



Introduction

This document explains procedures Direct Repair (DR) shops follow to complete a DR claim.

The procedures cover steps for repair shops beginning when the customer contacts the repair shop to schedule an estimate appointment and ending when the repair shop completes the repair assignment (or closes the claim as a total loss).

The procedures are organized into six sections:

1. [Schedule the Estimate Appointment](#)
2. [Retrieve the Appraisal Assignment and Inspect the Vehicle](#)
3. [Write the Estimate](#)
4. [Review Estimate Results with the Customer](#)
5. [Complete the Estimate and Repair the Vehicle](#)
6. [Potential Total Losses](#)

Procedures in Sections 1 to 5 apply to every DR claim. Section 6 applies only when the claim is a potential total loss.

Links in this document go to the [MPI Estimating Standards](#).



1. Schedule the Estimate Appointment

Customers with a DR claim contact shops directly to schedule an estimate, same as scheduling a repair. Address all the following when the customer calls:

A DR shop cannot refuse to write a First Estimate on eligible claims if requested by a customer.

Confirm it's a DR estimate

Ask the customer if MPI offered Direct Repair when they opened their claim. If the customer answers yes, follow the steps below to confirm DR eligibility.

- Confirm that the vehicle can be driven, as non-drives are not eligible for DR.
- Confirm that the type of loss is eligible for DR.
- Pull the Appraisal Assignment and review the estimate responsibility field.
 - If "DR shop" appears, proceed to book the customer for a Direct Repair Estimate.
 - If "MPI" appears, ask if they have been to MPI for an estimate. If they answer yes, ask if they were provided with an Estimate Summary form at the time of the estimate. If the customer has the form, the shop can pull the MPI estimate or write a DR estimate. If the customer has not been provided with an Estimate Summary, advise them to contact MPI. Do not proceed to do the estimate until MPI has provided direction.
 - If "MPI" appears and the customer advises that they have not had an MPI estimate completed, advise them to call MPI to book an estimate.

If the claim is not eligible for DR or the customer hasn't made a claim yet, advise them to call MPI (204-985-7000 or 1-800-665-2410 for rural customers).

Be ready to explain what DR is

Not all customers may fully understand DR and how it works. Ensuring that you are able to explain DR can help cultivate a positive customer experience and set out customer expectations. DR allows customers to go directly to a repair shop for an estimate instead of an MPI service or claim centre for DR eligible claims.

Ask about the damage

Determine how much time to schedule with the customer for the estimate. Good questions to determine answers to include:

- Where is the damage?
- How severe/extensive is the damage?
- How many body panels are damaged?
- Is the vehicle safe to drive? Any fluids leaking, parts falling off, service lights on, or lights missing?
- Are there any previous claims or old damages to the vehicle?
- What is the customer's tax responsibility?
- What is the customer's deductible?

Clarify what will happen when the customer brings in their vehicle

Explain to the customer that as the repair shop, your job is to:



Direct Repair Claim Procedures

- Confirm the vehicle identity
- Identify old damage
- Confirm that the loss details match the claimed damage
- Estimate the cost of repairs
- Review the damage estimate and any additional costs with the customer (such as betterment or taxes)

If the customer wants to discuss who is at fault, car seats, vehicle value, etc., refer them to their adjusting team.

Schedule the appointment

Scheduling appointments can ensure that you are able to deal with all customers in a timely manner and increase staff productivity.

Like any other appointment, confirm the time, duration, date, and your customer service arrangements such as pick-up, rental cars, etc.

Remind the customer to bring their claim number and licence plate number with them

Remember: the customer is not obligated to get the estimate done at your shop and they can cancel their appointment at any time.

Next Section: 2. Retrieve the Appraisal Assignment and Inspect the Vehicle



2. Retrieve the Appraisal Assignment and Inspect the Vehicle

1. Get the customer to sign the Authorization to Estimate on the FRA Signature Sheet (DR version).
 - Confirm with the customer whether their personal information can be kept on file.
 - Complete all fields and checkboxes in the Authorization to Estimate section of the FRA.
2. In Mitchell Connect:
 - Enter the customer name and phone number (if authorized by the customer).
 - Retrieve and review your copy of the incident details report (to use when confirming claim information with the customer).
3. Check messages in Mitchell Connect for activity notes for any updated claim information, and review incident details report messages for any instructions from MPI about the claim.

Carefully read instructions on the report to avoid issues with the estimate or claim.

4. Confirm that the VIN and licence plate match information in the incident details report.
5. Record the mileage (odometer reading).
6. Do a vehicle walkaround **with the customer**:
 - Get as much detail about the damage as possible from the customer.
 - Have the customer identify all damage and determine which is related, prior, and unrelated (coloured markers or diagrams can be used to differentiate old from new, etc.).
 - If there are multiple claims, estimate them in the order they occurred, and relate damage specifically to each claim.
 - Confirm with the customer that the information on the incident details report is accurate and complete. Take notes if you get new or inconsistent information (to enter later in Mitchell Connect and Mitchell Estimating).

Be sure to include the customer in this process. Excluding the customer can result in errors in the estimate and possible coverage issues.

7. Take clear and focused photos of required areas (see [Digital Images](#) Estimating Standard), plus:
 - Instrument panel, vehicle options
 - Child restraint seats (if in the vehicle during the collision)
 - Document all images

Failure to add clear and properly documented images can result in a denial for the shop.

8. Perform a tear down as appropriate to confirm damage.

It is the shop's responsibility to capture all damage and discover hidden damage through disassembly.

9. Take additional pictures as required.

Previous Section: 1. Schedule the Estimate
Next Section: 3. Write the Estimate



3. Write the Estimate

1. Export the appraisal assignment from Mitchell Connect to Mitchell Estimating. All information should be consistent with the dispatch report, Mitchell Connect messages, and activity notes. Enter the following:

Your estimate must comply with Estimating Standards. If in doubt, refer to the Estimating Standards on the MPI Partners site, check Mitchell U, or call the Mitchell TAC line.

Admin tab	<ul style="list-style-type: none"> • Confirm all required fields (marked *) are complete. • Confirm the taxes and deductible.
Vehicle tab	<ul style="list-style-type: none"> • Verify/Perform VIN decode. Confirm vehicle make, model and year. • Enter current Mileage. • Indicate if there's prior damage and provide details.
Profile tab	<ul style="list-style-type: none"> • Confirm the shop profile and MAPP profiles are valid.
Repair tab (CEG and Long Exp sub-tabs)	<ul style="list-style-type: none"> • In the Long Exp sub-tab, enter the Administration Fee if applicable. • In the Long Exp sub-tab, All Messages line, enter Customer Tax Responsibility (use values from the dispatch report). • Update the customer tax fields under the Admin tab, General sub-tab as needed. • Confirm the correct deductible (see the dispatch report and activity note for latest deductible changes). • Enter parts and labour with line explanations as needed, per Estimating Standards (\$1 items are not recommended). • Include part prices for sublets, discounts and betterment/depreciation (with line explanations as needed).

2. Make manual adjustments for overlapping claims.
3. **Calculate & Save** the estimate and address compliance messages that appear.
4. Confirm all compliance messages are addressed and all information is accurate and complete (this step helps you avoid having to supplement).
5. Check the **ACV %** to determine if the vehicle is a potential total loss (see Section 6 for more information).
6. In activity notes:
 - Enter your name, contact phone number, and email address.
 - Enter additional info required to support your estimate.
 - Indicate if you are repairing multiple claims for the vehicle.

Previous Section: 2. Retrieve the Appraisal Assignment and Inspect the Vehicle
Next Section: 4. Review Results with the Customer



4. Review Estimate Results with the Customer

Start by explaining:

The estimate is subject to review and approval by MPI. MPI holds the final decision regarding what is covered on the estimate.

Review the repair plan and costs

Confirm the damage and explain your recommended approach to repairs (whether to repair/replace, etc.). Be prepared to explain any of the following if it applies to the claim:

Customer responsibility

Detail any costs the customer is responsible for beyond the initial deductible (because of depreciation, an exclusion, tax responsibility, etc.).

Changes in deductible resulting from the claim

The customer may have received a letter from MPI advising that the deductible has changed as a result of an adjusting decision. Refer the customer to their adjusting team if they have questions.

If the customer states that the deductible should be waived, but there are no activity notes indicating this, call the adjuster to confirm before committing the estimate.

Betterment

Explain why and how betterment or depreciation was applied. Refer to the [betterment guide chart](#) for detailed information. Provide the customer with a copy of the reverse side of the FRA (which explains betterment).

Change in final repair costs

Explain that changes can occur for several reasons and must be approved by MPI:

- Labour hours could be adjusted
- Betterment could be applied
- The cost of parts could change based on availability
- A decision to repair could be changed to a replacement, or vice versa

Any of the changes above will impact tax responsibility.

- Claim coverage

Owner to authorize

Only the vehicle owner can authorize the tear down of mechanical components such as engines, transmissions and differentials. The costs associated with the tear down are the initial responsibility of the insured. If damages are loss-related, MPI pays all expenses, minus depreciation.

Total loss

Explain to the customer that the estimated cost of repairs may result in a total loss. An MPI adjuster needs to review the estimate before that can be determined. Tell the customer that an



Direct Repair Claim Procedures

adjuster will contact the customer after the review is completed. Explain that the final decision has not yet been made by MPI, and the vehicle may be repairable.

If the vehicle is a marginal repair, and prior to getting customer authorization for repairs and ordering parts, inform the customer of the amount of damage. This will give the customer the opportunity to decide whether to contact their adjuster and settle for the cost of repairs plus salvage.

Replacing a child restraint seat

Repair shops are not able to provide this service. Refer the customer to their adjusting team if they have questions.

Address Safety Concerns

- **Failure to protect** - Inform the customer if additional damage to the vehicle is likely if the customer continues to drive it in its current condition. For example, a leaking radiator could lead to engine failure.
- **Unfit to drive** - A vehicle can be designated as unsafe or unfit to drive for several reasons: excessive damage, vehicle modifications, non-compliant parts, excessive corrosion, missing safety features, etc.

After explaining why the vehicle is unsafe/unfit, let them know you have provided the information to MPI, who may not allow you to repair the vehicle. Inform the customer that an adjuster will contact them. It is still the customer's choice if they want to drive the vehicle.

If the customer disagrees with:

- **Tax responsibility** - Advise the customer to contact their adjusting team if they disagree with your assessment of their tax responsibility.
- **Unrelated damage** - If the customer thinks unrelated damage is related, speak with the customer to resolve the disagreement. If the customer insists:
 - Address the customer's concern in a note and attach photos, but do not add it to the estimate.
 - Refer the customer to their adjusting team. The shop may also reach out to the adjuster on behalf of the customer.
 - Wait for MPI to send a message with a decision.

Estimating terms/requirements that may need explaining:

- **Mileage** - You need it to help determine parts usage and betterment.
- **Exclusions** - There is no insurance coverage for breakdown or mechanical fracture.
- **Sublets** - You are not able to do the entire repair alone and have to involve another shop to do some of the repair.

Previous Section: 3. Write the Estimate

Next Section: 5. Complete the Estimate and Repair the Vehicle



5. Complete the Estimate and Repair the Vehicle

In Mitchell Connect,

1. Upload documents and submit the estimate:

Required:	<ul style="list-style-type: none"> • The completed estimate in Mitchell Estimating • Photos with documentation • Activity notes with contact and supporting information
Supporting (as applicable to the claim):	<ul style="list-style-type: none"> • Engine Report • Vehicle Theft and Recovery Damage Report • Frame Inspection Sheet (Conventional or Unibody) • Other documents and invoices as required

2. Wait for MPI to approve or supplement the estimate.
 - Do not start repairs until directed by MPI.
 - Do not repair marginal claims
 - Contact the adjuster if you answered “no” on the wildlife checklist.
 - If MPI confirms the vehicle is a total loss, see the **Potential Total Losses** procedure.
3. Get the customer to sign the Authorization to Repair on the [FRA Signature Sheet](#) (DR version).

If the shop does not obtain authorization, they may be responsible for restocking fees.

4. Accept and complete the repair assignment following the normal procedure:
 - Update the **Repair Status** in Mitchell Connect as soon as you reach the corresponding stage in the repair.
 - When repairs are complete, set the **Repair Status** to **Ready for Delivery**.
 - Get the customer to sign the Certification of Repair on the [FRA Signature Sheet](#) (DR version).
 - Submit the completed assignment with all required documents uploaded (per Estimating Standards and Quality of Repair):
 - The completed FRA signature sheet with all required signatures
 - Invoices for all specified parts and sublet repairs (any and all invoices related to the claim are helpful and may expedite payment)
 - Other documents as required
 - Update the **Repair Status** to **Delivered - Complete**.

Retain all supporting documentation for a minimum of three years.

5. Submit a payment request for a completed repair assignment following the normal procedure.

Previous Section: 4. Review Results with the Customer
Next Section: 6. Potential Total Losses



6. Potential Total Losses

A vehicle is a potential total loss when the estimated cost of repairs exceeds 60% of the vehicle's actual cash value (ACV).

- The 60% threshold may vary depending on the peril.
- For example, it may be 50% when hail or vandalism causes severe cosmetic damage.

Verify the final **ACV %** in Mitchell Estimating only after you:

- Include the value of **all** claims for the vehicle (may require manual calculation).
- Resolve all compliance issues.
- Save the estimate.

When submitting a potential total loss in Mitchell Connect, include:

- An activity note (sample note: "Potential Total Loss - Mitchell ACV % = x")
 - Also indicate if you are repairing multiple claims for the vehicle and include claim numbers.
- Photos of centre of dash including audio equipment and climate control, driver side door opening with driver seat and driver interior door panel, front and rear carpets, all tires, and all seats.

Ensure that potential total loss estimates are a comprehensive and accurate first estimate to avoid partial repairs on a vehicle that ends up a total loss.

Refer to section 2.1 of the [Direct Repair Program Guide](#) for the requirements for a first estimate.

If the final **ACV %** in Mitchell Estimating is not accurate or missing, use your best judgment of the vehicle's value or contact MPI for clarification.

Do **not** start repairs until you receive direction from MPI. Document the approval from the MPI staff you dealt with (you may paste the email confirmation into activity notes).

To request **tear down payment** on a total loss:

1. Download the most current version of the estimate into Mitchell Estimating.
2. Add a **Tear Down** long expansion line item for total tear down labour time.
 - Do **not** set the Repair Status to Delivered-Complete on the suffix 99.
3. Save the estimate.
 - The following compliance warning message may open:
 - GST/PST long expansion is missing.
 - Ignore this message.
4. Enter an activity note about the tear down. List the parts that were removed and the labour time you are seeking. Sample note:
Tear down - removed front bumper, fender, wheel. 2.0hr
5. Submit the supplement to MPI for approval.
 - MPI reviews the supplement, creates a new repair assignment (suffix 02), and assigns it directly to your shop. An estimator contacts you if changes are required.



Direct Repair Claim Procedures

6. Accept and review the suffix 02 assignment.
7. Set the **Repair Status** to **Delivered-Complete**.
8. Set the **Repair Status** for the suffix 99 assignment to **Delivered-Not Complete**.

See the [Tear Downs Estimating Standard](#) for more information.

Previous Section: 5. Complete the Estimate and Repair the Vehicle
