

## Total Loss Determination

### Overview

Follow this process when submitting a supplement estimate for:

- A vehicle that was originally designated as a marginal repair and requires a price-out, or
- A vehicle (not designated as a marginal repair) where the cost of repairs may cause it to become a total loss

In both cases, the supplement estimate goes through the same process as any other supplement estimate:

- An estimator reviews the supplement and either approves or updates it.
- A broadcast for recycled parts is initiated.
- Two emails will be sent to you:
  - WorkCenter Review (MPI approves supplement) **OR** Mitchell Support (MPI changes supplement)
  - No Parts Found **OR** Parts Found
- The adjusting team decides whether to fix the vehicle or declare the vehicle a total loss.

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Do not continue with any repairs or make any changes to the estimate or the repair assignment until the adjusting team has made their decision.

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Once the adjusting team makes their total loss determination, you'll have a few steps to complete.

### If the vehicle is repairable:

1. Follow any instructions provided in the assignment's notes.
2. Proceed with the repairs described in the supplement estimate approved by Manitoba Public Insurance.

### If the vehicle is declared a total loss and you will not be requesting any payment for tear down effort:

1. Set the repair assignment web status to **Delivered-Not Complete**.

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**Do not set the '01' suffix repair assignment to Delivered-Complete** or you'll trigger a payment request for a repair not completed.

**Delivered-Not Complete** closes the repair assignment, but does not trigger a payment request.

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**If the vehicle is declared a total loss and you will be requesting any payment for tear down effort:**

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Ensure that your request for tear down time adheres to the notice to registered account holders regarding [tear down allowances](#).

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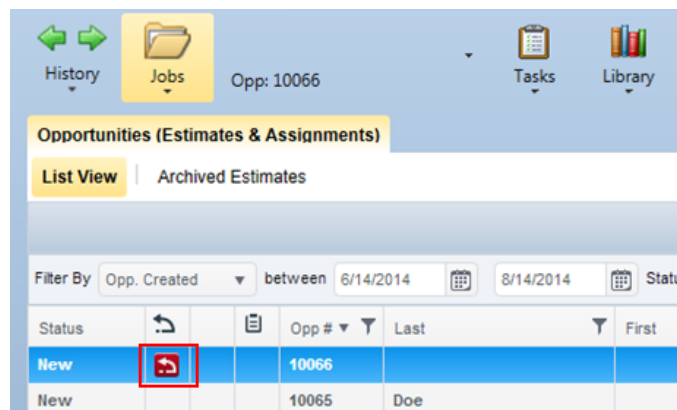
1. Download the last estimate into Mitchell Estimating.
2. Enter your tear down time as follows:
  - A 900500 line item for total labour hours. The description of work completed should be included in a RepairCenter note, as described below.
  - When you save the estimate, a compliance warning message will appear indicating that the GST/PST long expansion is missing. You can disregard this message.

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**Do not set the '01' suffix repair assignment to Delivered-Complete or you'll trigger a payment request for a repair not completed.**

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3. Upload the estimate to RepairCenter.
4. Create a note indicating that this supplement is for tear down time, listing the parts removed and any other required activities or operations (e.g., tear down: front bumper, fender, wheel).
5. Send the supplement estimate to Manitoba Public Insurance for approval.
  - An estimator reviews the supplement estimate, creates a new repair assignment that includes the tear down effort (with an '02' suffix), and assigns it directly to your repair facility.
    - If changes to the tear down time are required, an estimator will contact you to discuss the changes.
  - The new repair assignment will appear on your job opportunity list in RepairCenter.
6. Accept the repair assignment for the tear down estimate in RepairCenter using the red hook.



7. Review the tear down effort on the '02' suffix.
8. Set the repair assignment web status for the '02' suffix to **Delivered-Complete** to initiate the auto payment process for the tear down estimate.

9. Set the repair assignment web status for the '01' suffix to **Delivered-Not Complete** to close the repair assignment without requesting payment for repairs not completed.