

The Ask-Approve Variance (AAV) looks at how a shop follows MPI policies and procedures, including Estimating Standards, when preparing estimates and supplements. Ensure the following practices are followed.

- Read the incident details report and discuss loss details with insured.
- Confirm the taxes are correct.
- Confirm the VIN and License plate are correct.
- Complete an initial walk around with the customer and review the related and unrelated damages.
- Pay attention to any damage other than the primary impact area.
- Contact MPI if the loss details do not match what customer is claiming as related.
- Review Activity notes for the latest information or direction.
- After the initial inspection is completed, disassembly should be completed to finalize the estimate where applicable. Disassembly is encouraged where/when possible, to allow for a complete estimate.
- Review the repair/replace decisions.
- Review the vehicle manufacturer recommendations repair procedures to assure repairs are performed properly and all necessary parts and labour are accounted for.
- Closely follow the MPI Estimating Standards to conduct a complete and thorough estimate.
 - Ensure all part prices and part numbers have been correctly entered.
 - Betterments if applicable have been considered and applied.
 - Markups/Discounts- review for proper entry
 - Parts Business Rules applied correctly.
- Resolve the Estimate Compliance.
- Review and verify that the correct taxes are entered in the Insurance Card.
- Update the deductible if requested by adjuster.
- Confirm the correct Estimate Profile is used.
- Ensure attached photos are supporting damages being requested.
- Ensure all supporting images, documentation, procedures, and notes to claim messages are added prior to submitting the claim for review.
- Proofread the estimate closely to make sure all claim related damages are accounted for and entry errors are caught before submitting the claim for review.
- Reach out to your SRA with questions related to AAV.