



Claims procedures

Glass pricing and billing

Guidelines for billing on glass pricing.

Billing price

Glass parts on all Glass Claim Report and Payment Requisition (CL14B) forms and Glass Claim Report and Payment Requisition – Glass Express (CL14BX) forms are billed at current National Autoglass Specifications (NAGS) prices, less current discount.

The billing depends on:

- Replacement Cost Endorsement Policy (APV 286A) policy in effect at date of loss, or
- New Vehicle Replacement Plus (NVR+) policy in effect at date of loss.

If customer has...	and the glass price is...	Then parts must be...
no additional coverage	posted in Glass Web Express (GWE), and/or the NAGS calculator	billed at NAGS (less current discount).
	not posted in GWE and/or the NAGS calculator	billed at cost plus 25% markup when purchased from an aftermarket supplier, not to exceed Original Equipment Manufacturer (OEM) retail
<ul style="list-style-type: none"> • APV286A policy, or • NVR+ policy 	posted in GWE, and/or the NAGS calculator	billed and replaced with OEM.
	not posted in GWE and/or the NAGS calculator	

Important: If the customer chooses not to utilize their APV286 or NVR + policy, then NAGS pricing can be applied, but cannot exceed the Original Equipment Manufacturer (OEM) retail price.

Facilities decisions around glass repair and replace do not require approval from the Provincial Glass Operations (PGO). These decision(s) must be supported via photos and notes on file. Compliance to procedures is verified using analytics, file reviews and audits.

Refer to the [BC Motor Vehicle Act Regulations](#) – Sec 7.05(1) and Schedule 29 for considerations of vision impairment to help determine repair and replace decisions.

Documentation

Glass pricing and documentation must be in accordance with the Glass Express Program Guide, “Estimate and Documentation Storage”.