
Direct Repair Claim Procedures - Complete the Estimate and Repair the Vehicle

In RepairCenter,

1. Upload documents and submit the estimate (for applicable Estimating Standards, click the links in the table below):

Required:	<ul style="list-style-type: none">• The completed estimate in Mitchell Estimating• Photos• 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 and Unibody)• Other documents as required

2. Wait for Manitoba Public Insurance to approve or supplement the estimate.
 - Do not start repairs until directed by Manitoba Public Insurance.
 - If Manitoba Public Insurance 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).
4. Accept and complete the repair assignment following the normal procedure:
 - Update the **Repair Stage** in RepairCenter as you progress through the repair.
 - When repairs are complete, set the **Repair Stage** 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):
 - The FRA signature sheet with all required signatures
 - [Invoices](#) for all specified parts and sublet repairs
 - Other documents as required
 - Update the repair stage 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.