

Pre-Authorized Part Change. --- NEW!

If the part listed on the work order is incorrect, do I need to contact the Shop Care team to have it changed?

Network Member Shops

- You do not need to call for part changes as long as the part is spec'd for the vehicle.
- **Proceed with the job – billing your part at the NAGS rates detailed on the work order.** We will correct the claim record on our end, so your invoice does not reject.

Non-member Shops

- You do not need to call as long as the part is spec'd for the vehicle AND the list price of the part is lower than the part on the work order.
- **Proceed with the job – billing your part at the NAGS rates detailed on the work order.** We will correct the claim record on our end, so your invoice does not reject.

Not sure if you're a member?

- Contact us at SGCNetworkHelp@safelite.com