



September 22, 2022

Attn: Glass Repair Program participants

**RE: Updates to Glass Pricing and Billing policy**

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Hello glass repair partners,

We're always looking for ways to streamline our processes to make serving our mutual customers more straightforward. Starting October 3, 2022, we'll be updating our [Glass Pricing and Billing Policy](#) for situations where the glass parts and/or labour price is not posted in GWE or the NAGS calculator.

We currently allow facilities to bill glass at cost, plus a 25% mark up. As of October 3, 2022, we will be amending the Glass Pricing and Billing policy to allow facilities to bill at the last known published NAGS calculator price. Facilities billing at the last known published NAGS price will be required to include a copy of the NAGS guide cover and part pricing page in VDIA. Facilities are not required to get permission from PGO to use the last known published price.

The change is in line with our value of being collaborative and are in response to feedback we've heard from our industry partners and liaison committee members. The update also better aligns the Glass Pricing and Billing Policy with the "last known price" concept allowed in the [Obsolete Parts Price Policy](#).

As always, we're here to help. Please reach out to your MD [Account Service Representative](#) if you have questions.

Sincerely,

Alden Li  
Director, Claims Customer & MD Strategy

