaim defaults these field to 0, which is correct if the customer is exempt from tax or if Manitoba Public Insurance is responsible for tax.</p>
<p>(B) Is Material Tax</p>	<p>If the customer is exempt from paying GST or PST on material and parts, clear the applicable check box.</p> <p style="text-align: center;">eGlassClaim automatically selects the check boxes, which is correct for all other scenarios.</p>
<p>(C) Is Labor Tax</p>	<p>If the customer is exempt from paying GST or PST on labour, clear the applicable check box.</p> <p style="text-align: center;">eGlassClaim automatically selects the check boxes, which is correct for all other scenarios.</p>
<p>(D) Update</p>	<p>Once the repair shop enters all tax information, they will click the Update button.</p>

4.4.1 Tax Responsibility

Refer to the chart below to determine who is responsible for paying Goods and Services Tax (GST) or Provincial Sales Tax (PST).

If the customer does not know if they are a GST Registrant, see [4.4.2 GST Registrant Questions](#)

The vehicle is a/an	Who pays GST?	Who pays PST on Parts?	Who pays PST on Labour?
Aboriginal band-empowered school, hospital, tribal council, or social service entity vehicle	GST exempt	PST exempt, if repaired on a reserve or if the repaired vehicle is delivered to the customer on a reserve Manitoba Public Insurance, if repaired off reserve	PST exempt, if repaired on a reserve or if the repaired vehicle is delivered to the customer on a reserve Manitoba Public Insurance, if repaired off reserve
Charitable Organization	Customer, up to their Input Tax Credit (ITC) Amount, if they are a GST registrant	Manitoba Public Insurance	Manitoba Public Insurance
Crown Corporation vehicle (includes Manitoba Public Insurance)	GST exempt	Manitoba Public Insurance	Manitoba Public Insurance
Company vehicle – customer is a GST Registrant	Customer, up to their Input Tax Credit (ITC) Amount	Manitoba Public Insurance	Manitoba Public Insurance
Courtesy vehicle owned by dealer or repairer	Customer	Customer	Customer
Farm vehicle owned by a farmer	Customer, up to their Input Tax Credit (ITC) Amount	Manitoba Public Insurance	Manitoba Public Insurance
Federal Government vehicle	Customer	PST exempt	PST exempt
Financial institution's vehicle (for example, banks and credit unions)	Manitoba Public Insurance	Manitoba Public Insurance	Manitoba Public Insurance

Lease (full maintenance lease) where the vendor assumes responsibility for maintaining the vehicle	Customer (Vendor/ Leasing Company)	Customer (Vendor/ Leasing Company)	Customer (Vendor/ Leasing Company)
Lease (non-maintenance lease) where the customer maintains the vehicle at their own expense	Depends on the GST status of the person leasing the vehicle	Manitoba Public Insurance	Customer, if repaired at leasing company's shop Manitoba Public Insurance, if repaired at another shop
Personal vehicle of the customer (not used for a business)	Manitoba Public Insurance	Manitoba Public Insurance	Manitoba Public Insurance
Province of Manitoba vehicle (includes VEMA vehicles)	GST exempt	Manitoba Public Insurance	Customer(Province of Manitoba/VEMA), if repaired at provincial garage Manitoba Public Insurance, if repaired at another shop
Rental vehicle (u-drive)	Customer	Customer	Customer
Vehicle repaired at the registered owner's shop / by the registered owner's employees	Customer	Manitoba Public Insurance	Customer

4.4.2 GST Registrant Questions

Individual Customers

If the vehicle is registered to an **individual customer**, ask:

- “Are you self-employed?” and/or “Do you own your own business or farm?”
 - If the answer is **yes**, ask, “Are you a GST registrant?”, “Do you claim the GST back as an Input Tax Credit?”

This means they claim this vehicle as part of their business/farm.

- If the answer is **yes**, ask “What percentage of GST as it relates to your business/farm, do you claim back?” and input the amount they state into the **Tax Information** page.

If the individual customer is not self-employed or doesn't own their own business, they are not a GST registrant and Manitoba Public Insurance will pay the GST.

Company/Business/Farm

If the vehicle is registered to a company, business, or farm, ask:

- “Is the company/business a GST registrant?” and/or “Is GST on the vehicle claimed as an Input Tax Credit?”
- If the answer is yes, ask, “What percentage of GST as it relates to the business/company is claimed back?” and input the amount they state into the **Tax Information** page.

If a company states they don’t have a GST number, in **Notes** document that the company doesn’t claim GST.

Leased Vehicle

If the vehicle is leased, ask:

- Who is responsible for maintenance on the vehicle, such as oil changes?” and/or “Are you required to take the vehicle to a specific shop for maintenance?”

If the customer is responsible for maintenance, ask them the individual or company questions to determine if they are a GST Registrant.

If the leasing company is responsible for maintenance, Manitoba Public Insurance will pay the GST.

Customer Unsure of Their Input Tax Credit Entitlement

If the customer is unsure if they are a GST Registrant or they don’t know their Input Tax Credit (ITC) entitlement, in the GST row in the **% Tax Rate Paid By Insured** field enter 100.

Advise the customer to contact the Claims Audit Unit with their correct ITC entitlement.

Section 5 – Submit Claim for Payment

You will submit claims to Manitoba Public Insurance for payment from the **Submit** page.

If the claim involves a trade-in vehicle, a Trade-In Authorization may be required. See [5.3.3 Trade-In Vehicles](#) for complete details.

5.1 Submit Page

1. In **Enter Vehicle VIN**, enter the applicable vehicle identification number that displays on the vehicle.
 - If the VIN is incorrect or not located on the vehicle, contact the Claims Audit Unit.
2. In **Internal Reference Number**, enter the shop’s internal reference number for the claim or the claim number.
 - This field may be pre-filled if you already entered the internal reference number on the **Additional Info** page.

3. In **Claim Summary**, verify the information is correct.
4. Click **Submit**.
 - A message will appear indicating the claim was submitted successfully.

5.1.1 Submit Status

Once submitted, eGlassClaim will display one of the following statuses:

- **Pending Review** - the invoice will be reviewed by the Claims Audit Unit and won't be paid until the Claims Audit Unit reviews.
- **Payment Paid** – the invoice has been approved for payment and will be paid in the next payment cycle

Once the invoice has been submitted for payment, if payment amendments are required the shop can review the explanation of the amendment in **Notes**.

5.2 Payments

Submitted invoices are processed and will either be approved for payment (for the next payment cycle) or will be placed in a **Pending Review** status for manual review by the Claims Audit Unit.

If you have questions regarding payments, contact the Claims Audit Unit.

5.2.1 Notes Page

Shop Notes, such as changes to payment amounts by the Claims Audit Unit, can be entered on the Notes page. Information will be saved in this area, but this will not put the claim into a Pending Review status. Meaning, the Claims Audit Unit will not be notified by eGlassclaim that shop notes have been entered into the claim.

Any questions regarding payment changes contact the Claims Audit Unit.

5.2.2 Sublets

A maximum 60% of the claim may be sublet to an accredited repair shop.

When subletting labour to an accredited repair shop, a copy of the work order from the accredited shop completing the work must be faxed to the Claims Audit Unit.

Any changes made to payment amounts by the Claims Audit Unit will be documented in **Notes**.

Once the work order is received, the Claims Audit Unit will update the shop's labour amount to reflect the accredited rate

5.3 Glass Authorization Form

The [Glass Authorization form](#) can be printed off at any time once a claim has been created.

The Glass Authorization form is bilingual. All fields on the form, with the exception of the Customer Declaration are printed in English and French. The Customer Declaration can be printed in the customer's language of choice – English or French.

When the Glass Authorization form is printed prior to the repair shop selecting invoice details on the **Select Parts** page, the customer must know and understand what glass parts have been repaired or replaced on their vehicle prior to signing the form.

Both the repair shop and the customer must sign the Glass Authorization form.

The shop must keep a copy of the Glass Authorization form, all parts invoices, and certification of repair for three years (from the date the form is signed). The repair shop may electronically scan a copy of the signed original Glass Authorization for their records. If the shop prints and signs the Glass Authorization with no invoice details, the shop must attach a copy of the repair shop's work order indicating the glass parts repaired or replaced.

5.3.1 Claim Created by Manitoba Public Insurance

If a claim is created by the Manitoba Public Insurance Contact Centre, the Glass Authorization form will be faxed or emailed to your repair shop.

Emailing the Glass Authorization includes a fax cover sheet and a link to the dynamically generated Glass Authorization form. In the email click the link to view the Glass Authorization in eGlassClaim and select a language to print the form.

If you do not receive the faxed form, contact the Claims Audit Unit.

To change how you receive your Glass Authorization form, contact Manitoba Public Insurance's Quality Control Department.

5.3.2 Certification of Repair

The repair shop must sign the Certification of Repair section of the Glass Authorization.

5.3.3 Trade-In Vehicles

When repairing glass on a vehicle that has been traded-in and the customer is unable to sign the Glass Authorization form, the repair shop must have the customer sign a Trade-In Authorization and attach it to the completed Glass Authorization.

A copy of this form is available on the [MPI Partners website](#).

5.4 Attachments

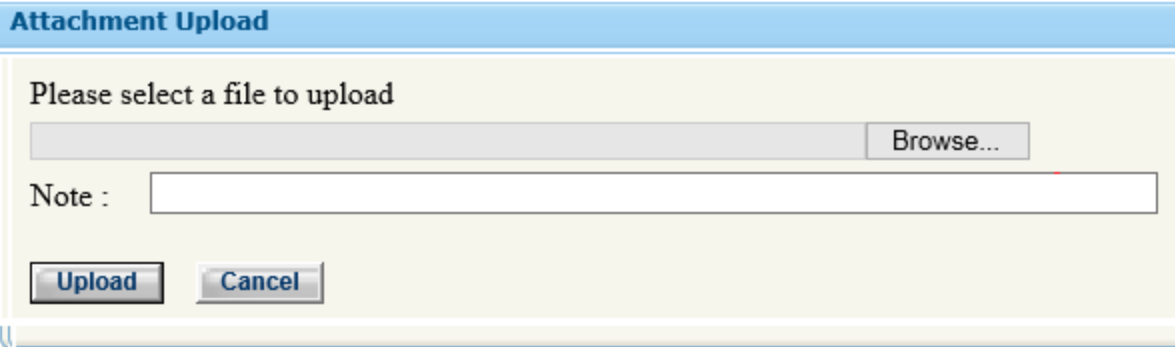
You will submit images of the damage and copies of invoices and forms through eGlassClaim in the **Attachment** page.

eGlassClaim only accepts JPG, JPEG, BMP, PNG, TIF, TIFF, TXT, and PDF files.

The maximum file size is 4 MB.

5.4.1 Upload Attachment

1. From the menu bar, click **Attachments**.
2. Click **Upload Images**.
 - The **Attachment Upload** window appears.

The image shows a software dialog box titled "Attachment Upload". At the top, it says "Please select a file to upload". Below this is a text input field with a "Browse..." button to its right. Underneath the input field is a "Note :" label followed by another text input field. At the bottom of the dialog, there are two buttons: "Upload" and "Cancel".

Attachment Upload

Please select a file to upload

Browse...

Note :

3. Click **Browse**, locate the document on your computer, and double click it.
4. In **Note**, add text to identify the attachment.
5. Click **Upload**.

5.4.2 View Attachment

1. From the menu bar, click **Attachments**.
2. In the applicable row, click the magnifying glass icon.
 - The attachment will open.
3. To close the attachment, click the stop symbol (red octagon with white X above the attachment).

Section 6 – Troubleshooting

6.1 Cancelling a Claim

If a customer wants to cancel their eGlassclaim, direct the customer to contact the Manitoba Public Insurance Contact Centre.

6.1.1 Re-open a Cancelled Claim

If a customer wants to re-open their cancelled claim, direct the customer to contact the Claims Audit Unit.

6.2 eGlassClaim Website Down

If the eGlassClaim website is unavailable, direct the customer to contact the Manitoba Public Insurance Contact Centre to register the glass claim.

The Contact Centre can register the claim using another system.

The repair shop may also contact the Claims Audit Unit to advise them of the system issue.

6.3 Restart Claim

By selecting the **Restart** button when registering the claim, the claim information will not be saved and you will be returned to the Home page.

6.4 Suspicious Claim

If you feel that the claim is suspicious in any way, contact the Claims Audit Unit for direction.

6.5 Changing Shops

If the customer wants to change repair shop locations, direct the customer to contact the Manitoba Public Insurance Contact Centre or the Claims Audit Unit.

6.6 Police Report Number

For some claims, like [vandalism](#), the customer is required to report the incident to the police. You may still register the claim, but must enter the police report number or officer's badge number into **Shop Notes** in the eGlass application.

6.7 Change Customer Contact Information

If you need to change the customer Contact Information, from the menu bar, select **Customer Info** to change the customer contact information.

6.8 Change Damage

If you need to change the area of damage, do the following:

1. From the menu bar, select **Damage Info**.
2. Select the new area of damage or additional area of damage.
3. Click **Next**.

6.9 Change Provider Information

If you require to your provider information, contact Manitoba Public Insurance's Quality Control Department.

6.10 Technical Support

For technical assistance contact Mitchell International by clicking the **Request Technical Support** button on the eGlassClaim login page.

Section 7 – Manitoba Public Insurance Contact Information

If you require any assistance please call the Manitoba Public Insurance Repair Shop Support line at 1-855-882-4343. For detailed information on the different queues see the [Manitoba Public Insurance Repair Shop Support](#) page.

7.1 Contact Centre

If a customer must contact the Manitoba Public Insurance Contact Centre, provide them with the following numbers:

- Telephone: 204-985-7000
- Toll-free: 1-800-665-2410