

Direct Repair Claim Procedures - Write the Estimate

1. Export the estimate from WorkCenter to Mitchell Estimating and enter the following:

*Your estimate must comply with Estimating Standards.
If in doubt, refer to Estimating Standards, check Mitchell U or call the TAC line.
If your estimate expands or reduces the scope of damage in an existing suffix 01
estimate, contact Manitoba Public Insurance before submitting.*

Admin tab:	<ul style="list-style-type: none"> • Confirm all required fields (marked *) are complete.
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 is valid. • Confirm the MAPP profile is 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 in the dispatch report). • Confirm the correct deductible (see the dispatch report). • Enter parts and labour with line explanations as needed, per Estimating Standards (Do not enter \$1 items). • 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. **Commit, Print, and Close** the estimate.
6. Check the **ACV %** to determine if the vehicle is a potential total loss (see Section 6 for more information).
7. Upload the completed estimate to RepairCenter.
 - If the vehicle is unfit to drive, include an activity note (with photos) and get direction from Quality Control via the shop support IVR before starting repairs.
8. In an activity note:
 - Enter your name and contact phone number.
 - Enter additional info required to support your estimate.
 - Indicate if you are repairing multiple claims for the vehicle.