



**Manitoba
Public Insurance**

Winter Tire Program Retailer Handbook

Revision History

Version 1.0 – September 10, 2014

- Initial publication

Version 1.1 – September 30, 2014

- Added printing instructions for Winter Tire Program Authorization form.

Version 1.2 – October 23, 2014

- Updated images of Winter Tire Program Authorization form.

Version 1.3 – September 18, 2015

- Added bank account/credit card requirement to Section 2.1
- Added additional information to Section 2.6

Version 1.4 – January 2, 2025

- Updated tire retailer support line hours of operation

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Winter Tire Program – Introduction

Thank you for participating in the Winter Tire Program.

As a winter tire retailer, customers will continue to rely on your expertise to help them select the best winter tires for their vehicle. Now you'll also be able to help them apply for a low-interest loan for their winter tires.

1.1 – Using the Winter Tire Program Retailer Webpage

Retailer Login

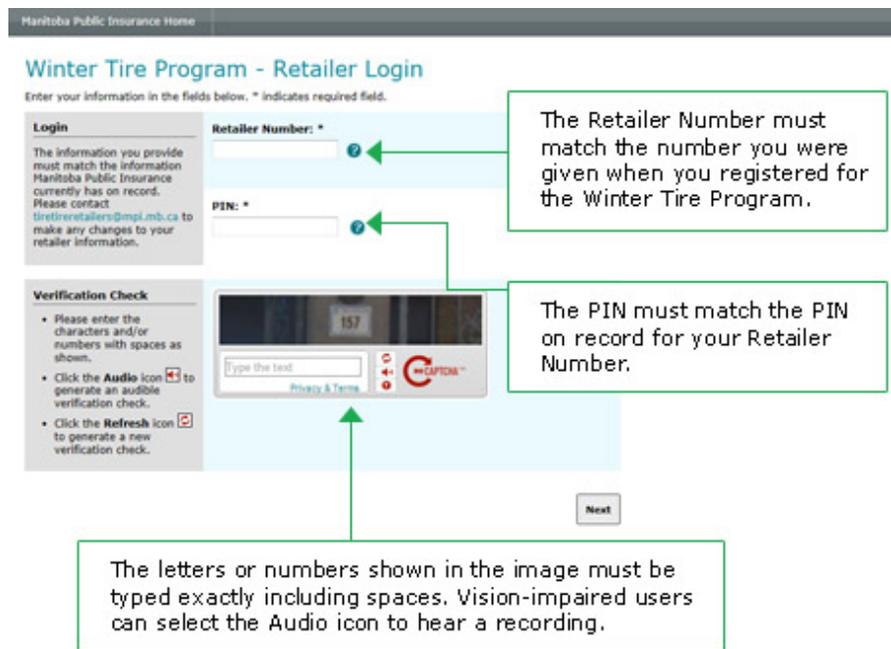
To get started, go to <http://mpi.mb.ca/tireretailers>. Bookmark this page on all of the computers that you will be using for customer transactions.

Log in as instructed in the screen below:

Click on the  icons to open a new page with more information about that field.

If you have difficulty reading the Verification Check characters, you can click the  icon to receive a new verification code.

You may have to sign in again after a period of inactivity – this is normal.



The screenshot shows the 'Winter Tire Program - Retailer Login' page. It includes a 'Login' section with a 'Retailer Number' field and a 'PIN' field, both with question mark icons. A 'Verification Check' section contains instructions and icons for 'Audio' and 'Refresh'. A CAPTCHA image shows the number '157'. A 'Next' button is at the bottom right. Three callout boxes provide instructions: one for the Retailer Number, one for the PIN, and one for the CAPTCHA image.

The Retailer Number must match the number you were given when you registered for the Winter Tire Program.

The PIN must match the PIN on record for your Retailer Number.

The letters or numbers shown in the image must be typed exactly including spaces. Vision-impaired users can select the Audio icon to hear a recording.

Once you log in to the Winter Tire Retailer webpage, you'll see the following page, which is where you'll start when you process a customer's winter tire loan authorization:

Start a Winter Tire Loan Authorization



Customer has a Manitoba driver's licence or identification card.



Customer does not have a Manitoba driver's licence or identification card.

Program Information

Winter Tire News

Winter Tire Program a hit with customers
Posted: 10/22/2014

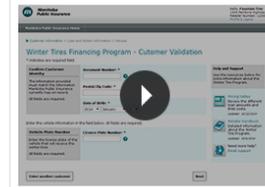
The retailer handbook is released
Posted: 10/6/2014

Resources

Updated: Pricing tables
Review the different loan amounts and their costs.
Updated: 10/22/2014

Retailer Handbook
Detailed information about the Winter Tire Program.
Updated: 10/6/2014

How to Complete an Authorization



This page will also display training materials, news items and other useful resources to assist you with the Winter Tire Program Retailer Webpage.

Help and Support

If you need help during the process, you'll find it on this sidebar on most pages after you log in:

Help and Support

Use the resources below for information about the Winter Tire Program.



Pricing Table
Review the different loan amounts and their costs.

Updated: 10/22/2014



Retailer Handbook
Detailed information about the Winter Tire Program.

Updated: 10/6/2014

The Pricing Table provides the approximate monthly loan payments for different loan amounts over one, two, three, and four years. If customers ask you how much their loan will be, use this table to help.

The document you are reading now. This document will be continually updated to keep up with changes to the Winter Tire Program. Ensure you are always referencing the most recent version.

Tire Retailer Support

If you encounter problems while processing Winter Tire Program loan authorizations, use the Troubleshooting Guide to help you solve them.

If you need to contact Manitoba Public Insurance at any point during your troubleshooting, call us at:

Manitoba Public Insurance Contact Centre

204-985-8600

Monday to Friday, 8:30 AM to 8:30 PM

Saturday, 8:30 AM to 5:00 PM

Note: We will not be able to give customer information to you during this call.

For questions about your account and payments, contact accounts@mpi.mb.ca.

Customer Support

If customers have questions about eligibility or loan details, check the Tire Retailer FAQs.

If you have a question about a specific customer's situation, advise the customer to contact their Autopac agent or to call Manitoba Public Insurance (in Winnipeg: 204-985-7000; toll-free: 1-800-665-2410).

Processing a Winter Tire Loan Authorization

2.1 – Before You Begin Processing a Loan Authorization

Documents

The customer must provide the following documents and information before a loan authorization can be processed:

- Their Manitoba driver's licence card or identification card.
- Their Manitoba vehicle registration certificate for the vehicle that the tires are being purchased for.

The customer **must** be a Manitoba Public Insurance customer to be eligible for winter tire financing.

If the customer does not have a Manitoba driver's licence card or identification card, then they will need to provide their Manitoba

Public Insurance customer number (found on the vehicle registration certificate) and government-issued photo ID to confirm their identity.

Important: This is not an alternative to using the driver's licence or identification card. This is only for Manitoba Public Insurance customers who **do not have** a driver's licence card or identification card.

If the customer has a Manitoba's driver licence card or identification card, but does not have these documents with them, they will need to return with the documents before the process can continue.

Registered Owner

Only the registered owner of the vehicle can get a winter tire loan. Check the left side of the registration card to ensure that the customer purchasing winter tires is the registered owner of the vehicle.

VEHICLE REGISTRATION CARD AND MOTOR VEHICLE LIABILITY CARD (ISSUED UNDER THE HIGHWAY TRAFFIC ACT AND THE MANITOBA PUBLIC INSURANCE CORPORATION ACT.)
CARTE D'IMMATICULATION DU VEHICULE ET CARTE D'ASSURANCE RESPONSABILITE DU VEHICULE DELIVRES EN VERTU DU CODE DE LA ROUTE, DE LA LOI SUR LA SOCIETE D'ASSURANCE PUBLIQUE DU MANITOBA.

Manitoba

Registration Class: A5 Truck
Categorie d'immatriculation: A5 Truck
Plate No. / No de plaque: NNN 111
Policy No. / No de police: 12345678
Effective / Entree en vigueur: 4:33 PM January 16, 2004
Expiry / Expiration: MIDNIGHT August 08, 2004

Registered To 9876543
/ Insured By: JANE M. DOE
Immatricule et 123 ANY STREET
assure au nom de: WINNIPEG, MB R1R 1R1

Document Number: 999999999 NSC:
No du document: NSC:
Issue Date: January 16, 2004 Unit:
Date d'emission: Unite:
Registered Vehicle: 1988 CHEVROLET S10 PICKUP
Vehicule immatricule: Light Pickup 6 CYL. WHITE

Serial Number: 1ABC2DEF3GHI4JKL 259253
No de serie:
Odometer Reading: 204727 KM As of: November 26, 2001
Lecture de l'odometre: Date de lecture:
Owners / Proprietaires:
DANIEL B. REPORTER

Driver's Licence: DOE**JM123ZZ (RRF): 2703 KG
No de permis de conduire: (FTI):
DDVL Use: Other
Usage selon D.P.I.:
PRP %: Registration Fee: \$68
Frais d'immatriculation:

Signature / Signature:

APM3-CERT-07-03

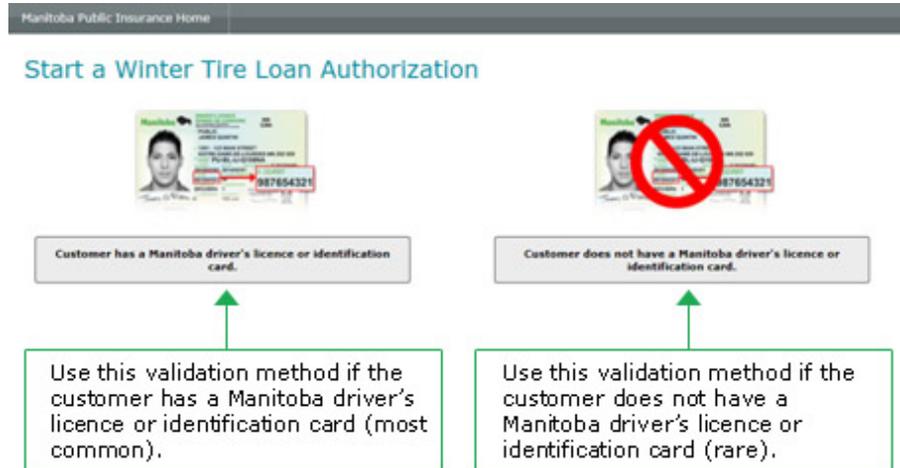
If the customer is not the registered owner, they will not be eligible for winter tire financing.

Bank Account/ Credit Card

The customer must have either an active bank account or credit card (VISA or MasterCard only) because the customer's loan payments can only be taken from a bank account or credit card.

2.2 – Start a Winter Tire Loan Authorization

To start processing the winter tire loan authorization, select the method you'll use to validate your customers and confirm eligibility.



If a customer has a Manitoba driver's licence or identification card, but does not have it with them, they will need to come back later with it. The validation method on the right can't be used for customers who do not have their card with them; it is only for Manitoba Public Insurance customers who do not have a Manitoba driver's licence or identification card.

2.2 – Enter the Customer Validation Information

Confirm that the driver's licence or identification card is from the customer in front of you. (You cannot perform a loan authorization with identification from a customer who is not in front of you).

If you do not complete a field on a page correctly, a short error message will appear in red text below the field after you click the Next button.

The error message will explain how to correctly complete the field.

The screen you'll use when a customer does not have a driver's licence or identification card looks slightly different.

Manitoba Public Insurance Home

Customer Validation > Loan and Autopac agent information > Review

Winter Tire Program - Customer Validation

Enter the customer's information in the fields below. * Indicates required field.

Customer Identification

The information provided must match the information Manitoba Public Insurance currently has on record.

Enter the customer's Document Number and Date of Birth from their current driver's licence or identification card.

Enter the customer's postal or zip code from their mailing address.

Document Number: *

Date of Birth: *

Postal/Zip Code: *

Vehicle Identification

Enter the licence plate number from the active vehicle registration certificate. The customer identified above must be the registered owner of the vehicle receiving the winter tires.

Licence Plate Number: *

Start Over

Next

Use this button to return to the Start a Winter Tire Loan Authorization page.

Click Next once you've entered all the customer information.

After you click Next, the customer and vehicle eligibility will be confirmed.

If the customer or the vehicle is not eligible, a red error message will appear.

The customer and vehicle do not meet the eligibility requirements.

The customer must visit an Autopac agent or call the Contact Centre at 204-985-7000, 1-800-665-2410 (toll-free) or 204-985-8832 (deaf access TTY/TTD) for assistance.

Contact Centre hours of operation:

- Monday to Friday - 7:30 a.m. to 7:00 p.m.
- Saturday - 8:30 a.m. to 4:30 p.m.
- Sunday - closed

The winter loan authorization cannot be completed at this time.

If the customer and vehicle are eligible for winter tire financing, the next screen will appear.

2.3 – Enter the Loan Information

The screenshot shows a web form titled "Winter Tire Program - Loan Information" with three main sections: Customer Details, Loan Details, and Loan Payment Options. Callout boxes provide instructions for each field.

Customer Details: Includes fields for "Daytime Phone Number" and "Submitted Plate Number". A callout box states: "A daytime phone number is required in case the Autopac agent needs to review any aspect of the loan with the customer."

Loan Details: Includes fields for "Loan Term Length" and "Monthly Withdrawal Day". A callout box states: "Select the customer's choice of 1,2, 3 or 4 years. Use the Pricing Table if the customer has any questions about loan payment amounts and term length."

Loan Payment Options: Includes a radio button selection for "Have the Autopac agent:" with options "Use the customer's bank account/credit card information on their Manitoba Public Insurance account" and "Contact the customer". A callout box states: "Select the customer's choice of monthly withdrawal day when their winter tire loan payment will be paid."

Buttons for "Start Over" and "Next" are located at the bottom of the form. A callout box for the "Next" button states: "Click Next once you've entered all the customer's loan information."

A callout box for the "Contact the customer" radio button states: "The customer can choose to use their existing pre authorized account information on their Manitoba Public Insurance account or have their Autopac agent contact them for the account information."

2.4 – Enter the Invoice Details and Autopac Agent Details

Remember:

The invoice amount cannot exceed \$2,000. If the invoice amount exceeds \$2,000, collect the difference from the customer.

Manitoba Public Insurance Home

> Customer Validation > Loan and Autopac agent information > Review

Winter Tire Program - Loan Information

* Indicates required field.

Invoice Details

Enter the invoice details.

If all of the invoice details are available, enter the information here. If all of the invoice details are not available, leave the fields blank, then handwrite the information on the authorization form before faxing it to the Autopac agent.

Invoice Number:

Invoice Amount:

Invoice Date:

Autopac Agent

An Autopac agent will process the loan authorization. The last Autopac agent Manitoba Public Insurance has on file for this customer is displayed. Ask the customer whether they want to continue with this Autopac agent or change the Autopac agent.

Autopac Agent Details:

Autopac Agent Name 1
123 Main Street
Winnipeg, R3C 4A4

Enter the invoice details, if available. If the invoice information is not known, you can continue to process the loan authorization without entering the invoice details. If the invoice information is not entered on the screen, you **must** provide the information on the loan authorization form before it is faxed to the Autopac agent by handwriting the details on the form before faxing.

If the Autopac agent displays, ask the customer to confirm that the customer wishes to use this agent to process their loan.

If the customer wishes to change Autopac agents, click **Change Autopac Agent** and select an agent of the customer's choice.

If the Autopac agent does not display, the customer must select an Autopac agent. This must be the customer's choice. You cannot select an Autopac agent for your customer.

Use this button if you need to return to the previous page to update or confirm any information. Do not use your browser's Back button.

Selecting or Changing an Autopac Agent

Click the **Change Autopac Agent** button or select a City/Town and click the **Search** button (whichever displays).

Autopac Agent
An Autopac agent will process the loan authorization. Ask the customer to choose an Autopac agent.

Select an Autopac Agent:

City / Town: *
Select...

Search

Back Start Over

Select the city or town from the drop-down menu, then click Search. A list of Autopac agents will display.

Autopac Agent
An Autopac agent will process the loan authorization. The last Autopac agent Manitoba Public Insurance has on file for this customer is displayed. Ask the customer whether they want to continue with this Autopac agent or change the Autopac agent.

Select an Autopac Agent:

City/Town: *
Elkhorn Search Cancel

Address	Selection
Address City Postal Code	Select

Select the customer's choice of Autopac agent.

Winnipeg Autopac agents search

Autopac Agent
An Autopac agent will process the loan authorization. The last Autopac agent Manitoba Public Insurance has on file for this customer is displayed. Ask the customer whether they want to continue with this Autopac agent or change the Autopac agent.

Select an Autopac Agent:

City/Town: *
Winnipeg Search Cancel

Area: *
Select...
Select...
Downtown Winnipeg
North East Winnipeg
North West Winnipeg
South East Winnipeg
South West Winnipeg

For Winnipeg Autopac agents, you can narrow your search by area - the option will appear once you select Winnipeg from the City/Town drop-down menu.

Once the Autopac agent has been selected, click the **Next** button to continue.

2.4 – Print and Submit the Loan Authorization

Review the Customer, Loan & Payment, Invoice and Autopac Agent details with the customer onscreen.

Once the customer has reviewed and confirmed the information on screen, print the Customer Copy of the Loan Authorization Form.

Review this information with the customer. If any changes are needed, use the Edit buttons.

When you click **Print Customer Copy**, the Winter Tire Program Authorization form opens as a PDF in your browser.

To print the Winter Tire Program Authorization form, you can use the Adobe toolbar or your browser's File menu.

Print using the Adobe toolbar:

Hover your mouse near the bottom of the PDF.

The following toolbar appears:



Click the **Print** icon and print the PDF.



Print using the Browser File menu:

Click **File** from your browser's menu bar, then click **Print** from the drop-down list and print the PDF.

Review the printed copy of the Loan Authorization form with the customer.

Manitoba Public Insurance Winter Tire Program Authorization / Autorisation du Programme des pneus d'hiver

Customer / Client	
Manitoba Public Insurance Customer #	
N° de référence de client de la Société d'assurance publique	
License Plate Number / N° de plaque d'immatriculation	Authorization Number / N° d'autorisation
Phone Number / N° de téléphone	Authorization Date / Date de l'autorisation
Retailer / Détaillant de pneus	
Retailer Number	Retailer Address
N° de référence du détaillant	Adresse du détaillant
Invoice (If same must be completed by Retailer) (Facture (si la même section n'est pas remplie, elle doit être remplie par le détaillant))	
<input type="checkbox"/> Please print check this box once per vehicle (I) (Je prière d'imprimer cette case une fois par véhicule)	
<input type="checkbox"/> I (I) acknowledge that the person listed below purchased eligible Purchases as defined in the Program (Business Rules) (Je reconnais que la personne indiquée ci-dessous a fait un achat admissible, tel que défini dans les règles administratives du Programme)	
Invoice Number / N° de facture	Invoice Date / Date de la facture
Invoice Amount / Montant de la facture	
not applicable / sans objet	
Customer Name (Please Print) / Nom du client en lettres majuscules	Customer Signature / Signature du client
Autopac Agent / Agent Autopac	
Autopac Agent Location	Pin to N° de télécopieur
Bureau de l'agent Autopac	
<input type="checkbox"/> Please use the preauthorized payment information already on my Manitoba Public Insurance Customer Account (Je prière d'utiliser les informations de paiement pré-autorisées de mon compte existant de la Société d'assurance publique du Manitoba (SAPIC))	
<input type="checkbox"/> Please have the Autopac agent listed above contact me for my financing information at the address on my Manitoba Public Insurance Customer Account or at the phone number above. (Veuillez demander à l'agent Autopac indiqué ci-dessus de communiquer avec moi pour le choix de mes informations de financement à l'adresse indiquée sur mon compte de la Société ou au n° de téléphone indiqué ci-dessus.)	
Promissory note / Billet à ordre	
I permit the above noted Winter Tire Retailer to disclose the information on this form to Manitoba Public Insurance and the above noted Autopac agent on my behalf and I authorize the above noted Autopac agent to access, collect, use, and disclose my Manitoba Public Insurance Customer information, my financial information on file with Manitoba Public Insurance, and my personal information provided on this form in order to process this loan transaction on my behalf.	
FOR VALUE RECEIVED, the INVOICE AMOUNT above in monthly instalments, together with interest at the rate of % per annum, charged one month in advance, shall be paid to the Autopac Agent in accordance with the terms of the Pre-authorized Payment Agreement, the document entitled "Terms of the Manitoba Public Insurance Pre-authorized Payment Agreement" provided to me, and this promissory note. The Pre-authorized Payment Agreement will be mailed to me at the address on my Manitoba Public Insurance Customer Account at least (15) days prior to the first payment being withdrawn.	
If I fail to pay an instalment by its due date I understand that the entire unpaid balance on this promissory note becomes due and payable and interest shall accrue thereon from the date on which the instalment was due at the rate of 12% per year to the date of payment.	
If I have multiple Winter Tire Program eligible purchases for this eligible vehicle, then the number of monthly instalments, the interest rate, and the withdrawal date of this promissory note may be changed by Manitoba Public Insurance to match the number of monthly instalments, the interest rate, and the withdrawal date of any previous promissory note I've entered into up to one (1) month prior to the date of processing by the Autopac agent of the Pre-authorized Payment Agreement related to this promissory note.	
The amount owing pursuant to this promissory note is payable on demand and shall be open for pre-payment, in whole or in part, at any time, without notice, bonus or penalty. Presentment, protest, notice of protest, and notice of dishonor are all hereby waived.	
The provisions of this promissory note shall be binding upon my heirs and personal representatives and shall enure to the benefit of Manitoba Public Insurance its successors and assigns.	
DATED at _____ in the province of Manitoba this _____ day of _____, 20____.	
not applicable / sans objet	not applicable / sans objet
Customer Name (Please Print)	Customer Signature

It is your responsibility to adhere to the Winter Tire Program Business Rules and review the details of the Loan Authorization form with the customer. This includes reviewing the following:

- Term length
- Interest rate
- Withdrawal day
- Invoice details
- Account information

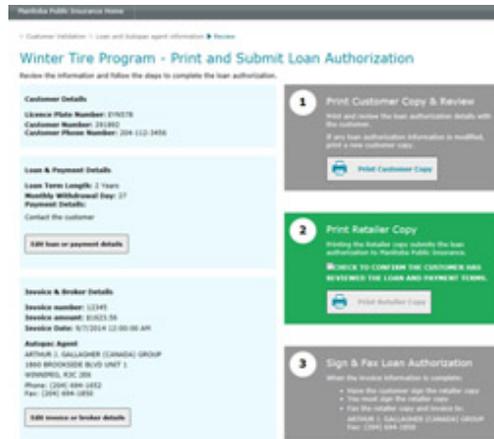
Do not have the customer sign this copy of the form. Once the entire form has been reviewed, you will print the final copy to be signed.

The promissory note will print in English or French, depending on which language is on record as the customer's choice with Manitoba Public Insurance.

If you need to make any changes to the loan authorization form, use the Edit button, then print another customer copy for review.

The Pre-Authorized Payment Agreement terms will print with the customer's copy of the Winter Tire Program Authorization form. Provide the Pre-Authorized Payment Agreement terms to the customer for their records.

Print the Retailer Copy and Submit the Loan Authorization form to Manitoba Public Insurance



After reviewing the printed Loan Authorization form, click the Check box to confirm the customer has reviewed the loan and payment terms. The Print Retailer Copy will become enabled. Click the Print Retailer Copy button.

When you click the Print Retailer Copy button, the loan authorization is submitted to Manitoba Public Insurance for processing.

When you click **Print Retailer Copy**, the Winter Tire Program Authorization form opens as a PDF in your browser.

To print the Winter Tire Program Authorization form, you can use the Adobe toolbar or your browser's File menu.

Print using the Adobe toolbar:

Hover your mouse near the bottom of the PDF.

The following toolbar appears:



Click the **Print** icon and print the PDF.



Print using the Browser File menu:

Click **File** from your browser's menu bar then click **Print** from the drop-down list and print the PDF.

When you click the **Print Retailer Copy** button, the loan authorization is submitted to Manitoba Public Insurance for processing.

Important: Do not close the browser with the Winter Tire Program Authorization form until you have successfully printed the form.

You will not be able to re-print the Retailer copy if you close the browser without printing.

If you close the browser without printing, the current authorization will have to be voided by Manitoba Public Insurance and a new authorization will have to be created.

Voiding an authorization

If the customer changes their mind about the loan AFTER the loan is submitted to Manitoba Public Insurance for processing, you must take the following steps to ensure that the loan is voided.

1. Write VOID across the printed copy of the Winter Tire Program Authorization form.
2. Fax the Winter Tire Program Authorization form to the Autopac agent listed on the form.
3. The Autopac agent will void the loan authorization in the customer's account.

If you do not have a printed copy of the Retailer Copy to fax to an Autopac agent, you must contact Manitoba Public Insurance to void the authorization.

