



# Mitchell Repair Statuses

All Statuses that should be used:

- Arrived at Shop
- Disassembly
- Repair in Progress
- Paint
- Ready for Delivery
- Delivered

MPI Views the statuses in real time. Back dating will not improve your score.

Situations	Status to be Added and When
If vehicle arrives at shop for scheduled appointment but no plans to commence repairs the same day.	<ul style="list-style-type: none"> <li>- Arrived at Shop               <ul style="list-style-type: none"> <li>o The day the vehicle is dropped off at the shop, other statuses will be used when the repairs are started at a different date or time.</li> </ul> </li> </ul>
If vehicle arrives at shop for scheduled appointment with plans to commence repairs the same day.	All the same date and time: <ul style="list-style-type: none"> <li>- Arrived at Shop</li> <li>- Disassembly</li> <li>- Repair in Progress</li> </ul>
If the repair is a small job with no paint or parts have been pre-painted.	All the same date and time: <ul style="list-style-type: none"> <li>- Arrived at Shop</li> <li>- Disassembly</li> <li>- Repair in Progress</li> <li>- Paint               <ul style="list-style-type: none"> <li>o When updating paint status write a note stating "No Paint Required" or "Part was Pre-Painted".</li> </ul> </li> </ul>
	<ul style="list-style-type: none"> <li>- Ready for Delivery               <ul style="list-style-type: none"> <li>o A separate time or day than the four statuses above.</li> </ul> </li> </ul>
Claim consists of repair and refinish only and vehicle arrives at the shop and repairs started right away.	All the same date and time: <ul style="list-style-type: none"> <li>- Arrived at Shop</li> <li>- Disassembly</li> <li>- Repair in Progress</li> </ul>
	<ul style="list-style-type: none"> <li>- Paint               <ul style="list-style-type: none"> <li>o Should be a separate time or day than the statuses above.</li> </ul> </li> </ul>
	<ul style="list-style-type: none"> <li>- Ready for Delivery               <ul style="list-style-type: none"> <li>o Should be a separate time or day than the statuses above.</li> </ul> </li> </ul>
Vehicles that have been towed to your shop	<ul style="list-style-type: none"> <li>- Arrived at Shop               <ul style="list-style-type: none"> <li>o With MPI Written estimate, shop to update status to "Arrived at Shop" within 24 business hours.</li> <li>o Rural – Vehicle towed to compound. Update status within 24 business hours of MPI estimator arriving to complete estimate.</li> </ul> </li> </ul>

- If all statuses are completed at once a failure for status update is generated, even for small jobs.
- Please see the following page for status update examples.



## Status Updates Examples

### Scenario #1: One Day Bumper Replace

Vehicle dropped off at 8:00 a.m.

June 16, 2020: 8:00 a.m. – Arrived at Shop

June 16, 2020: 8:10 a.m. – Disassembly

June 16, 2020: 8:15 a.m. – Repair in Progress

June 16, 2020: 8:20 a.m. – Paint (no paint required or bumper pre-painted)

June 16, 2020: 12:00 p.m. – Ready for Delivery

### Scenario #2: One Day Bumper Replace

(If no work will be done that night, add Arrived at Shop only. Other option is to start status report the next morning, same as Scenario #1)

Vehicle dropped off at 4:30 p.m.

June 16, 2020: 4:30 p.m. – Arrived at Shop

June 17, 2020: 8:00 a.m. – Disassembly

June 17, 2020: 8:05 a.m. – Repair in Progress

June 17, 2020: 8:10 a.m. – Paint (no paint required or bumper pre-painted)

June 17, 2020: 12:00 p.m. – Ready for Delivery

### Scenario #3: Repair with 7.0 hrs Body and 7.5 hrs Paint

March 2, 2020: 1:28 p.m. – Arrived at Shop

March 2, 2020: 1:33 p.m. – Disassembly

March 2, 2020: 1:39 p.m. – Repairs in Progress

March 4, 2020: 2:55 p.m. – Paint

March 5, 2020: 12:19 p.m. – Ready for Delivery

### Scenario #4: Tow-in from Unaffiliated Compound

(MPI Estimate on File - Repairable and Marginal Vehicles)

June 16, 2020: 10:00 a.m. – Arrived at Shop (within 24 hours of towed vehicle arriving at shop)

- Customer attends shop to go over damages and sign authorization to repair.

June 19, 2020: 8:00 a.m. – Disassembly

- Identify parts and submit supplement for approval. If marginal, contact adjuster for approval to repair.

- After supplement approved or notification to repair received from adjuster, order required parts.

- Some repairs may be started before arrival of parts (for example, frame repairs).

June 24, 2020: 8:00 a.m. – Repair in Progress

June 29, 2020: 10:00 a.m. – Paint

July 4, 2020: 12:00 p.m. – Ready for Delivery

### Scenario #5: Tow-in to Shop from Accident Scene

(No MPI Estimate on File - Repairable and Marginal Vehicles)

- MPI Estimator attends shop compound to complete estimate.

- Customer attends shop to go over damages and sign authorization to repair.

June 16, 2020: 10:00 a.m. – Arrived at Shop (within 24 hours of MPI estimator completing estimate)

June 19, 2020: 8:00 a.m. – Disassembly

- Identify parts and submit supplement for approval. If marginal, contact adjuster for approval to repair.

- After supplement approved or notification to repair received from adjuster, order required parts.

- Some repairs may be started before arrival of parts (for example, frame repairs).

June 24, 2020: 8:00 a.m. – Repair in Progress

June 29, 2020: 10:00 a.m. – Paint

July 4, 2020: 4:00 p.m. – Ready for Delivery