

Background

Accurate application of part types is an integral and required step in the estimating process. It provides transparency for all parties, including the insured, and reduces delays and corrections.

MPI estimators and repair shops are required to maintain currently approved part sourcing software and follow the MPI approved workflows using configurations as prescribed. Manual entries, line discounts, and mark-up lines should only be used as instructed in the MPI Parts Business Rules, Estimating Standards, or applicable job aids.

Repair shops in good standing with the Parts Autonomy program should also reference the Parts Autonomy Privileges section below for rule exemptions earned.

All requests are subject to audit and part selection reviews.

Rules

1. The lowest cost option by part type, component, or assembly must be sourced.
 - Shops may use price matching or line discounts to achieve lowest cost option, see [Parts Autonomy Job Aids](#) for additional details.
2. Shops must provide a Final Repair Account (FRA) accurately, listing all work completed and correctly indicating actual part type usage.
 - Explanation lines must be added when price matching part types.
 - Proper part selections must be made within Mitchell Estimating, incorrect parts must be deleted from the estimate and re-selected (*see procedure below*).
3. Shops must support part selections that are not the lowest cost option. A detailed Journal note and supporting supplier documentation must be provided prior to approval. Non-lowest cost part selections must be supported as follows:

Accepted Reasons	Required Support
<p>Poor Quality Recycled (LK)</p>	<ul style="list-style-type: none"> • Invoice showing the part was ordered at the time of the repairs and clear photos showing that the part does not meet ARA grading requirements. • Or written confirmation from the part supplier indicating the part was not graded correctly. <hr/> <p style="text-align: center;">Issues with Car-Part listings should also be reported to Car-Part.</p> <hr/>
<p>Poor Fit Remanufactured & Aftermarket (RM & AM)</p>	<ul style="list-style-type: none"> • Invoice showing the part was ordered at the time of the repairs and photos that clearly demonstrate how/why the part does not fit. • Or an email from the AM supplier confirming the part has a history of fitment issues.

Example

Example 1 (Non-Parts Autonomy)

The repair shop supplements an estimate adding a replacement fender. The Mitchell Alternate Parts Program (MAPP) provides an After Market (AM) fender option which has a lower price than Original Equipment Manufacturer (OEM) and therefore must be selected by the shop. The shop then performs a Car-Part Pro search for a recycled (LK) part. Three recycled fenders are available, and one of the LK fenders costs less than the AM. As this is the most cost-effective option, the shop must add it to their supplement before submitting to MPI for approval.

Tip: Repair shops looking for additional savings to regain Parts Autonomy privileges may add a line discount to the LK price to further increase their Realized Parts Savings (RPS) metric.

Example 2 (Non-Parts Autonomy)

A repair shop has received an aftermarket (AM) hood for their customers vehicle and has begun to test fit the part. During the test, they find that the hood dimensions are not correct, and a proper fit cannot be achieved. The shop completes a secondary search and determines that there are no other alternate part options, and an OEM hood is required. The shop proceeds to change the part type to OEM on the estimate and adds an explanation line to indicate that “poor fit” was the reason for the Non-Lowest Cost part selection. They then upload photos showing the fitment issue and an invoice showing the date the part was ordered. All supporting documentation is now on hand and available should MPI need to validate the shops part selections at a later date.

Tip: Repair shops looking for additional savings to regain Parts Autonomy privileges may add a line discount to the OEM price or reduce the AM markup to further increase their RPS metric.

Parts Autonomy Privileges

Rule 1 does not apply to repair shops with [Parts Autonomy](#) privileges **unless** the part is excluded from the Parts Autonomy program.

Rule 3 does not apply to repair shops with Parts Autonomy privileges **unless** they are in a Corrective Action Plan (CAP).

- Shops in a CAP are subject to missed savings recovery and must validate why an available part was not selected.

Best Practices

By following the prescribed workflows and searching for recycled parts on every estimate (including searching for both components and assemblies) will ensure you are aware of all available part options.

Reference

See [MPI Parts Business Rules](#), section 2.1, for maximum pricing by part groups and types.

See the [Light Vehicle Accreditation Agreement](#) section 7.7(h) for details related to proper invoicing and section 18(a) for details related to the recovery of costs due to billing and policy errors.

See the [Parts Autonomy Job Aids](#) for details on details on selecting parts outside of the normal prescribed workflows or using line discounts and OEM price matching to increase RPS.

Use the [Alternate Parts Suppliers](#) look-up tool if you require assistance finding an alternate part supplier. See Mitchell [Help Files](#) for additional details on adding and deleting parts from an estimate. Refer to the “Select Unqualified Parts to Add to Estimate” section of the [Add Parts and Labor \(Repair Lines\) to Estimate](#) page for additional details on how to locate and select unqualified parts.

Tip: the available search bar can be used to locate specific procedure pages in the help files.

Procedure

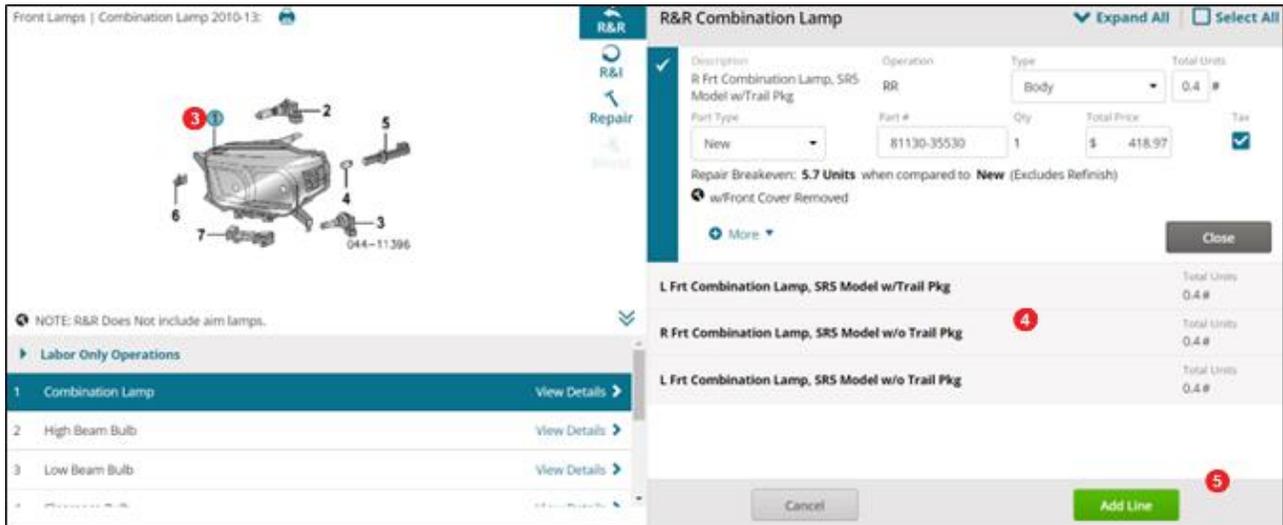
Mitchell Cloud Estimating (MCE)

Adding Parts to the Estimate

Follow the steps below to add parts to the estimate:

Begin with the estimate open in Mitchell Cloud Estimating.

1. In the **Parts** tab, locate the applicable folder by vehicle area, for example **Front**.
2. Select the next applicable folder by part category, for example **Front Lamps**.
3. Select the required part from the graphic.
4. If there are multiple selections available choose the correct part by side (left, right) and option, for example **R Frt Combination Lamp, SR5 Model w/Trail Pkg**.
5. Click **Add Line**.



The screenshot displays the Mitchell Cloud Estimating interface for adding a part to an estimate. On the left, a diagram of a combination lamp assembly is shown with numbered callouts (1-7). Below the diagram, a list of labor-only operations includes 'Combination Lamp', 'High Beam Bulb', and 'Low Beam Bulb'. The main area shows the 'R&R Combination Lamp' part selection screen. The part description is 'R Frt Combination Lamp, SR5 Model w/Trail Pkg'. The part number is 81130-35530, the quantity is 1, and the total price is \$418.97. The repair breakeven is 5.7 units. The interface also shows a table of available parts, with the 'R Frt Combination Lamp, SR5 Model w/o Trail Pkg' selected (marked with a red 4). The 'Add Line' button is highlighted in green (marked with a red 5).

Non-Lowest Cost Part Selection

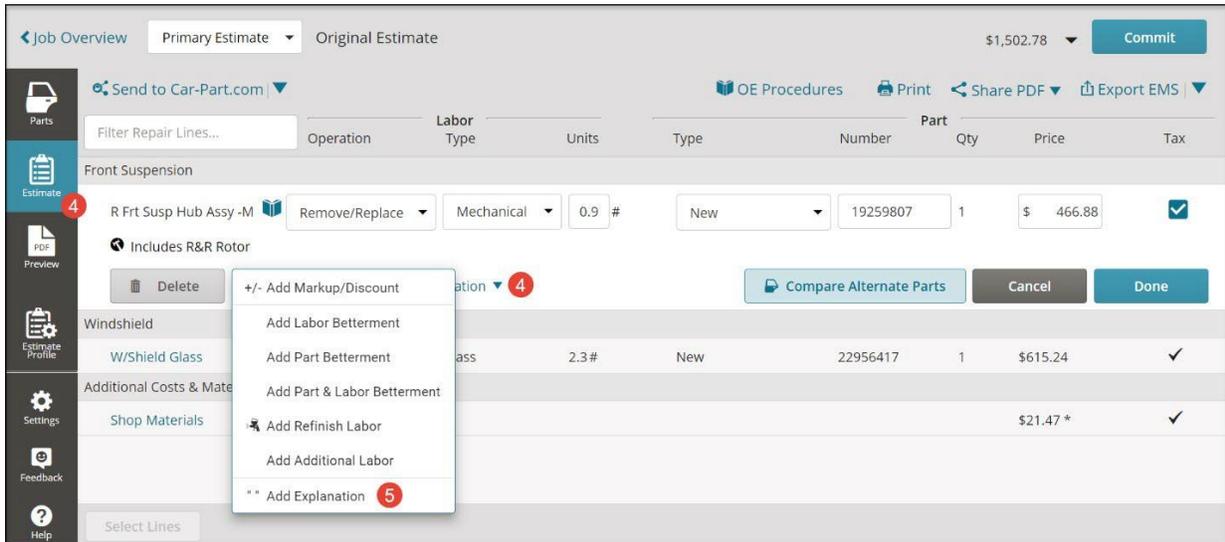
Follow the steps below to request a part that is not the lowest cost available option.

Begin with the estimate open in Mitchell Cloud Estimating.

1. From the **Estimate** tab, select the applicable line item and then select the drop-down arrow next

to **Markup, adjustment, or explanation.**

2. Select **Add Explanation** and enter one of the following reasons.



The screenshot shows the 'Estimate' tab in the software. A dropdown menu is open over the 'R Frt Susp Hub Assy -M' line item. The menu options are: '+/- Add Markup/Discount', 'Add Labor Betterment', 'Add Part Betterment', 'Add Part & Labor Betterment', 'Add Refinish Labor', 'Add Additional Labor', and '" " Add Explanation' (highlighted with a red circle and the number 5). A red circle with the number 4 is also visible near the 'Add Explanation' option in the background interface.

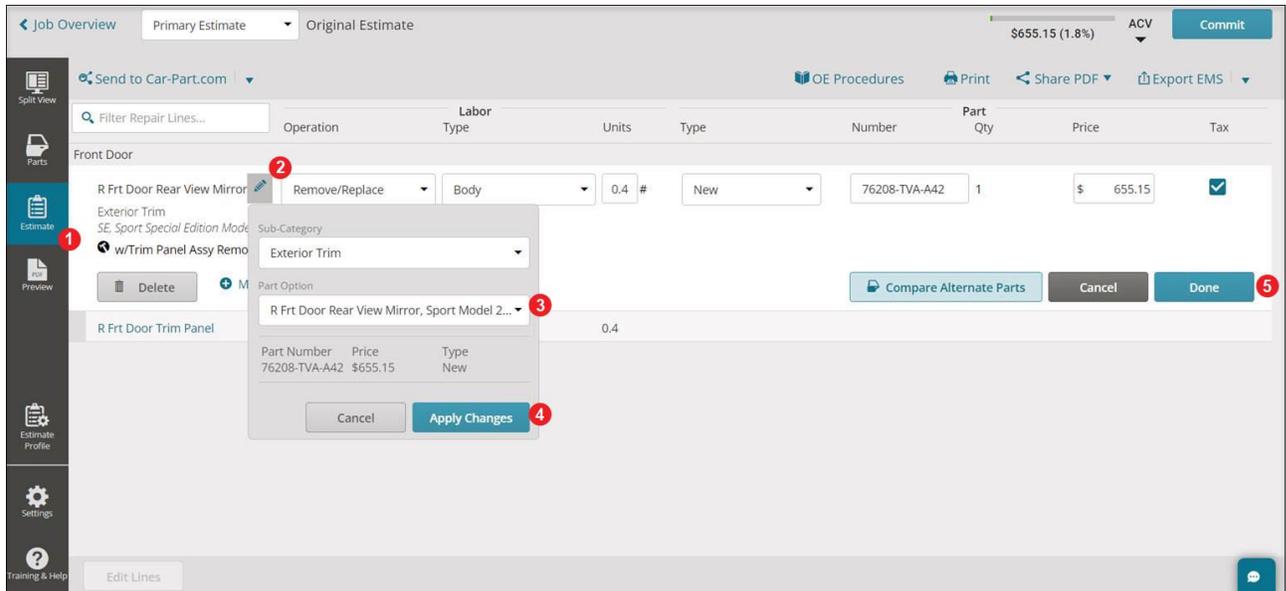
3. In the explanation line, enter the applicable reason (see rule 3 above) for the non-lowest cost selection:
 - Poor Quality
 - Poor Fit
4. Click **Done**.

Edit Part Selection from the Estimate Tab

Follow the steps below to edit an incorrectly selected part from the estimate:

Begin with the estimate open in Mitchell Cloud Estimating.

1. In the **Estimate** tab, locate the part line that was incorrectly selected.
2. Click the line item and click the **Pencil** icon.
3. From the drop list select the correct part.
 - If you are prompted to compare parts, click **Compare Parts**, then select the correct part.

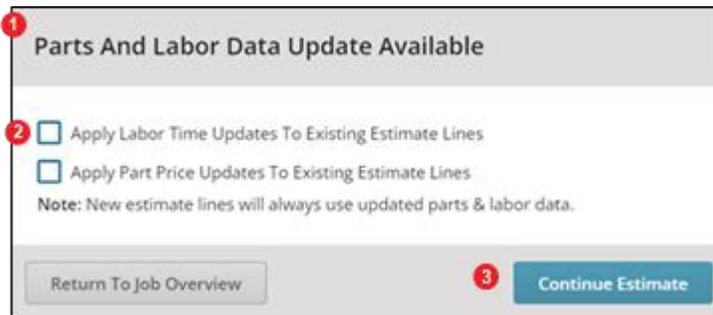


4. Click **Apply Changes**.
5. Click **Done**.

Accepting Mitchell Parts and Labour Updates on Existing Estimates

Follow the steps below to accept a Mitchell parts or labour update that is available for an existing estimate.

1. Open the claim in Mitchell Cloud Estimating, if an update is available the following pop-up will appear.



2. Select **Apply Labour Time Updates** or **Apply Part Price Updates** as required.
3. Once selected click **Continue Estimate**.

Part Price Updates should only be applied for parts that have not yet been ordered. For example, when a shop first opens an MPI written estimate and part prices have changed since the estimate write date.

Revision History

- June 2021 - Updated formatting and added new standard sections (background, examples, parts autonomy privileges, best practices).
- September 2021 – Added Mitchell Cloud Estimating procedures and screenshots.
- December 2021 – Updated Rule 3 table and examples.
- June 2022 – Removed “modify MAPP search” steps from procedures section, not required for MCE.
- September 2022 – Added additional reason for part exceptions request in rule #5.
- February 2023 – Added new rule, reference entry, and procedure for the removal and re-application of incorrectly selected parts on the estimate.
- August 2023 – Added “edit part selection” steps to the procedure section.
- June 2024 – Updated accepted reasons (rule 3) and procedure for applying non-lowest cost parts. Added CAP details to the Parts Autonomy Privileges section.
- January 2025 – Added reference link to the Alternate Parts Supplier look-up tool.