

Notice to All RAN Holders

Virtual Claim File Shop Procedure

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To provide continued support to repair facilities, MPI has created a [Virtual Claim File \(VCF\) Shop Procedure](#) that outlines various VCF-related processes, such as amendment submissions and payment requests, into one document.

Who Uses the VCF Process?

Non-Accredited shops without Mitchell Connect would follow the process documented on MPI Partners. Accredited Shops and Non-Accredited Shops with Mitchell Connect may also use the VCF process to submit short payments and supplement payments.

High-level VCF Process

The VCF process requires shops to use a document called the MPI Fax Cover Sheet that contains specific barcodes. Shops fax the MPI Fax Cover Sheet along with the required documents to MPI, and when used in the correct sequence, the barcodes automatically route the documents directly to the MPI claim file, and notify appropriate staff to review.

The **Virtual Claim File Shop Procedure** covers the following information:

1. The end-to-end VCF process.
2. A list of MPI email addresses for enquiries based on the claim type or the type of request.
3. Instructions on how to properly submit VCF documents.
4. Exceptions to the VCF process:
 - Commercial vehicles
 - Glass-only claims
 - Payment for rental cars (loss of use) or towing



If you have any questions regarding this notice, or the VCF process, please contact
Partners@mpi.mb.ca