

Mitchell Connect for Recognized RV Shops – FAQs

When can I request claim assignments in Connect?

The official go-live date for Recreational Vehicle (RV) shops in Mitchell Connect is March 31, 2025. You can request the assignments starting on this date.

Which claims and assignments can I access in Connect?

As a Recognized RV shop, you are permitted to access all MPI-written RV estimates (suffix 01 & 21). If no MPI estimate is on file, email AccreditedRepair@mpi.mb.ca to request access to write the first estimate (suffix 21).

Can I access any other claim types through Connect?

Although you have the ability, you are not permitted to access any claim types other than RV, unless you have additional permissions, such as a light vehicle accreditation or remediation recognition.

What are the benefits of RV shops using Mitchell Connect?

The digital workflow allows estimates to be written, supplemented, and reviewed all through Mitchell Connect and Mitchell Cloud Estimating. Photos, supporting documents, and activity notes are all contained within the Mitchell software; there is no longer a need for emails or faxes. This means that the overall process is more efficient, and the shops will realize faster estimate and supplement review times.

Where do I find the rules for an MPI RV estimate?

All RV notices, forms, policies & procedures, requirements, and allowances can be located in the [RV, ORV & Motorcycle Claims](#) section of the MPI Partners site.

- See [Recreational Vehicle Claims](#) for RV specific criteria and procedures
- See [Labour Rates](#) for current labour rates and allowances

Are there other Estimating Standards (ES) that I need to be aware of?

Yes. It is important to be aware of all MPI standards including those for Light Vehicles (LV). The LV rules are applicable to RVs in many situations. RV shops are encouraged to review the full list of [LV Estimating Standards](#). We have identified several of the most important ones at the bottom of this document.

Can I sublet part of the repair to a Commercial, Mechanical or Light Vehicle shop?

Yes. You are the primary repairer, and MPI will pay you for all completed work, including any sublets. As the primary repairer, you are responsible for ensuring the estimate is written in accordance with MPI standards. Additionally, you are responsible for the quality and warranty of any repairs completed by your sublet repair facility.

Will RV shops now have Parts Autonomy privileges?

No. The Parts Autonomy program is only available to Light Vehicle accredited shops as a component of the larger Direct Repair & Shop Measures program. RVs do not qualify for Parts Autonomy, and you are required to supply lowest cost parts, including aftermarket, remanufactured, and recycled, where available.

If my sublet shop has Parts Autonomy, can they choose to install OEM parts?

No. As the primary repairer, your requirement for lowest cost parts applies to estimates for which you've accepted responsibility.

How do I process claims that were in-progress before I got Mitchell Connect access?

Any claim where you have already submitted a supplement or started repairs prior to March 31 must be completed following the [Virtual Claims File \(VCF\)](#) process. Any claim that you have started processing on or after March 31 must be accessed and completed in Mitchell Connect.

How do I provide the Estimator with the required supporting information?

There are several ways to provide the required information, including submitting [Digital Images](#), adding explanation lines, uploading [Invoices](#), and providing activity notes. Depending on the claim scenario, you may need to use some or all these methods.

I made an activity note on the claim but haven't yet heard back from the Estimator. Why?

An activity note does not create a notification for the Estimator. The Estimator is only notified of changes to the estimate when you submit a supplement. If you need a response from the Estimator or Adjuster, you will need to reach out to them directly.

Will I have access to repair procedures in Mitchell Estimating?

In MCE, you can access the p-pages, which provide explanations of all the various repair operations found in MCE. OEM repair procedures are available directly from the estimate card but there is limited data available for RVs.

What do I do after accepting a repair assignment in Mitchell and realize I cannot take on the job?

Always confirm you can take on the job before accepting the repair assignment. However, if you have accepted it in error or the customer decides to use a different shop, you can cancel your repair assignment in WorkCentre. This will allow a separate repair shop to access the claim.

How do I upload photos and documents to Mitchell Connect?

These items can be added directly to Connect from the Attachments card of your claim. Click “Upload Attachments” and select the files to be added.

How do I submit a short payment request after the file has been closed in Connect?

If you’ve completed the claim in Mitchell and later realize a required item was missed, you’ll need to follow the Light Vehicle Payment steps in the [Virtual Claims File process](#).

Will we be assigned a Shop Relationship Advisor (SRA)?

RV shops will not be assigned an SRA at this time. See below for details on the available support resources within MPI and Mitchell.

Why am I not able to access an assignment in Mitchell Connect?

Ensure the claim and license plate numbers are entered correctly (including the suffix number) and try again. If you’re still unable to access the assignment, contact Mitchell technical support.

Who do I contact if I cannot log in to Mitchell Connect / Mitchell Cloud Estimating (MCE)?

Contact Mitchell technical support for login concerns, system errors, or Connect/MCE “how to” information.

Where do I go for technical support?

There are numerous resources available for escalations, training, and process inquiries, these include:

MPI

- [Repair Shop Support](#) (1-855-882-4313)
- [Issues Resolution](#)

Mitchell

- Technical Support (1-800-448-4401)
- See the [Support & Training](#) section in Connect for additional resources including live chat.

Other Important Estimating Standards

All MPI Estimating Standards are applicable; however, the following standards will be more commonly used for RV estimates.

• Recreational Vehicle Claims	• Rodent Damage – Commercial & RV
• Overlapping Claims	• Cash Settlements
• Customer Tax Responsibility	• Digital Images
• Vehicle Mileage	• Final Repair Account Signature Sheet
• Unrelated Damage	• Invoices
• Marginal Repairs and Price Outs	• Labour Rates – RV, ORV, & Motorcycles
• R&I of Undamaged Parts	• Tear Downs
• Betterment/Depreciation	• Estimate Part Selection
• One Dollar Items	• Restocking Fees & Non-Returnable Parts
• Shipping & Freight Charges	• Estimate Administrative Allowances