

Repair shops must update the Mitchell repair status in real time. Consistent and timely repair status updates are important for promoting awareness of work done to a customer's vehicle, which supports good customer service and helps prevent undue delays. Statuses should only be updated for the repair phase, and not for estimate appointments.

When a repair shop updates the repair status in Mitchell, it creates a date and timestamp that MPI uses to validate the actual time in which something took place. The Mitchell repair statuses are as follows:

Repair Status	When to Use
Arrived at Shop	When the customer has dropped off their vehicle for the repair appointment, or the vehicle was towed to the shop.
Disassembly	As soon as parts are removed from the vehicle.
Repair in Progress	When repairs have started.
Paint	When the painting process begins or has been completed.
Ready for Delivery	When all repair, paint, and assembly tasks have been completed in line with the final estimate.
Delivered	When the vehicle has been returned to the customer and the Certification of Repair on the Final Repair Account Signature Sheet has been signed.

## Repair Status Audits

MPI conducts audits to ensure that repair shops are updating Mitchell repair statuses in real time. A shop that updates all statuses in real time will receive 7.5 points. All samples in an audit period are averaged to generate a score out of 7.5 points towards your shop's composite score.

Backdating a status will not improve your score. Backdating any status (except for **Delivered**) will result in a score of zero. A **Delivered** status update is required by Mitchell but is not scored by MPI. Backdating a **Delivered** status will not affect your score.

## Repair Status Update Situations

Situation when vehicle arrives at shop for a scheduled appointment	Mitchell Repair Statuses					
	Arrived at Shop	Disassembly	Repair in Progress	Paint	Ready for Delivery	Delivered
No plan to start repairs the same day the vehicle arrived		X	X			
Repairs will start the same day the vehicle arrived	X	X	X			
<ul style="list-style-type: none"> <li>Based on the situations above, statuses with an X may have the same date and time in Mitchell.</li> <li>Mitchell requires status updates for all statuses.</li> <li><b>Repair in Progress</b> and <b>Paint</b> statuses may be updated at the same time in the following situations: <ul style="list-style-type: none"> <li>No painting is required</li> <li>The parts are pre-painted (pre-painted parts must be documented)</li> <li>Repairs and paint begin at the same time</li> </ul> </li> <li>Any vehicles towed to the shop must have a status of <b>Arrived at Shop</b> within one business day if work will not start immediately.</li> </ul>						