

AutocheX Guide: FAQs

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What is AutocheX?

AutocheX is a Mitchell service that collects customer satisfaction results. Learning more about your customers' experience will allow you to enhance your customer service. MPI will also review the results to identify industry trends in customer service.

What are the benefits of AutocheX?

- Provides insight into our mutual customers' experiences: Timely customer feedback and understanding of customer satisfaction can positively impact your business.
- Acknowledges recognition for good work.
- Provides opportunities to further enhance service delivery: User-friendly Mitchell Repair Center survey reports simplify the reporting process and give you control over what customer satisfaction data you receive, how often you receive it, and how it is delivered to you.
- Identifies areas of improvement and uses what you learn to set and achieve performance goals.
- Facilitates the ability to build and improve customer loyalty, gain valuable insights to improve daily processes, and exceed customer expectations to deliver the best possible repair experience.

What is the cost of AutocheX to Repair Shops?

MPI provides AutocheX services at **no cost** to repair shops.

What is a Net Promoter Score (NPS)?

An NPS is a customer satisfaction rating within the AutocheX program.

How is an NPS Calculated?

The percentage of **promoters** (positive responses) minus the percentage of **detractors** (negative responses).

Where can an NPS be found?

An NPS may appear on various reports including **Trending Report** (summarizing daily NPS scores).

Who can participate in AutocheX surveys?

All customers whose repairs have been completed by an accredited shop for an MPI claim on their light vehicle are eligible to be contacted for an AutocheX survey. MPI excludes customers who are on MPI's do not contact list, as well as customers who were surveyed within the last 90 days. Logit will also not send surveys to users who have unsubscribed.

How can a customer verify the email survey is legit?

Customers can visit our MPI Public website to access our list of authorized vendors. Customers will receive an email from: mpiclaimrepaiorexperience@logitsurveys.com, with Subject Line: **MPI Repair Experience**

What do I need to do to participate in the AutocheX Program?

You will be contacted by MPI and Mitchell before your implementation date. You will be provided training materials and instructions for pre-implementation activities required to set up reporting.

Review the Mitchell [Quick Start Guide](#).

When is the AutocheX customer satisfaction survey conducted?

Mitchell has arranged for Logit Group, a Canadian-based company, to conduct all customer satisfaction surveys for the AutocheX program. Surveys are emailed daily from Monday to Friday. Surveys that we receive on Saturday will be emailed on Monday.

How does AutocheX receive my customer's contact information?

MPI will provide Mitchell with the contact information for the registered owner of the vehicle that was repaired as part of an MPI claim. Customer contact information entered into Mitchell by the repair facility will not be used to contact the customer. As part of the survey, the customer will confirm who was in contact with the repair shop.

How soon after the repair is completed will my customer be contacted?

Mitchell/Logit Group conduct most surveys as early as two business days after the claim has been invoiced to MPI using Mitchell repair status updates to request payment.

How long is the survey?

Generally, surveys take Approximately five minutes to complete.

When will I get the results of the survey?

The results are loaded into **RepairCenter** and available for your review the morning after the survey is completed.

What if you can't reach my customer?

Currently two attempts will be made to reach eligible customers. If the email in MPI's records is no longer valid, the survey cannot be completed.

How will I know if a customer is unhappy?

Results of customer surveys eligible towards NPS KPIs are available in RepairCenter and may include customer comments to help you understand satisfaction levels.

What surveys are included in my AutocheX reporting?

All completed surveys are part of a shop's AutocheX reporting and contribute to its NPS scoring. If the customer requests to provide feedback but wants to remain anonymous, their responses are compiled and provided to MPI but will not be part of the shop's reporting or contribute towards its NPS, following customer research best practices.

What reporting features does RepairCenter offer?

Mitchell RepairCenter has Customer Satisfaction Index reports you can customize to meet your shop's needs. These reports allow you to sort and filter the survey results to **drill down** from one report to another. Once you've created your shop's custom reports, you can save them as **Favorites** for quick and easy future access.

How will I access my reports in RepairCenter?

With RepairCenter, you choose how your shop's reports are delivered. You can select the electronic file format (such as PDF or Excel), create custom reports, and save them as **Favorites**. You can customize the delivery schedule to enable you receive desired reports when you need them. Reports can be automatically emailed to you monthly, weekly, or daily.

Can I view my scores during the month to see how my shop is performing?

Yes. With **Customer Experience Tools**, reports are updated daily, enabling you to view your monthly performance. You can also set date ranges to compare your performance (previous months, quarters, year-to-date).

I already use a survey tool; do I use both?

All eligible customers who have had repairs completed by an accredited shop for an MPI claims on their light vehicle are eligible to be contacted for an AutocheX survey. As a result, the AutocheX survey may overlap with your current tool.

What is the cost?

MPI provides AutocheX to you at no cost for all MPI claims.

Who do I call if I have questions or need technical support?

- Call Mitchell Tech Support at 1-800-448-4401 (select Option 2 for Technical Support) or create a support ticket via MiPortal Customer Support at <https://www.mitchell.com/support>.
- Improvements to AutocheX results, please contact your SRA.

AutocheX Technical Info and Email Invite Sample

Subject: MPI Repair Experience

From: mpi-claim-repair-experience@logit-group.com

Dear Customer,

Manitoba Public Insurance (MPI) through Logit Research, is conducting an online survey with customers who recently had a claim repaired by a Manitoba Repair facility. MPI's records indicate a vehicle with damage was recently repaired with you listed as the customer. We would like to get your feedback about how the experience with the repair facility went.

The survey takes approximately five minutes to complete, and your participation is entirely voluntary – you do not have to complete the survey, and this email may be disregarded. With your consent, your feedback including your name and responses, will be shared with the repair shop and MPI. [SHOPNAME] may contact you to gain insight as to how they could have served you better. Otherwise, your responses will be combined with others and your name and responses will not be shared individually with the shop. None of the information you provide will be placed in your customer file.

We thank you very much for your time and consideration. We truly value the feedback we receive from our customers!

You can access the survey by clicking on the following:



(Note: Internet Explorer is no longer fully supported by the survey software, if Internet Explorer is your default web browser, please copy the survey address below into a different browser):

[https://survey.logitgroup.com/SE/1/404677W?p=\[PIN\]](https://survey.logitgroup.com/SE/1/404677W?p=[PIN])

Sincerely,
Manitoba Public Insurance

AutocheX Survey Verification

We understand that, as a customer, you may have questions about the authenticity of this email. If you have any questions or concerns, we encourage you to use the following resources to verify that this email is from Manitoba Public Insurance:

- **MPI Website**
Visit the Customer Surveys page on the [MPI website](https://www.mpi.mb.ca/Pages/customersurvey.aspx) to verify this survey and for an FAQ about our surveys: <https://www.mpi.mb.ca/Pages/customersurvey.aspx>
- **MPI Customer Insights Email Inbox**
You may contact MPI's Customer Insights team directly at MPIResearch@mpi.mb.ca
- **MPI Contact Centre**
If you are unable to verify this email online, you may call the MPI Contact Centre at the following numbers to address any questions or concerns. These numbers can be verified online at the MPI website or by checking the Yellow Pages:
 - o In Winnipeg: 204-985-7000
 - o Toll Free: 1-800-665-2410
 - o Deaf Access TTY/TTD: 204-985-8832

You are subscribed to this email as [\\$EMAIL1](#).
Click here to [unsubscribe](#).

Survey Introduction



Manitoba Public Insurance (MPI) through Logit research, is conducting an online survey with customers who recently had a claim repaired by a Manitoba Repair facility.

The survey takes approximately five minutes to complete, and your participation is entirely voluntary – you do not have to complete the survey and this email may be disregarded.

With your consent, your feedback including your name and responses, will be shared with the repair shop and MPI. Ram Autobody may contact you to gain insight as to how they could have served you better.

Otherwise your responses will be combined with others and your name and responses will not be shared individually with the shop. None of the information you provide will be placed in your customer file.

We thank you very much for your time and consideration. We truly value the feedback we receive from our customers!

AutocheX Survey Questions



Are you the person who had contact with Shop Name?

If you are not the person who had contact with the shop but the person who did is available, please allow them to answer the remaining questions.

- ☐ **Yes – I am the person who had contact with the repair shop.**
- ☐ **No – the person who had contact with the shop is not available.**

Would you like to continue and participate in the survey, in which your name and responses will be shared with the repair shop?

- ☒ **Yes, you may share my name and responses with the shop**
- ☐ **No, only combine my responses with those of others and do not share my individual contact information and responses with the shop**

Thinking about the shop's quality of repair, on a scale of 1 to 10, where 1 is completely dissatisfied and 10 is completely satisfied, how would you rate your satisfaction with the quality of work done to your vehicle?

| 1 - Completely dissatisfied | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 - Completely satisfied | Don't know / Prefer not to answer |
|-----------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|----------------------------------|-----------------------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> |

Using the same scale of 1 to 10, please rate how you were treated by the shop.

| 1 - Completely dissatisfied | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 - Completely satisfied | Don't know / Prefer not to answer |
|-----------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|----------------------------------|-----------------------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> |



Was your vehicle ready when promised by the shop?

- ☒ Yes (or was ready early)
☐ No
☐ Don't know / Prefer not to answer / No promise date made

After the repair, was it necessary to return your vehicle for additional work related to missed damages or quality of repair concerns?

- ☐ Yes
☒ No
☐ Don't know / Prefer not to answer

Did the shop keep you adequately informed during the repair process?

- ☒ Yes
☐ No
☐ Don't know / Prefer not to answer

On a scale of 1 to 10, where 1 is very unlikely and 10 is very likely, how likely is it that you would recommend the shop to a friend or family member?

| | | | | | | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|----------------------------------|-----------------------------------|
| 1 - Very unlikely | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 - Very likely | Don't know / Prefer not to answer |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> |

Finally, to confirm, do you still consent to share your name, contact information, and responses directly to the repair shop?

- ☒ Yes, you may share my individual name and responses with the shop
☐ No, only combine my responses with those of others and do not share my individual contact information and responses with the shop

Thank you for your time. Those are all the questions we have for you. Thank you very much for your feedback.



Repair Shop Email Invite Sample

Good (morning/afternoon),

As a customer of (Insert shop name here) I would like to provide additional information on the repair survey that we discussed, and you will receive in your personal email.

You will receive an email from: mpclaimrepaiexperience@logitsurveys.com, with Subject Line: **MPI Repair Experience**

Why did I receive an email after my repairs were completed and what is AutocheX?

AutocheX is a Mitchell Estimating service that collects customer satisfaction results through emails on Manitoba Public Insurance's behalf.

It helps repair shops learn more about customers' experience allows repair shops to enhance their customer service.

Manitoba Public Insurance also review the results to identify industry trends in customer service.

What are the benefits of completing an AutocheX email survey?

Autochex surveys help repair shops:

- Identify areas of improvement.
- Build and improve customer loyalty.
- Gain valuable insights to improve daily shop processes.
- Recognizes good work.

Here at (Insert shop name here)

We appreciate your business, and time.

Please let us know how we can improve our service.

Best regards,

(Insert shop name/signature here)