
Direct Repair Claim Procedures - Retrieve the Assignment and Inspect the Vehicle

1. Get the customer to sign the Authorization to Estimate on the [FRA Signature Sheet](#) (DR version).
2. In RepairCenter:
 - Retrieve the suffix 99 appraisal assignment.
 - Enter the customer name and phone number (authorized by the customer).
 - Perform a **VIN Decode**.
 - From the **Attachment** tab, print a copy of the dispatch report (to use when confirming claim information with the customer).
3. Review dispatch report messages for any instructions from Manitoba Public Insurance about the claim.
4. Confirm the VIN and licence plate match information in the dispatch report.
5. Record the mileage (odometer reading).
6. Do a walkaround **with the customer**:
 - Get as much detail about the damage from the customer as possible.
 - Identify (with a marker) all damage and determine which is related, prior, unrelated.
 - If there are multiple claims, estimate them in the order they occurred, and relate damage specifically to each claim. Use a different marker colour for each claim.
 - Confirm the customer agrees with dispatch report information. Take notes if you get new or inconsistent information (to enter later in RepairCenter and Mitchell Estimating).
7. Perform a tear down as appropriate to confirm damage.
8. Take clear and focused photos of required areas, following the [Digital Images](#) Estimating Standard, plus:
 - Instrument panel
 - Odometer reading
 - Child restraint seats (if in the vehicle during the collision)