

Notice to all Mitchell Connect Users

# Proper Use of Mitchell Cloud Estimating (MCE) Loss Designation

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As of December 5, 2022, repair shops will be asked to review and update the loss designation in MCE when submitting a supplement or requesting payment. This will ensure that repairable vehicles have a loss designation status of **Partial Loss** and not **Total Loss**.

Shops are not to set the loss designation status of **Total Loss**.

Please refer to the [Marginal Repairs & Price Outs](#) estimating standard.

Currently, repairable claims billed to MPI with the status of **Total Loss** causes the following issues:

- Auto Pay will not occur resulting in delayed payments to shops
- Prevents the shop from accurately tracking their KPIs impacting the score a shop is expecting
- Inaccurate CarFax reports; the vehicle may be shown as a total loss on the CarFax report
- Impacts to third-party industry reporting as total loss claims are normally excluded from reporting

Updating the estimate immediately with the proper loss designation status will prevent the above issues from occurring. Ensure you review this field for accuracy and are in alignment with adjuster approval notes upon each supplement submission, and when requesting payment.

For more information, please contact your Shop Relationship Advisor at [SRA@mpi.mb.ca](mailto:SRA@mpi.mb.ca).