Mitchell RepairCenter Customer Experience Management POWERED BY AUTOCHEX

AutocheX Quick Start Guide

The Customer Experience Program (AutocheX)

Viewing your Mitchell AutocheX reports and surveys

There are a number of reports that all AutocheX users will have access to. You are able to view your data for each carrier program you participate in that utilizes AutocheX.

Go to your Desktop and double-click the RepairCenter[™] icon.



In order to access RepairCenter and your CEM reports, you will need to log into RepairCenter using your assigned username and password. Click Log In. Note: Your log-in information is confidential and specific to your shop. If you have forgotten your password, please select the Forgot Password link.

Mitchell RepairCenter
ß
Mitchell RepairCenter
Username:
Password:
🔽 Remember me next time
Log In Cancel
Forgot password Change password
M mitchell
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AUTOCHEX/REPAIRCENTER CEM ORIENTATION

From the menu, select "Sur	rveys".	
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Isitory Jobs	Image: Surveys Image: Survey	lore •
		C
Shops MPI TEST SHOP 1	Report Types Customer Detail - Core Questions Report Customer Detail - By Program Report Month - YTD Summay Report Program Roll Up - Core Questions Report Summary - Survey Completion Report Trend Report	_
	Get Report	_

If the "Survey" icon does not appear in the Top Menu please contact Mitchell Tech Support at 1-800-448-4401, select Option 2 for Technical Support". Or you can create a support ticket via MiPortal Customer Support at https://www.mitchell.com/support

B		Mitchell RepairCenter										
🔶 🌳 History	Jobs	•	Tasks	ک Labor	Accounting	Surveys	Malytics	Reports	Library	ToolStore	•	() Help

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Select the reports tab. There are three main areas within the Customer Satisfaction section as shown below:

Shops, Report Types, and Report Information – this is where the report renders (located in the lower part of the screenshot)

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History Jobs Tasks	Labor Accounting Surveys Analytics Reports Library ToolStore Help	
Customer Satisfaction		C
Favorites Reports		
Shops	Report Types	
	Customer Detail – By Program Report Month – YTD Summary Report Program Roll Up – Core Questions Report Summary – Survey Completion Report Trend Report	
		Get Report
(no report selected)		
	Find Next	

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In the Report Types section, choose the desired report. Once selected, click "Get Report", the report will generate in the lower part of the screen.

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	3							Mitchell	RepairCenter						- •
	History Jobs) s		-	Tasks	کی Labor	Accounting	Surveys	Analytics	Reports	Library	ToolStore	•	? Help	More *
	Customer Satisfa	ction													C
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If you would like to adjust the parameters on your report, you can select different options. In this example, if you would like to view the November date range, you would make your selection in the "Start Month" and "End Month", and then click the "View Report" button.

The report will render in the lower section, depending on what was selected. Click on the **customer name** link within the report to view any comments the customer may have provided with their survey response.

Customer Detail - Core Questions Repor	t										
Program:	Date	Range: Last Mo	nth 👻	_							View Report
Start Month: Nov 14	End	Month: Nov 14	•								
Service writer. All	- Insu	rance Company : A									
17.0	<u> </u>	i i in									
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MPI TEST SHOP 1				Mite	chell RepairCenter	CEM powered b	by AutocheX				Â
Customer Detail - Core Questio	ns Report				Insurance Co	mpany: All					
					Service V	Vriters: All					
All Programs						November 14					
						November 14					
		-				November 14					
	Program	Insurance Company	Customer	Name	Service Writer	Claim / RO #	Survey Date	Quality	Service	On Time	Kept Informed
÷	Program \$	Insurance Company	Customer	Name \$	Service Writer	Claim / RO #	Survey Date	Quality	Service	On Time	Kept Informed
MPI TEST SHOP 1	Program ¢ MPI-test	Insurance Company	Customer	Name \$	Service Writer \$	Claim / RO #	Survey Date \$ 11/21/2014	Quality ¢ 10	Service \$ 10	On Time ¢ Yes	Kept Informed \$ Yes
MPI TEST SHOP 1 MPI TEST SHOP 1	Program \$ MPI-test MPI-test	Insurance Company Diank Blank	Customer JANE DOE 1 JANE DOE 2	Name \$	Service Writer	Claim / RO # \$ 40025160 40864994	Survey Date	Quality	Service	On Time \$ Yes No	Kept Informed \$ Yes No
MPI TEST SHOP 1 MPI TEST SHOP 1 MPI TEST SHOP 1 MPI TEST SHOP 1	Program MPI-test MPI-test MPI-test	Insurance Company Diank Blank Blank Blank	Customer JANE DOE 1 JANE DOE 2 JANE DOE 3	Name \$	Service Writer NA NA NA NA	Claim / RO # \$ 2000 \$	Survey Date \$ 11/21/2014 11/21/2014 11/21/2014 \$ 11/21/2	Quality	Service	On Time ¢ Yes No Yes	Kept Informed Ŷes No Yes
MPI TEST SHOP 1 MPI TEST SHOP 1 MPI TEST SHOP 1 MPI TEST SHOP 1	Program MPI-test MPI-test MPI-test MPI-test	Insurance Company Dlank Blank Blank Blank Blank	Customer JANE DOE 1 JANE DOE 2 JANE DOE 3 JANE DOE 4	Name \$	Service Writer NA NA NA NA NA	Claim / RO # \$ 40025160 40064994 41065522 42161755	Survey Date 2 11/21/2014 11/21/2014 11/21/2014 11/21/2014	Quality	Service 10 5 10 10 10	On Time Yes No Yes Yes	Kept Informed Yes No Yes Yes

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Once run, the reports can also be exported and printed in a variety of formats (Excel, PDF, CSV, etc.) by selecting the export icon, which will display a drop down and allow you to select your preferred format. This is located in the toolbar directly above the report.

Customer De	etail - Core Que	stions Repor	t					
Program: Start Month: Service Writer:	All Nov 14 All	•	Da Enc Ins	te Range: Last M d Month: Nov 14 urance Company : All	lonth 💌 4 💌			
10 P 1 M	4 1 of	f1 ⊧ ⊧	+ © 2	9 8 2 8 9		Find Next		
MPITES	STORUP			-	Mit	chell RepairCenter	CEM powered	by AutocheX
Customer I All Programs	Detail - Core s	e Questio	ns Report	Exp	ort report	Insurance Co Service V	mpany: All Writers: All November 14	
Customer I All Programs	Detail - Core	Questio	ns Report	LXP	Customer Name	Insurance Co Service V Service Writer	mpany: All Writers: All November 14 Claim / RO #	Survey Date
Customer I All Programs	Detail - Core	e Questio	Program	Insurance Company	Customer Name	Insurance Co Service V Service Writer	mpany: All Writers: All November 14 Claim / RO #	Survey Date
All Programs	Detail - Core s	e Questio	Program Program	Insurance Company Blank	Customer Name JANE DOE 1	Insurance Co Service V Service Writer	mpany: All Writers: All November 14 Claim / RO # \$ 40025160	Survey Date \$ 11/21/2014
All Programs	Detail - Core s	e Questio	Program Program MPI-test MPI-test	Insurance Company Blank Blank	Customer Name JANE DOE 1 JANE DOE 2	Insurance Co Service V Service Writer	mpany: All Writers: All November 14 Claim / RO # \$ 40025160 40864994	Survey Date : 11/21/2014 11/21/2014
Customer I All Programs MPI TEST SHC MPI TEST SHC	Detail - Core s OP 1 OP 1 OP 1	e Questio	Program Program MPI-test MPI-test MPI-test	Insurance Company Blank Blank Blank	Customer Name JANE DOE 1 JANE DOE 2 JANE DOE 3	Insurance Co Service V Service Writer NA NA NA	mpany: All Writers: All November 14 Claim / RO # \$ 40025160 40864994 41065522	Survey Date 2 11/21/2014 11/21/2014 11/21/2014
Customer I All Programs MPI TEST SHC MPI TEST SHC MPI TEST SHC	Detail - Core s OP 1 OP 1 OP 1 OP 1	e Questio	Program Progra	EXP Insurance Company \$ Blank Blank Blank Blank Blank	Customer Name JANE DOE 1 JANE DOE 2 JANE DOE 3 JANE DOE 4	Insurance Co Service V Service Writer NA NA NA NA	mpany: All Writers: All November 14 Claim / RO # \$ 40025160 40864994 41065522 42161755	Survey Date 2 11/21/2014 11/21/2014 11/21/2014 11/21/2014

Mitchell AutocheX reports types

Customer Detail Core Questions

This report shows the survey responses and alerts to the core questions (quality, customer service, on-time delivery, kept informed, return vehicle and refer shop) for all customers across all carrier programs in which you participate. Alerts are displayed on all responses with an **A** and indicate where the person responded to the Refer Shop question with a score between 1 and 6. If you opted to receive emailed alerts, you would have also received a Customer Alert e-mail that included a copy of the survey. Customer Alerts are usually sent the next business day after the interview is completed.

Customer D	etail - Core Questions Repo	rt												
Program:	AI	Dat	e Range: Last I	Nonth 💌										
Start Month:	Nov 14	End	Month: Nov 1	4 -										
Service Writer:	AI	- Insu	Irance Company : All	·										
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MPI TES	ST SHOP 1			Mit	chell RepairCenter	CEM powered	by AutocheX							
Customer	Detail - Core Questio	ons Report			Insurance Co	ompany: All								
					Service	Writers: All								
All Programs	s					November 14								
		Program	Insurance Company	Customer Name	Service Writer	Claim / RO #	Survey Date	Quality	Service	On Time	Kept Informed	Vehicle Returned	Refer Shop	Alert
	\$	•	\$:	\$:	\$	\$	\$	\$	\$	\$	•	\$
MPI TEST SHO	OP 1	MPI-test	Blank	JANE DOE 1	NA	40025160	11/21/2014	10	10	Yes	Yes	No	10	
MPI TEST SHO	OP 1	MPI-test	Blank	JANE DOE 2	NA	40864994	11/21/2014	9	5	No	No	No	4	A
MPI TEST SHO	OP 1	MPI-test	Blank	JANE DOE 3	NA	41065522	11/21/2014	10	10	Yes	Yes	No	10	
MPI TEST SHO	OP 1	MPI-test	Blank	JANE DOE 4	NA	42161755	11/21/2014	9	10	Yes	Yes	No	10	
MPI TEST SHO	OP 1	MPI-test	Blank	JANE DOE 5	NA	42886255-01	11/21/2014	9	9	No	Yes	Yes	9	
MPI TEST SHO	OP 1	MPI-test	Blank	JANE DOE 6	NA	43295092-01	11/21/2014	7	6	Yes	Yes	Yes	5	A
MPI TEST SHO	OP 1	MPI-test	Blank	JANE DOE 7	NA	43498254-01	11/21/2014	8	8	Yes	Yes	No	8	
MPI TEST SHO	OP 1	MPI-test	Blank	JANE DOE 8	NA	43525860-01	11/21/2014	10	10	Yes	Yes	No	10	
MPI TEST SHO	OP 1	MPI-test	Blank	JANE DOE 9	NA	43639455-01	11/21/2014	9	10	Yes	Yes	No	7	
MPI TEST SHO	OP 1	MPI-test	Blank	JANE DOE 10	NA	43703365-01	11/21/2014	7	8	No	Yes	No	5	A
MPI TEST SH	OP 1	MPI-test	Blank	JANE DOE 11	NA	43721495-01	11/21/2014	10	10	Yes	Yes	No	10	
	~~ .		1		1			~	-		1		1 10	-

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Customer Detail by Program

This report will display all the scores and alerts by customer for each question by specific carrier selected.

Customer D	etail - By Program	m Report															
Program:	MPI-test	-	Date Rar	ge:	Last Month	-											
Start Month:	Nov 14	-	End Mon	h:	Nov 14	-											
Service Writer			_ Insuranc	Company	(A8		-										
	174		-		- IA		-										
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	TOUGT				entr		10000	T total to team									
MPITES	SHOP	1					Mit	chell Repa	irCenter CEM	powered by A	utocheX						
Customer	Detail – By P	Program Re	eport					In	surance Company:	All							
12/22/2014 1	1:06:15 AM P	ST							Service Writers	A11							
IDEDE014	noono Ann								Service Wilters.	^ "							
MPI-test									November 14								
			Insurance C	ompany	Customer	Name	Sen	vice Writer	Claim / RO #	Survey Date	Shop Quality	Shop Service	On Time	Return	Kept	Refer shop	Alert
i.				-				÷			÷	÷	÷				
MPI TEST SHO)P 1		Blan		JANE DOE 1		NA		40025160	11/21/2014	10	10	Yes	No	Yes	10	
MPI TEST SHO	P 1		Blan	8	JANE DOE 2		NA		40864994	11/21/2014	9	6	No	No	No	4	A
MPI TEST SHO	0P 1		Blan	\$	JANE DOE 3		NA		41065522	11/21/2014	10	10	Yes	No	Yes	10	
MPI TEST SHO)P 1		Blan	5	JANE DOE 4		NA		42161755	11/21/2014	9	10	Yes	No	Yes	10	
MPI TEST SHO)P 1		Blan	2	JANE DOE 5		NA		42886255-01	11/21/2014	9	9	No	Yes	Yes	9	
MPI TEST SHO)P 1		Blan	4	JANE DOE 6		NA		43295092-01	11/21/2014	7	6	Yes	Yes	Yes	5	A
MOLTEST SHO	0.4		Bian		LANE DOE 7		ALA.		42400254.04	11/21/2014	0	0	Man	Ma	Ver	0	

The Month-YTD Summary Report

This Month-YTD Summary Report shows your shop's monthly and YTD performance on the core questions in the specific month selected for the program(s) selected.

Month - YTD Summary Report																
rogram: All Date Range: Last Month																
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MPI TEST SHOP 1	MPI TEST SHOP 1 MILLING MILLIN															
Month – YTD Summary Report																
All Programs										Noven	nber 14					
	Sun	veys	Qu	ality	Ser	vice	On	Time	Kept In	formed	Vehicle F	Returned	Refer	Shop	N	PS S
	Mo	YTD	Мо	YTD	Mo	YTD	Мо	YTD	Mo	YTD	Mo	YTD	Mo	YTD	Mo	YTD
MPI TEST SHOP 1	19	44	9.2	9.2	9.2	9.2	78.9 %	78.9 %	89.5 %	89.5 %	10.5 %	10.5 %	8.6	8.6	47.4 %	47.4 %
MPI TEST SHOP 1 TOTAL	13	24	9.2	9.2	9.2	9.2	78.9 %	78.9 %	89.5 %	89.5 %	10.5 %	10.5 %	8.6	8.6	47.4 %	47.4 %

Program Roll Up – Core Questions Report

This report shows each of the AutocheX programs your shop participates in, and your shop's performance on the core questions for those programs during the time period selected. The core questions are Quality, Service, On Time, Kept Informed, Vehicle Returned and Refer Shop. The result for NPS (Net Promoter Score) is also displayed.

Program Roll Up-Cor	re Questions Repor	t						
Program: All	-	Date Range: La	st Month 💌	·]				
Start Month: Nov 14	_	End Month: No	v 14 💌	-				
		,						
📰 💾 🕴 🕯 1	of 1 ▶ ▶∥	🗧 🔕 🔹 🚑) 🔲 💷 🛃 -			Find Next		
MPI TEST SI	HOP 1		Mite	chell Repair	Center CEM	powered by Autoch	neX	
Program Roll Up -	- Core Questic	ons Report						
All Programs						November 14		
Program	Surveys	Quality	Service	On Time	Kept Informed	Vehicle Returned	Refer Shop	NPS
÷	÷	÷	÷	÷	÷	÷	÷	Į k
MPI-test	19	9.2	9.2	78.9 %	89.5 %	10.5 %	8.6	47.4 %
Total	19	9.2	9.2	78.9 %	89.5 %	10.5 %	8.6	47.4 %

Summary Survey Completion Report

.

This report shows the number of surveys completed, alerts generated for the programs that utilize alerts, customer records received (sample) and time frame selected.

Summary - Survey Completion Rep	port					
Program: All	Date Range:	ast Month	•			
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MPI TEST SHOP 1	M	itchell R	epairCer	ter CEM	powered by	AutocheX
Summary - Survey Comple	tion Report					
			N	ovember 14		
All Programs						
	Sur	veys	Al	erts	Sam	ples
	Mo	YTD	Мо	YTD	Mo	YTD
MPI TEST SHOP 1	8	44	2	4	19	107
MPI TEST SHOP 1 TOTAL	2	24	0	2	13	72

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Trend Report

This report shows how the shop has performed on every question in the survey, month by month, over the past year. Select the applicable program to see the trending for that program.

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								Mitch	ell Rep	airCent	er CEM	powered by	AutocheX		
Trend Report															
5/7/2014 8:53:11 AM F	PST														
												May 14			
On a scale of 1 to 10, wh	ere 1 is very	unlikely and	10 is very	likely, how I	likely is it th	at you wou	ld recomme	end <insert< th=""><th>carrier nam</th><th>e> to a frien</th><th>d, family m</th><th>ember or be</th><th>usiness coll</th><th>eague?</th><th></th></insert<>	carrier nam	e> to a frien	d, family m	ember or be	usiness coll	eague?	
	Jun 13	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	QTR	YTD	12Mo
Average Score	9.8	10.0	10.0	10.0	10.0	10.0	10.0	9.7	10.0	10.0	10.0	0.0	10.0	9.9	9.9
Number of responses	5	3	4	1	2	1	5	3	4	2	3	0	3	12	33
					· · · · · ·	17		~	· · · · ·	· · ·					
On a scale of 1 to 10, wh	ere 1 is very	unlikely and	110 is very I	ikely, how I	ikely is it th	at you woul	d recomme	nd the sho	p to a friend	or family n	nember?				
	Jun 13	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	QTR	YTD	12Mo
Average Score	9.8	10.0	10.0	10.0	10.0	10.0	10.0	9.8	10.0	10.0	10.0	0.0	10.0	9.9	10.0
Number of responses	5	6	4	1	4	4	5	5	5	2	3	0	3	15	44
	2							~		2		2	·		2
On a scale of 1 to 10, how	w would you	rate your sa	tisfaction w	ith the qua	lity of the w	ork comple	ted to your	vehicle?							
	Jun 13	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	QTR	YTD	12Mo
Average Score	9.4	9.8	9.5	10.0	10.0	10.0	10.0	10.0	10.0	9.5	10.0	0.0	10.0	9.9	9.8
Number of responses	5	6	4	1	4	4	5	5	5	2	3	0	3	15	44
							·								
How would you rate the	courtesy of t	he shop's re	epresentativ	ves?											
	Jun 13	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	QTR	YTD	12Mo
Average Score	0.0	0.0	0.0	0.0	0.0	0.0	0.0	10.0	10.0	10.0	10.0	0.0	10.0	10.0	10.0
Number of responses	0	0	0	0	0	0	0	5	5	2	3	0	3	15	15
					· · · · · ·	×					20 N				а.
Was your vehicle ready v	when promise	ed?						-					-		
	Jun 13	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	QTR	YTD	12Mo
Percentage 'Yes'	100.0 %	83.3 %	100.0 %	100.0 %	100.0 %	100.0 %	80.0 %	100.0 %	100.0 %	100.0 %	100.0 %	0.0 %	100.0 %	100.0 %	95.5 %
Number of responses	5	6	4	1	4	4	5	5	5	2	3	0	3	15	44
Was your vehicle repaire	d correctly th	ne first time	?												
	Jun 13	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	QTR	YTD	12Mo
Percentage 'Yes'	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0%	80.0 %	100.0 %	100.0 %	100.0 %	0.0 %	100.0 %	93.3 %	93[3]%

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Mitchell AutocheX managing Favorites and Subscriptions

Creating a Favorite

If you tend to use the same reports frequently, you can save it for future use by opening the report and then clicking on the Favorites tab in RepairCenter. To do this, click on the "Save as Favorites" button located at the bottom right corner of the reports area. Manitoba Public Insurance would like all Repair Shops to add the following reports to their "Favorites".

Customer Detail - Core Questions Report

Program Roll Up - Core Questions Report

Once the report is saved, just click on the Favorites tab and double click the report name to open it. The report will generate based on the parameters selected at the time the favorite was created.

Manage Favorite / Subscription		
Favorite Name Customer Detail - Core Questions Report		
Schedule for Automatic Delivery		
	Save	Cancel

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	Image: Constraint of the second se	More
Customer Satisfaction		C
Favorites Reports	Depart Turre	

Customer D	etail - Core Questions Re	port												
Program:	Al	Da	te Range:	st Month										
Start Month:	Nov 14	En	d Month:											
Canalina Malatan														
Service writer.	A	_	arance Company . A	•										
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MPI TES	ST SHOP 1			Mit	chell RepairCenter	CEM powered	by AutocheX							
Customer	Detail - Core Ques	tions Report			Insurance Co	mpany: All								
					Service	Writers: All								
All Programs	S					November 14								
		Program	Insurance Compa	ny Customer Name	Service Writer	Claim / RO #	Survey Date	Quality	Service	On Time	Kept Informed	Vehicle Returned	Refer Shop	Alert
		: :		: :	\$	\$	\$	\$	\$	\$	\$	•	•	:
MPI TEST SH	OP 1	MPI-test	Blank	JANE DOE 1	NA	40025160	11/21/2014	10	10	Yes	Yes	No	10	
MPI TEST SH	OP 1	MPI-test	Blank	JANE DOE 2	NA	40864994	11/21/2014	9	5	No	No	No	4	A
MPI TEST SH	OP 1	MPI-test	Blank	JANE DOE 3	NA	41065522	11/21/2014	10	10	Yes	Yes	No	10	
MPI TEST SH	OP 1	MPI-test	Blank	JANE DOE 4	NA	42161755	11/21/2014	9	10	Yes	Yes	No	10	
MPI TEST SH	OP 1	MPI-test	Blank	JANE DOE 5	NA	42886255-01	11/21/2014	9	9	No	Yes	Yes	9	
MPI TEST SH	OP 1	MPI-test	Blank	JANE DOE 6	NA	43295092-01	11/21/2014	7	6	Yes	Yes	Yes	5	A
MPI TEST SH	OP 1	MPI-test	Blank	JANE DOE 7	NA	43498254-01	11/21/2014	8	8	Yes	Yes	No	8	
MPI TEST SH	OP 1	MPI-test	Blank	JANE DOE 8	NA	43525860-01	11/21/2014	10	10	Yes	Yes	No	10	
MPI TEST SH	OP 1	MPI-test	Blank	JANE DOE 9	NA	43639455-01	11/21/2014	9	10	Yes	Yes	No	7	
MPI TEST SH	OP 1	MPI-test	Blank	JANE DOE 10	NA	43703365-01	11/21/2014	7	8	No	Yes	No	5	A
LIDE TEOT OF			Disali			10704 405 04	44/04/0044	10	40	Mar	Mar	ALC.	10	1
MPITEST SH	OP 1	MPI-test	Diank	JANE DOE 11	INA	43721495-01	11/21/2014	10	10	res	res	NO	10	

Creating a Subscription

When you save a report as a Favorite, there is also an option to schedule automatic delivery of the report daily, weekly or monthly to the email address (es) you designate. To create a subscription, check the "Schedule for Automatic Delivery" and complete the information in the "Send To" and "Schedule" area. Once completed, save your subscription.

MPI Recommended Report Subscriptions

Manitoba Public Insurance would like all Repair Shops to subscribe to automatic delivery of the following "Favorite Reports". Manitoba Public Insurance asks that all Repair Shops schedule automatic delivery of the report daily, weekly or monthly to the email address (es) you designate.

Customer Detail - Core Questions Report

Program Roll Up - Core Questions Report

Favorite Name	Summary - Survey Completion Report
	Schedule for Automatic Delivery
Send To	
E-mail address	
E-mail subject	RepairCenter AutocheX report: Summary – Survey Completion Report
E-mail message :	The report you requested is attached: Summary - Survey Completion Report
Report format :	•
	C One time only Send Immediately
Schedule	Every day
	C Day of the week □ S □ M □ T □ W □ T □ F □ S
	© Specific time
	Last Sent on
	All times are Facilic Time
	Save

This concludes the overview of RepairCenter CEM.

If you have questions about using RepairCenter CEM call Mitchell Customer Service at 1-800-922-5129 or send an email to <u>acxcustsvc@mitchell.com</u>.

If you need technical support call Mitchell Tech Support at 1-800-448-4401, select Option 2 for Technical Support or you can create a support ticket via MiPortal Customer Support at <u>https://www.mitchell.com/support</u>