

Undertaking # 12

MPI to provide the terms of reference of the MPI/recyclers liaison committee, the policy decisions that have come out from that committee, and the minutes of all meetings of the liaison committee from its formation, 2013, and 2014.

RESPONSE:

Recycled Parts Program recyclers met with MPI on the 2nd of April, 2013 for the Physical Damage Re-Engineering Program overview. At this meeting MPI requested the Recycled Parts Program recyclers forward the names of three representative members to formulate the Recyclers Liaison Committee.

The purpose of the Recyclers Liaison Committee was agreed to at the April 2, 2013 meeting. The purpose was to enable collaboration, dialogue and ongoing support between Recyclers and MPI. As the Corporation delivers the Physical Damage Re-engineering Program the Recyclers Liaison Committee will continue to work together to discuss all issues, process and system changes required to better serve our mutual customers - shops and Manitobans and enable the use of cost effective quality safe parts for the Manitoba collision repair industry.

The recyclers chose three member recyclers as their representatives for the Recyclers Liaison Committee. At the 31st May 2013 meeting, the Recyclers Liaison Committee was created. At this meeting MPI suggested the inclusion of a 4th member recycler to this Committee in response to a request from some of the recyclers.

Please see attached presentations for details on topics, processes and policy decisions discussed at the Recyclers Liaison Committee meetings.

PD Re-engineering –
Recyclers' Liaison Committee
December 13, 2013

Recycled Parts Program &
Impact to CRS



**Manitoba
Public Insurance**



Agenda

- Recap of April 2013 Presentation & PDR Program
- Today's Process
- CRS Enhancements
- Impact to Recyclers
- Accreditation Agreement
- Next Steps
- Questions



Transition of the RCO

- Manitoba Public Insurance is a corporate leader in recycling and in putting recycled goods to active use
- Maximizing the use of quality recycled parts reduces repair costs and helps the Corporation keep insurance rates low for its customers
- MPI began directly administering the recycled parts program in December 2012.
 - **Intent was to provide more value to Manitobans through expanded participation by recyclers, improved governance and other process improvements.**
 - **Process improvements have been included as part of our physical damage reengineering program**



The PDR Program

- *MPI has initiated a physical damage claims re-engineering program to improve the customer service experience for physical damage claims processing. Process improvements are being developed with an objective to maintain or reduce costs, while at the same time, strengthening the overall collision repair industry.*
 - **Significant investment for MPI**
 - **Will involve working closely with the collision repair industry**
 - » **Along with other claims processes, will address administrative processes related to estimating, parts and account reconciliation**



Overall Program Benefits

- We will be leveraging the latest in technology to work more collaboratively with industry, speeding up processes and improving communication between the Corporation, parts suppliers, repair shops and customers.
- Customers will benefit from a faster and more flexible claims experience – and by the time we are finished, customers will be able to initiate a claim online.
- For industry –
 - **Increased usage of recycled parts**
 - **Reduced returns of recycled parts**
 - **Stream-lined workflow for estimating, parts and account reconciliation/administration**
 - **Quicker processing of supplements**
 - **Improved communication– information pushed electronically to MPI, shops and customers**



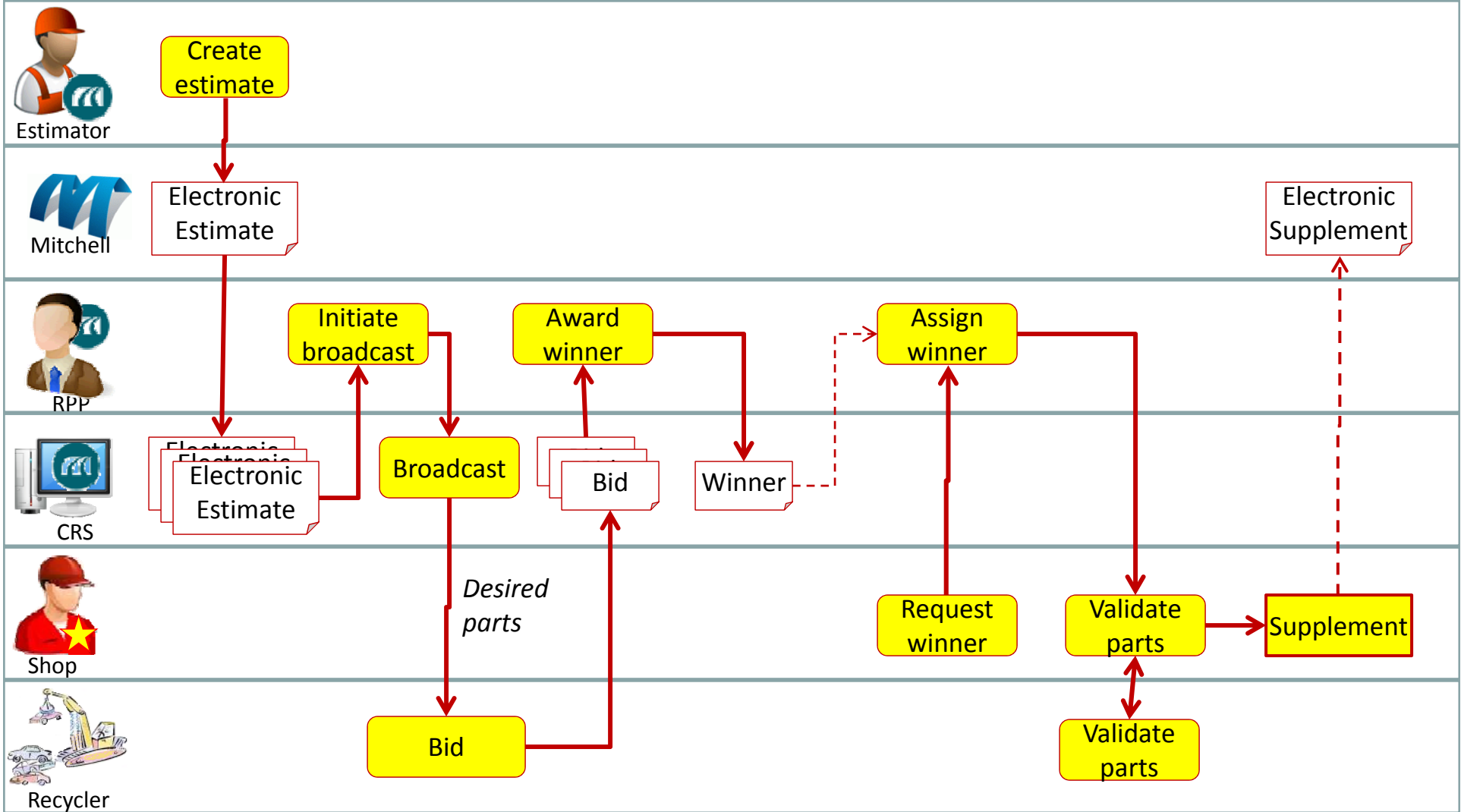
Key Concepts

- Need to ensure safety and quality of repair
 - **Increasing vehicle construction complexity**
 - **Approach to training, certification and ensuring safe and high quality repairs**
- Seeking improvements in
 - **Customer satisfaction**
 - **Cycle time – Key to Key**
 - **Triaging claims**
- Repair industry sustainability
 - **Need to achieve benefits for both MPI and industry**
- Mitchell as our strategic partner
 - **All glass, Autobody & frame shops will require Mitchell to work on MPI claims**



Today's Process

Parts checked at time of estimate creation. RPP manages broadcasts and assignments of parts to recyclers using CRS as a management tool.





Mutual challenges with today's process

- Part selection at time of estimate creation
 - Recycled part selection occurs when estimate is first created.
 - When repair begins, parts may no longer be available, as it is usually past the 10 day hold period.
 - Results in rebroadcasts and cancellations of parts.
- Administrative effort and time for processing
 - Phone calls, faxes and manual processing adds to delays for recyclers and shops
 - Rebroadcasts and cancellations impact recyclers, MPI and shop efficiencies and cycle times.



WHAT IS CHANGING?



CRS Enhancements- Phases I & II

Phase 1: Completed

- **Transmit new BMS file to CRS instead of old UDS file**
 - *Better vehicle info and OEM part prices that help recyclers set prices*

Phase 2: January 20, 2014

- **CRS automatically filters out non-eligible claims and the non-eligible parts within each claim**
- **Broadcast occurs at time of repair or when the estimate is supplemented and approved by MPI.**
- **CRS will create a file that includes all awarded parts, prices, and the recycler of record.**
- **CRS will notify all stakeholders electronically of awarded part information**



Impact to Recyclers

- Recyclers will receive broadcasts at time of repair (parts procurement cycle usually after the vehicle arrives in the shop)
 - Frequency of broadcast inconsistent compared to the present pre-defined frequencies
- Recyclers will have 20 minutes to respond to broadcasts with availability of parts
 - Since vehicle is in repair process response time is critical
 - This does not include time to provide pricing
- CRS will only display the current broadcasts
 - Previously claims from up to 90 days were visible
- Business hours for broadcasts will be 8:00am – 5pm, Monday to Friday
 - This excludes MPI statutory holidays
- Recycler of record will be retained on transition claims up to 10 days prior to customer arrival
- Supplements will be open to all recyclers effective January 20, 2014



Accreditation Agreement

- Accreditation Agreement expires 31 May 2014
- Further discussion in February-March 2014 on new Accreditation Agreement and additional CRS enhancements to include:
 - **OEM part price inclusion in broadcasts**
 - **Process improvements**
 - **Recycled parts quality standards as per industry standards**
 - **Return rates**
 - **Delivery times**
 - **Pricing (less than 60% and 45%)**



Next Steps

- Recycler's Liaison Committee to inform all RPP recyclers of forthcoming changes
 - **Ensure all concerns are brought forward and addressed prior to January 2014**
- MPI to schedule next meeting in February - March 2014 to discuss new Accreditation Agreement



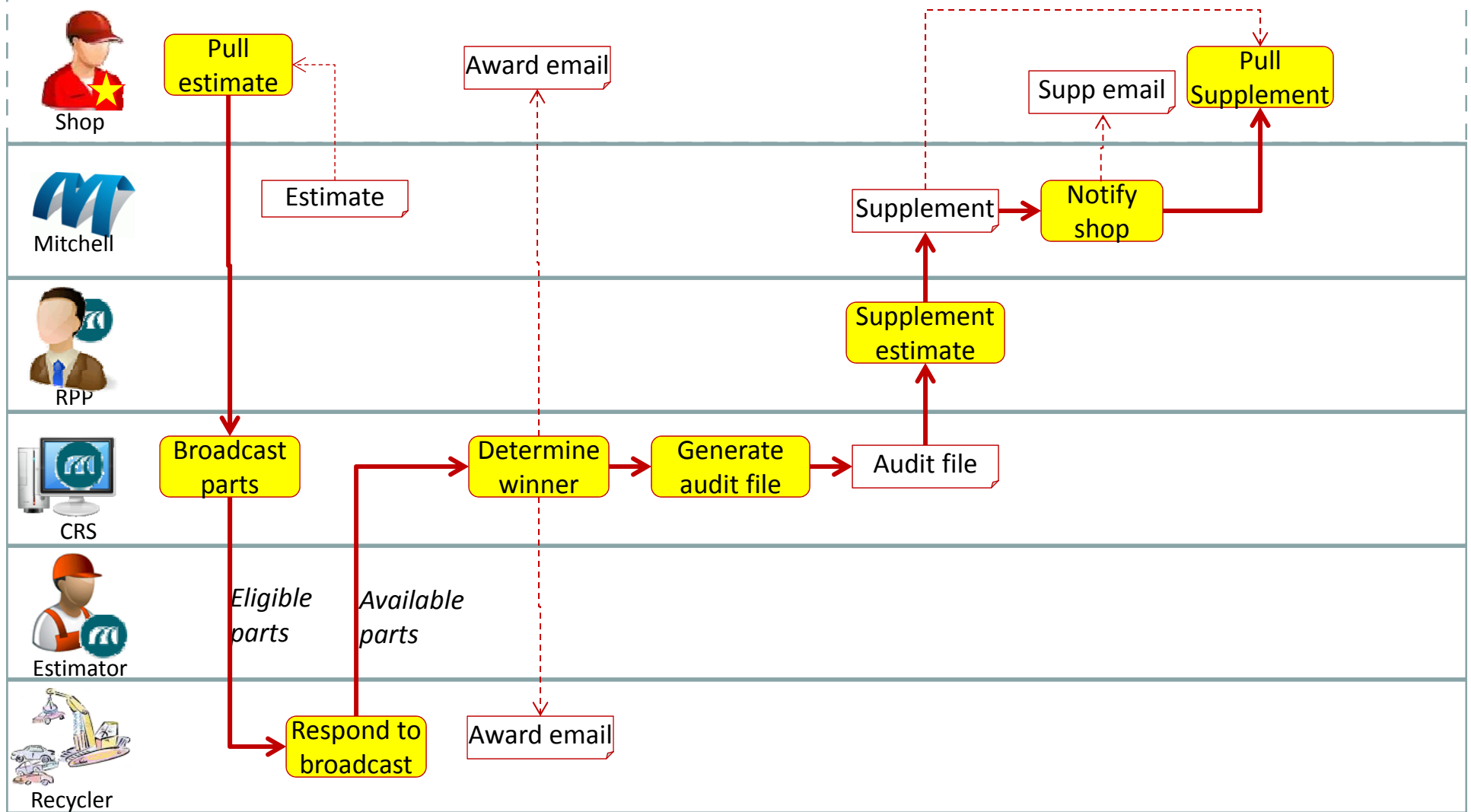
Questions

Thank you!



Enhanced CRS Solution

Manual CRS activities performed by RPP are automated.



PD Re-engineering –
Recyclers' Liaison Committee
May 12, 2014

Recycled Parts Program – CRS
Enhancements and Accreditation
Agreement



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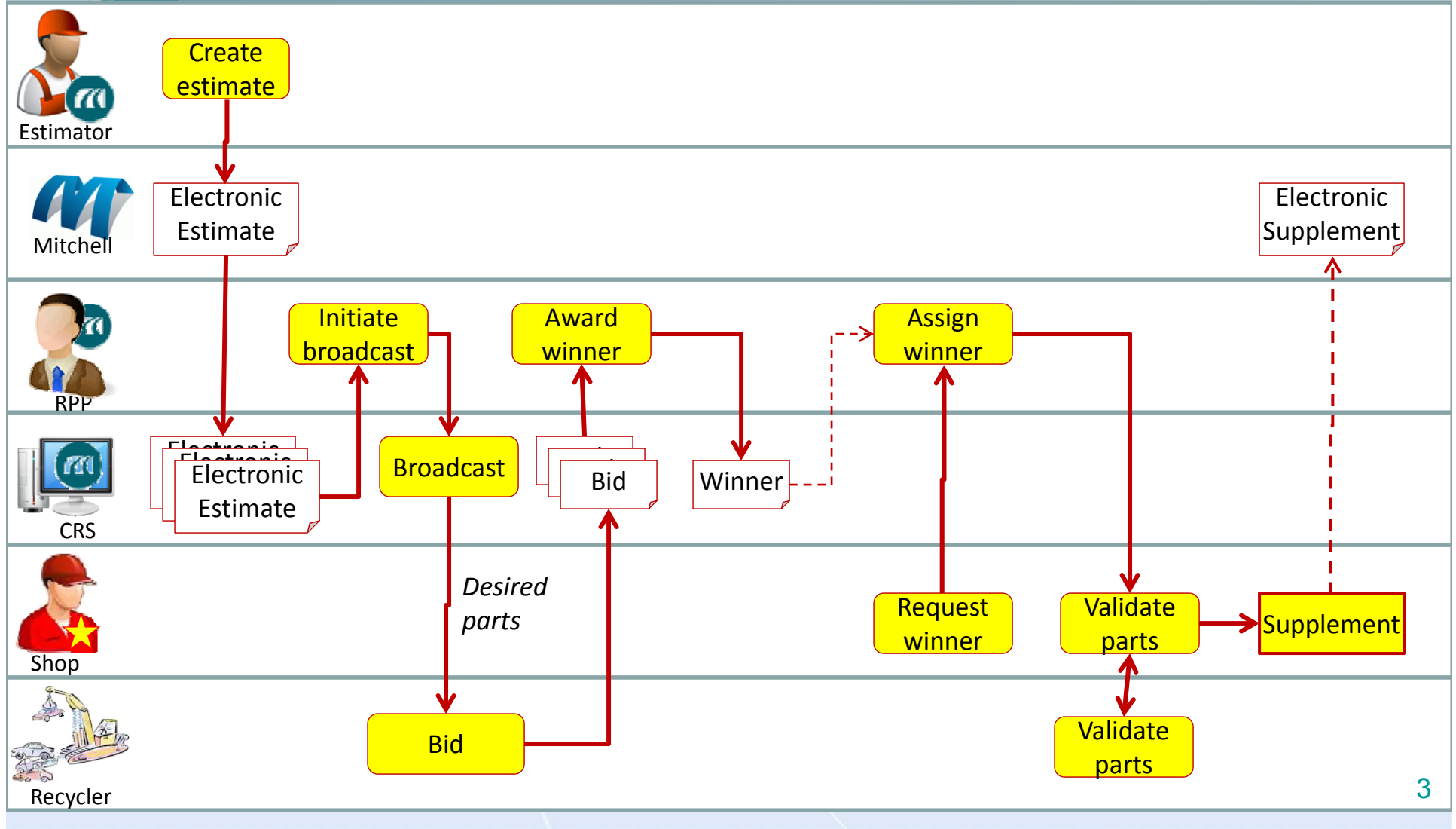
Agenda

- Yesterday's Process
- CRS Enhancements Under Phase III
- Accreditation Agreement
- Other Issues or Concerns
- Next Steps
- Questions



Yesterday's Process

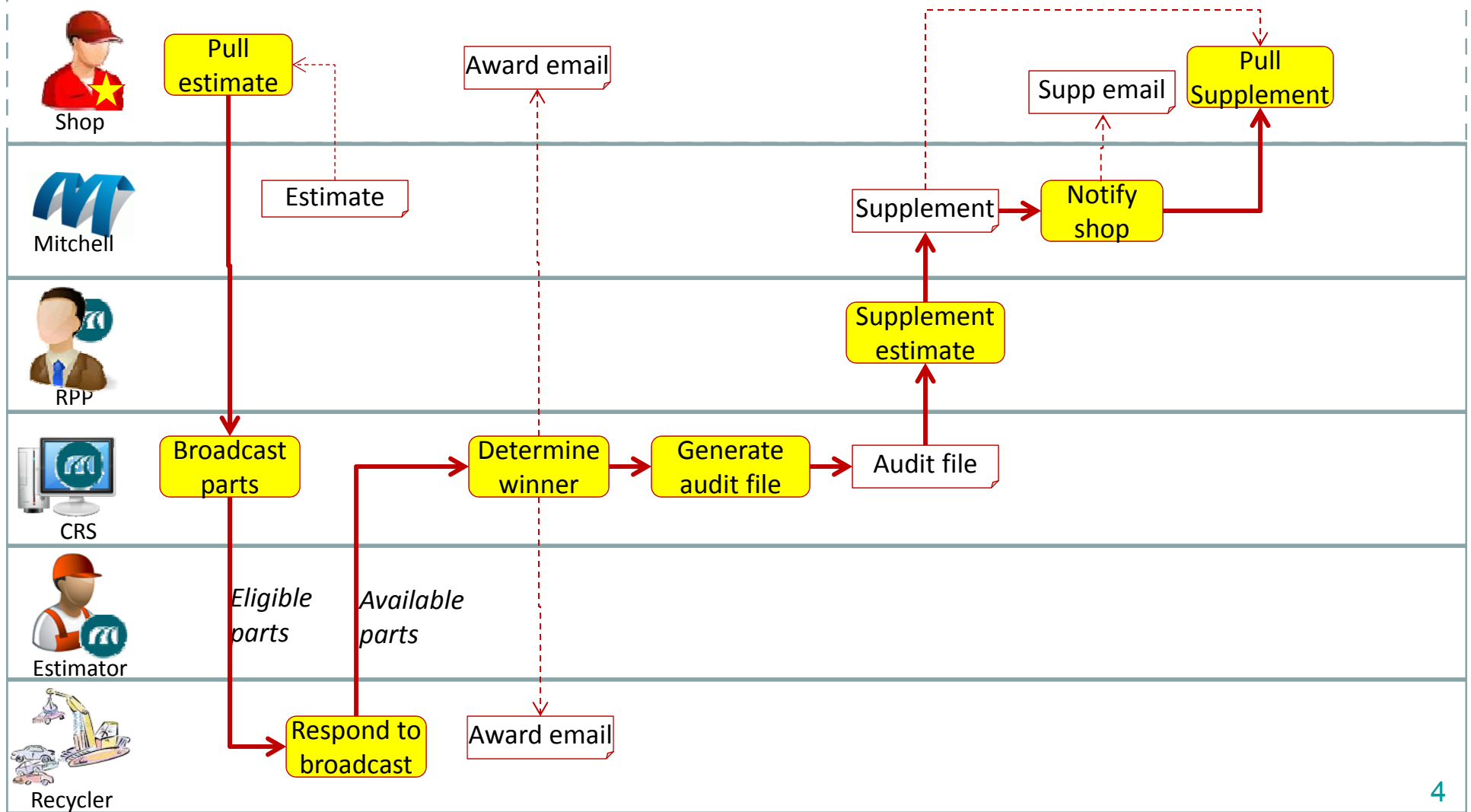
Parts checked at time of estimate creation. RPP manages broadcasts and assignments of parts to recyclers using CRS as a management tool.





Enhanced CRS Solution

Manual CRS activities performed by RPP are automated.





WHAT IS CHANGING IN PHASE III?



CRS Enhancements- Phases I & II

Phase I: Completed

- **Transmit new BMS file to CRS instead of old UDS file**
 - *Better vehicle info and OEM part prices*

Phase II: Completed

- **CRS automatically filters out non-eligible claims and the non-eligible parts within each claim**
- **Broadcast occurs at time of repair or when the estimate is supplemented and approved by MPI.**
- **CRS will create a file that includes all awarded parts, prices, and the recycler of record.**
- **CRS will notify all stakeholders electronically of awarded part information**



CRS Enhancements Phase III

– Phase III: **June 2014**

- **Claim Eligibility** – CRS will broadcast all claims for vehicles with over 20,000km. Current model year is no longer a criteria
- **Recycled Glass** – MPI will discontinue the use of recycled glass in all claims
- **Additional Vehicle Information** – CRS will display additional vehicle information
 - Vehicle options
 - Exterior paint
 - Interior paint
 - Power train configuration
 - Engine description
 - Engine options
 - Transmission
 - Transmission options
- **Additional Part Information** – CRS will display additional part information
 - Part type
 - Labour hours
 - MPI price
 - OEM part number
 - OEM price



CRS Enhancements Phase III

– Bidding

- *Each recycler will select the parts they wish to bid on and also provide a price for each of these parts in the initial response*
- *CRS will display the OEM price of parts*
- *CRS will display the default (maximum) part price allowed based on the applicable business rule. If a line discount or markup amount is less than the default recycled part price (60/45%), that lesser amount will be the default price*

Part	OEM Price	LKQ Price	Line Discount	Markup	MPI Price	CRS Default	Comment
1	\$100	\$60	26%	--	\$74	\$60	Default is LKQ because it is less
2	\$100	\$60	50%	--	\$50	\$50	Default is line discount amount because it is less
3	\$100	\$60	--	20%	\$120	\$60	Default is LKQ because it is less

- *CRS will allow recyclers to specify a price for parts less than default, however not higher (except for \$1 parts)*



CRS Enhancements Phase III

– Auto Award

- *Broadcast results are calculated and automatically awarded to the recycler(s) who have bid on the parts on the claim*
- *First and foremost award criteria is savings to MPI*
- *If the savings are equal between multiple recyclers, then additional criteria are utilized – namely the number of parts provided; the speed of the response; and finally a random number generation*
- *This continues until all bid parts are awarded on a claim*
- *If the total value of recycled parts awarded to a recycler for a single claim is less than \$50, then the parts will not be awarded.*



Auto Award Scenarios

Scenario 1

Part #	OEM Price	"Recycler A" Bid	"Recycler A" Savings	"Recycler B" Bid	"Recycler B" Savings
1	100	60	40	50	50
TOTAL			40		50

- Recycler B wins this part based on total savings to MPI.

Scenario 2

Part #	OEM Price	"Recycler A" Bid	"Recycler A" Savings	"Recycler B" Bid	"Recycler B" Savings
1	100	60	40	60	40
TOTAL			40		40

- This award would be based on **criteria (2)** the timestamp in terms of who responded first
- If somehow this is the exact same time, then **criteria (3)** the random number would be used to determine the winner.

Scenario 3

Part #	OEM Price	"Recycler A" Bid	"Recycler A" Savings	"Recycler B" Bid	"Recycler B" Savings
1	1,000	600	400	500	500
2	100	60	40	--	--
TOTAL			440		500

- Recycler B would win the claim i.e. Part #1
- Recycler A would win the 1 remaining Part #2, and since it is greater than \$50 would be expected to provided it to the shop



Auto Award Scenarios

Scenario 4

Part #	OEM Price	"Recycler A" Bid	"Recycler A" Savings	"Recycler B" Bid	"Recycler B" Savings
1	1,000	600	400	500	500
2	50	30	20	-	
3	50	30	20	-	
4	50	30	20	-	
5	50	30	20	-	
TOTAL			480		500

- Recycler B would win the claim i.e. Part #1
- Recycler A would win the 4 remaining, less expensive Parts #2-5

Scenario 5

Part #	OEM Price	"Recycler A" Bid	"Recycler A" Savings	"Recycler B" Bid	"Recycler B" Savings
1	1,000	600	400	500	500
2	50	30	20	-	
3	50	30	20	-	
4	50	30	20	-	
5	50	30	20	-	
6	50	30	20		
TOTAL			500		500

- Recycler A would win the entire claim i.e. all parts
- Even though Recycler B provided a greater savings to Part #1, we would not break up the full order for Recycler A as the total savings is the same



Auto Award Scenarios

Scenario 6

Part #	OEM Price	"Recycler A" Bid	"Recycler A" Savings	"Recycler B" Bid	"Recycler B" Savings	"Recycler C" Bid	"Recycler C" Savings
1	100	50	50				
2	100	60	40	60	40		
3	100	60	40	60	40		
4	100	60	40	60	40		
5	100	60	40	60	40		
6	100			60	40	60	40
7	100					60	40
8	100					60	40
9	100					60	40
10	100						
TOTAL			210		200		160

- Recycler A would win Parts #1-5 as it had the greatest savings to MPI
- Recycler B would win Part #6 as it was 2nd in total savings
- Recycler C would win Parts #7-9 as it was 3rd in total savings



Auto Award Scenarios

Scenario 7

Part #	OEM Price	"Recycler A" Bid	"Recycler A" Savings	"Recycler B" Bid	"Recycler B" Savings	"Recycler C" Bid	"Recycler C" Savings
1	100	50	50				
2	100	60	40	60	40		
3	100	60	40	60	40		
4	100	60	40	60	40		
5	100	60	40	60	40		
6	50			30	20	30	20
7	100					60	40
8	100					60	40
9	100					60	40
10	100						
TOTAL			210		180		140

- Recycler A would win Parts #1-5 as it had the greatest savings to MPI
- Recycler B would have won Part #6 as it was 2nd in total savings, however because the total value of the award to this Recycler is less than \$50, it is not awarded.
- Recycler C would win Parts #6-9 as it was 3rd in total savings. This Recycler does get Part #6, because combined with the other remaining parts it's total is greater than \$50



CRS Enhancements Phase III

Claims Response System - Logged in as ACTCFER for supplier ACTION

You are working in the Test environment.

File Broadcasted Claims Approved Claims Awarded Claims Parts List Reports Options Window Help

Broadcasted Show Search Criteria Disable Search Reset Last 90 day

Claim #	P	Bcst Date	CC	Year	Make / Model / Body Style	#	MPI \$!	@
43685246		08-Apr 13:39	66	2010	Mazda 3 4D HB	16	1,199	RUSH	19

Approved

Claim #	S	Year	Make / Model / Body Style	!	@
Awarded					
Priority Claims: 1193					
Not Aw					
Awarded					

Claim #	Trans #	Date	Year	Make / Model / Body Style
43117281	2929987	06-Jan-14	2012	Dodge GrandCaravan Van 121
43093772-0	2924653	18-Dec-13	2007	Ford Pickup F150 4D PkupCrv
43206446	2929529	06-Jan-14	2012	FORD FUSION SE 4DR SED
43218291	2930293	07-Jan-14	2012	DODGE GRAND CARAVAN SE
43098263	2930187	07-Jan-14	2004	Chevrolet Pickup Silverado K15
42955861	2915606	29-Nov-13	2006	Pontiac Grand Prix 4D Sed
42992526-0	2924572	18-Dec-13	2007	GMC Yukon XL K1500 4D Ut
43032673	2922503	13-Dec-13	2009	Dodge Caliber 4D Wgn
43158640	2930644	07-Jan-14	2010	JEEP WRANGLER UNLIMITED
43160121	2929641	06-Jan-14	2009	Toyota Corolla 4D Sed
42905461	2930808	07-Jan-14	2012	Dodge Journey 4D Ut

Claim Detail - Awarded Claim

Claim No: 43218291 Trans No: 2930293 Trans Date: 1/7/2014 9:55 AM Supplement Type: Priority [1] Judgement Item

Claim Center: Thompson Orig CC if from PDC: 0 Type of Loss: Notes: Replace Parts [#]: 11 MPI \$: 1,320

Year: 2012 Make/Model/Body Style: DODGE GRAND CARAVAN SE Colour: WHITE VIN: 6B8G4CR342527 License: GHV879 Mileage: 53174

Item	Type	Operation	Description	Part Type / Part No	Labour	My \$	N/A	RB	Supplier
1		Remove/Replace	FRT BMRP CVR	68088966AA		351			
2		Remove/Replace	RT FRT UPR BMRP BRKT	5113136AA		9			
3		Remove/Replace	RT FRT BMRP OPENING CVR	QRP		19			
4		Remove/Replace	FRT BMRP GRILLE	QRP		96			
5		Remove/Replace	FRT BMRP AIR DAM	5113133AC		126			
6		Remove/Replace	RT FRT COMBO/L	QRP		247			
7		Remove/Replace	RT FNDR LINER	QRP		32			
8		Remove/Replace	FRT BODY CLOSING PNL	QRP		212			
9		Remove/Replace	RT FRT BODY BRKT	68084828AA		50			
10		Remove/Replace	RT FRT WHL CVR	DEALER		82			
11		Remove/Replace	AIR CLEANER DUCT	4861736AB		96			

Comments: actrws at 01/08/2014 09:15:26: RB Part 6. Parts Are Unsuitable Quality.
actrws at 01/08/2014 08:52:41: HAYES.

Broadcasting (Electronic Broadcast) View Print Rebroadcast Add Notes Refresh Close Claim

Additional vehicle information will be displayed for each claim here

Auto-Awarded claims will continue to show here as usual

Additional part information will be displayed for each part here

Default pricing will be listed here. Recyclers will either select the default, or enter another price



CRS Enhancements Phase III

– \$1 Parts

- *CRS will continue to broadcast \$1 parts*
- *Savings for these parts will be calculated based on the highest bid received for that part*
- *This will be the only time a recycler can enter an amount greater than the default amount*
- *If prices set for \$1 parts exceed certain thresholds, these will be routed for manual review*
- *E.g.) Recycler A bids \$50 on a \$1 part, and Recycler B bids \$60 on the same \$1 part, then the \$60 amount is assumed as the default, and the OEM price is calculated as \$100 for that part*



CRS Enhancements Phase III

– Broadcast Duration

- *Currently 20 min to broadcast; 30 min to price out*
- *New broadcast duration will be **30 minutes***

– Rebroadcast Duration

- *Currently 15 min to rebroadcast; no price changes allowed*
- *New rebroadcast duration will be **20 minutes** , allowing price changes*
- *E.g. Recycler A prices \$100 OEM part at \$50 during original bid. This part is rebroadcast, Recycler B picks up on the rebroadcast, can increase the part price to \$60 (the MPI maximum)*

– Email Address Administration

- *Encourage shops and recyclers to use a single point of contact for MPI business*
- *Any email changes are to be sent to Quality Control for proper routing and change*



Accreditation Agreement

- Accreditation Agreement expires 31 May 2014
- Target is to have all RPP members signed on to the new agreement by May 23, 2014
- Areas of changes in the new Accreditation Agreement:
 - Recycled parts quality standards as per industry standards
 - Pricing (less than 60% and 45%)
 - CAREC
 - Number of systems per recycler
 - Retaining MB first for the duration of this contract
 - Customer Service
 - Returns and penalties



Next Steps

- Recycler's Liaison Committee to inform all RPP recyclers of forthcoming changes
 - Ensure all concerns are brought forward by **May 15, 2014**
- Next meeting scheduled for **May 16 2014**
- Accreditation agreement will be sent to the Liaison Committee
- All accreditation agreements need to signed by RPP participants by **May 23 2014**
- Recyclers participation in testing
 - Options available



Questions

Thank you!

PD Re-engineering –
Recyclers' Liaison Committee
May 26, 2014

CRS Enhancements Phase 3 and
new Recyclers Agreement

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Agenda

- Discussion topics
 - **Repair Facility Communication**
 - **Supplements**
 - **Discontinuing Recycled Glass**
 - **Auto-Award Process**
- Testing
- Training
- New Recyclers Agreement
- Next Steps
- Questions



Repair Facility Communication

- Concern:
 - **Recycler to be advised of the repair facility once awarded the claim**
 - **Can communicate with the repair facility immediately**
 - *Reduce cycle times*
 - *Coordinate point of use delivery*
 - *Additional parts required on supplement*
 - *Pertinent parts questions can be discussed*
 - *Coordination if marginal total loss*



Repair Facility Communication

- MPI response:
 - **Provision of shop name is not a component of the existing process**
 - *This functionality was not included in the business requirements for the CRS enhancements*
 - **Process and technology changes designed to reduce the amount of phone calls and back and forth**
 - **Shops remain responsible for sourcing recycled parts and can do so from the vendor of their choice**



Supplements

- Concern:
 - **Recycler of record should have first opportunity to supply parts on a supplement**
 - *Increased parts supply by Recyclers by quoting and supplying smaller parts*
 - *More effective use of labour to remove smaller parts at same time as original*
 - *Increased cycle time because removal underway, and delivery coordination*
 - *Allows Recycler and shop to work in continuity throughout claim*



Supplements

- MPI response:
 - Process automation is being introduced to streamline processes and reduce administrative effort required for all parties
 - CRS automation is unable to map individual parts on a supplement back to who was awarded related parts on the first estimate
 - Reduces cycle time in scenarios where recycler awarded the original estimate does not have the parts sought
 - MPI will continue to work with staff and shops to reduce the number of supplements on a given claim as we move forward with Physical Damage Re-engineering



Discontinuing Recycled Glass

- **Concern:**
 - **Deemed “unacceptable”**
 - **Suggest allowing glass on vehicles 6+ years, perhaps at a further reduced cost**
 - **Believe significant savings in Loss of Use could be achieved by identifying obsolete and back ordered glass at time of broadcast**



Discontinuing Recycled Glass

- MPI response:
 - **Recycled glass claims require RPP staff and shops to perform manual processes**
 - **Glass only claims are often time sensitive**
 - *Many tempered glass claims are processed on weekends when there are no broadcasts*
 - **Currently only 7.8% of all glass claims are awarded to a Recycler**
 - *Parts often the subject of quality debates*
 - *Due to returns and cancellations, approximately 40% of these not paid at the recycled part price*



Auto-Award Process

- **Concern:**
 - **Concerns with competitive pricing**
 - **Focus should instead be on increased usage**
 - **Awarding based on time stamping is not accurate**
 - **“Awarding claims by the most savings to MPI followed by the random selection machine is the only valid choice for awarding claims”**



Auto-Award Process

- MPI response:
 - The OEM part price is now available, and so default recycled parts prices can be easily calculated and savings to OEM prices can be established.
 - Given our mandate to keep premiums affordable, primary award criteria is savings
 - *If the savings are equal between multiple recyclers, then additional criteria are utilized –*
 - number of parts provided;
 - speed of response; and finally
 - a random number generation
 - *This continues until all bid parts are awarded on a claim*



Auto Award Scenarios

Scenario 1 – 2007 Pontiac G5

Part	OEM Price	“Recycler A” Bid	“Recycler A” Savings	“Recycler B” Bid	“Recycler B” Savings
L Lwr Frt Susp Control Arm Assy	257	154	103	154	103
TOTAL			103		103

- Because total savings is equal, and total parts is equal, this award would be based on **criteria (3)** the timestamp in terms of who responded first
- If somehow this is the exact same time, then **criteria (4)** the random number would be used to determine the winner.

Scenario 2 – 2007 Pontiac G5

Part	OEM Price	“Recycler A” Bid	“Recycler A” Savings	“Recycler B” Bid	“Recycler B” Savings
L Lwr Frt Susp Control Arm Assy	257	154	103	62*	195
TOTAL			103		195

- Recycler B wins this part based on total savings to MPI.
- *Recycler B bid as researched on www.car-part.com in Cdn dollars



Auto Award Scenarios

Scenario 3 – 2008 Pontiac G5

Part #	Description	OEM Price	"Recycler A" Bid	"Recycler A" Savings	"Recycler B" Bid	"Recycler B" Savings
1	Luggage Lid Panel	841	505	336	242*	599
2	LR Combination Lamp Assy	213	128	85	--	--
	TOTAL			421		599

- Recycler B would win the claim i.e. Part #1
- Recycler A would win the remaining Part #2, and since it is greater than \$50 would be expected to provided it to the shop
- *Recycler B bid as researched on www.car-part.com in Cdn dollars

Scenario 4 – 2011 Ford Escape

Part #	Description	OEM Price	"Recycler A" Bid	"Recycler A" Savings	"Recycler B" Bid	"Recycler B" Savings
1	Luggage Lid Panel	1758	1055	703	710*	1048
2	LR Combination Lamp	616	370	246	305*	311
3	Rear Parking Sensor Unit	1088	653	435	-	
	TOTAL			1384		1359

- Recycler A would win the entire claim as the total savings to MPI is highest, even though Recycler B bid substantially lower on the 2 parts they bid on
- *Recycler B bid as researched on www.car-part.com in Cdn dollars



Auto Award Scenarios

Scenario 5 – 2009 Chevrolet Colorado

Part #	Description	OEM Price	“Recycler A” Bid	“Recycler A” Savings	“Recycler B” Bid	“Recycler B” Savings
1	Cooling Radiator Support	867	520	347	405	462
2	Cooling Latch Support	42	25	17	-	
3	R Cooling Side Support	64	38	26	-	
4	L Cooling Side Support	64	38	26	-	
5	Cooling Fan Shroud	114	68	46	-	
	TOTAL			462		462

- Total savings to MPI is equal
- Recycler A would win the entire claim i.e. all parts
- Even though Recycler B provided a greater savings to Part #1, we would not break up the full order for Recycler A as the total savings is the same i.e. **criteria (2)** total parts



Auto Award Scenarios

Scenario 6 – 2004 Toyota Rav 4

Part #	Description	OEM Price	“Rcylr A” Bid	“Rcylr A” Savings	“Rcylr B” Bid	“Rcylr B” Savings	“Rcylr C” Bid	“Rcylr C” Savings
1	Upr Steering Lock Housing Cover	97	58	39				
2	Lwr Steering Lock Housing Cover	71	43	28	43	28		
3	Steering Cylinder Housing	393	236	157	236	157		
4	Steering Clamp	17	10	7	10	7		
5	Steering Solenoid	125			75	50	75	50
6	Steering Ignition Switch	144					86	58
7	Steering Lock Cylinder	159					95	64
	TOTAL			231		214		172

- Recycler A would win Parts #1-4 as it had the greatest savings to MPI
- Recycler B would win Part #5 as it was 2nd in total savings and the total value of the award is greater than \$50
- Recycler C would win Parts #6-7 as it was 3rd in total savings



Auto Award Scenarios

Scenario 7 – 2004 Toyota Rav 4

Part #	Description	OEM Price	"Rcylr A" Bid	"Rcylr A" Savings	"Rcylr B" Bid	"Rcylr B" Savings	"Rcylr C" Bid	"Rcylr C" Savings
1	Upr Steering Lock Housing Cover	97	58	39				
2	Lwr Steering Lock Housing Cover	71	43	28	43	28		
3	Steering Cylinder Housing	393	236	157	236	157		
4	Steering Clamp	17			10	7	10	7
5	Steering Ignition Switch	144					86	58
6	Steering Lock Cylinder	159					95	64
	TOTAL			224		192		129

- Recycler A would win Parts #1-3 as it had the greatest savings to MPI
- Recycler B would have won Part #4 as it was 2nd in total savings, however because the total value of the award to this Recycler is less than \$50, it is not awarded.
- Recycler C would win Parts #4-6 as it was 3rd in total savings. This Recycler does get Part #4, because combined with the other remaining parts it's total is greater than \$50



Testing

- Requesting the assistance of 4 Recyclers

- Schedule

Date	A	B	C	D
June 3 (full)	Y	Y		
June 5 (half)		Y	Y	
June 10 (full)			Y	Y
June 12 (half)	Y			Y
June 17 (full)		Y	Y	

- All testing to occur at PDC
- Ideal testing candidates:
 - Experienced users
 - Quick learners who can readily identify changes and provide feedback in allotted time
 - Assist with informal training to colleagues at their office



Training

- Online webinar session explaining changes
- Training materials are being created
- All Policy and Procedure documentation will be updated for all Recyclers
- Scheduled for June 18 - 20



New Recyclers Agreement

- New agreements will be printed later this week and circulated to all Recyclers individually for signing and returning to MPI
- All 3 copies (including all pages) must be returned
- CAREC
 - **5 out of the 13 recyclers are not CAREC**
- ARA Grade A
- Quality standards & customer service standards



Questions

Thank you!