

Notice to All Accredited Repair Shops

## Mitchell Ultramate (UM) Decommission – Effective December 29, 2023

**Date published:** December 4, 2023

As previously [communicated](#), Mitchell Ultramate (UM) will be decommissioned effective December 29, 2023. UM estimates will no longer be editable; however, they will be available as “read only” files for reference. Repair shops should begin converting their in-progress UM estimates to Mitchell Cloud Estimating (MCE) immediately.

Following UM decommissioning, accredited repair shops will need to re-enter any in-progress UM estimates into MCE. Mitchell Technical Assistance Centre (TAC) will be the first point of contact by emailing [UMSunset@mitchell.com](mailto:UMSunset@mitchell.com) and entering the claim and suffix numbers in the subject line and including a request to convert the estimate to MCE.

Accredited shop procedures begin by contacting TAC:

1. TAC reopens if archived.
  - If an MPI “flag” is identified, the shop will be directed to contact the adjuster or claims processor for review first.
2. TAC creates a suffix 03, identifies the claim as “UM converted estimate” and dispatches an appraisal assignment to the shop who will access it from their assignment list.
3. The shop re-enters all estimate lines from the last version of the UM estimate into the new appraisal assignment, including performing the following:
  - Select the correct labour rate profile and update repair status to match UM version.
  - Re-run alternate and recycled parts **or** transcribe part information as originally entered.
  - Supplement estimate as required.
4. The shop commits the estimate and submits to MPI for approval.



Mitchell TAC can be reached at [UMSunset@mitchell.com](mailto:UMSunset@mitchell.com).

If you have any questions about this notice, please contact [MPI Partners](#) or your SRA.