

RepairCenter Best Practices

Use the following best practices to help with your daily RepairCenter activities and ensure the proper information is included on every supplement estimate.

- [Know the Customer's Tax Responsibility](#)
- [Send Photos with Supplements](#)
- [Resolve Compliance Messages](#)
- [Create a Note for Every Supplement](#)
- [Send the Supplement for Review](#)
- [Confirm the Supplement was Successfully Received](#)
- [Attach Supporting Documents](#)

These RepairCenter best practices can be used by repair shops that are new to RepairCenter or are already using RepairCenter to manage vehicle repairs.

Know the Customer's Tax Responsibility

The customer's tax responsibility must be included for every estimate.

- If the customer is responsible for PST or any portion of the GST, the customer's tax responsibility amount must be correctly included in the supplement estimate.
- Refer to [Taxes on Supplement Estimates](#) for a step-by-step guide to help you ensure the customer's tax responsibility is correctly reflected in the estimate totals.

Send Photos with Supplements

Use RepairCenter to share photos of the vehicle's damage when asking for additional repairs.

- Make sure the photos are clear and show the damage in question.
- Mark up the photos (e.g., post-it note, Microsoft Paint, pointing, grease markers) to clearly indicate the damage. This will speed up the review process by preventing phone calls or requests for better photos, which can cause delays.

Resolve Compliance Messages

When you save an estimate in Ultramate, the Compliance Utility reviews the estimate against Manitoba Public Insurance guidelines and lists any exceptions as **warning** or **failure** messages. Do not ignore these messages.

You should resolve these compliance messages, as follows:

- Edit the estimate according to the identified exception, or
- Add an explanation as to why the exception is warranted.
 - To add an explanation:
 - Click the red **Add** button
 - Enter the explanation in the text box

- Select the **Override this exception** check box
- Click **Save**.

It's important to save the estimate before committing it. This allows you to address any compliance messages now so you can avoid having to create unnecessary supplements later on.

Resolving these compliance messages will help increase the speed at which your estimate is reviewed and approved by Manitoba Public Insurance.

Create a Note for Every Supplement

Use RepairCenter to create notes to communicate with Manitoba Public Insurance.

- Estimating staff check notes for additional information about the estimate when reviewing a supplement.
- Adjusting staff also have access to all notes.

Create a note for every supplement that you submit to Manitoba Public Insurance for review. Include the following information:

- Supplement number (for example, S3).
- Name and contact information for the staff member the estimator should contact with any questions about the supplement estimate.
- Any questions or additional information about the additions or changes to the estimate (for example, submitting final supplement for payment, price changes, additional repairs, part type changes, etc.).

Send the Supplement for Review

Before a supplement estimate can be reviewed by Manitoba Public Insurance, you must send it from RepairCenter to WorkCenter.

- Follow the steps in [Create a Supplement Estimate](#) Mitchell Job Aid to send the estimate to WorkCenter for review.

Confirm the Supplement was Successfully Received

After sending the supplement estimate for review, you can confirm that it was successfully received by WorkCenter by viewing the System Notes in RepairCenter.

- If the supplement was successfully received, the most recent System Notes will be:
 - Estimate Successfully Sent
 - Upload Received
 - If these notes are not appearing, wait a few minutes, then view the notes again (you can also click the Refresh button).

If you are still unsure whether the supplement was sent, you can try resending the supplement. If it was already sent, a message will appear indicating that it's already been shared.

Attach Supporting Documents

For every repair completed through RepairCenter, the following documents must be attached:

- The [Final Repair Account Signature Sheet \(Transitioned\)](#), signed and dated by the registered owner or authorized contact
- All required invoices

Review the [Repair Completion and Payment](#) Mitchell job aid for a **Final Submission Checklist** which includes a complete list of required invoices.