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## Overview

Repair shops that do not use Mitchell Connect must manually submit changes to physical damage claims and payment requests to MPI through fax or email. MPI refers to this as the Virtual Claim File (VCF) process. This document provides shops with procedures on how to submit a VCF.

Non-Accredited shops without Mitchell Connect would follow the process documented on MPI Partners.

Accredited Shops and Non-Accredited Shops with Mitchell Connect may also use the VCF process to submit short payments and supplement payments.

The VCF process requires shops to use a document called the MPI Fax Cover Sheet that includes the barcodes. Shops will receive the claim-specific MPI Fax Cover Sheet when MPI releases the estimate sheets to them. When used in the correct sequence, the barcodes will automatically route the documents to the MPI claim file and notify appropriate staff to review. Refer to the sections below for complete details on how to submit a VCF and what documents MPI requires.

The VCF process is used for shops to submit:

- Amendments (non Mitchell Connect facilities)
  - This includes updated part prices as well as requesting additional parts and repair operations from MPI.
- Payment requests (non Mitchell Connect facilities)
  - This includes submitting the Final Repair Account Signature Sheet, supplement payment requests (payment request for additional work after final repair account paid), backordered parts, and tear down requests (for total loss vehicles).
- Short payment appeals (all repair facilities)
  - After MPI's initial payment, shops use this to request an additional payment due to errors in submission or lack of supporting documents.
- Supplement payments (all repair facilities)
  - After MPI's initial payment, shops use this to request any additional damages that may have been missed in the initial repair. This would require submitting an amendment as stated above prior to submitting for payment.

## Exceptions

The VCF process does not apply to:

- Commercial vehicles
- Glass-only claims
- Payment for rental cars (loss of use) or towing



### Submission Errors

Following the instructions in this document will ensure that your payment is processed quickly. If any of the required documents are not provided to MPI, you will be asked to re-submit the missed documents with the entire package. MPI will treat the request as a new submission.

## Amendments

Any time a shop that does not use Mitchell Connect needs to update an original MPI estimate, they must submit an amendment to MPI. Repair shops use the Amendment form to list and request additional (or updates to) parts and repair operations from MPI. Shops must include all supporting documents, photos, and invoices with the form to complete the request.

### Required Documents for Amendments

To submit an amendment, shops must include the following documents:

- MPI Fax Cover Sheet
  - You will receive this when MPI provides you with the estimate sheets.
  - If you need a new copy, email [estrequests@mpi.mb.ca](mailto:estrequests@mpi.mb.ca) with a subject line of “Fax Cover Sheet Request - Claim # [Claim Number]”
- [Amendment Form](#)
- Documentation ([photos](#), [invoices](#), etc.) to support your change.

Repair shops must retain records of the Estimate Sheets, Amendments, Final Repair Account Signature Sheets and all invoices for the previous three years.

### Submit an Amendment

To submit an amendment, follow the steps below based on the type of claim:

- [Recreational vehicle \(RV\) and light vehicle claims](#)
- [Motorcycle, and off-road vehicle claims](#)

#### Recreational vehicle (RV) and light vehicle claims.

1. Complete the [Amendment Form](#).
  - You can type directly in the form.
2. Gather the required documents.
  - **Repair facilities must provide supporting photos.**
3. Fax the required documents listed below **in the following order** to (204) 985- 7281 or 1-877-545-7063:
  - a) MPI Fax Cover Sheet
  - b) Estimate Amendment Form
  - c) Supporting documents
    - If you receive a fax successful message from your fax machine, MPI received your submission.
4. Email the photos to [estrequests@mpi.mb.ca](mailto:estrequests@mpi.mb.ca) with the subject line: “Amendment Request – Claim # [Number]”.
  - See photo requirements in in the [Digital Images](#) Estimating Standard.



### Motorcycle, and off-road vehicle claims.

1. Complete the [Amendment Form](#).
  - You can type directly in the form.
2. Gather your supporting documents.
  - **Repair facilities must provide supporting photos.**
3. Send an email to [mcorvamendments@mpi.mb.ca](mailto:mcorvamendments@mpi.mb.ca)
  - Enter a subject line: “Amendment Request – Claim # [Number]”
  - Attach the Estimate Amendment form, supporting documentation and photos.
4. Estimators may request additional supporting documentation.

## Payment Requests

Any time a shop that does not use Mitchell Connect is ready to submit a claim for payment, they will follow the VCF process. This includes tear down payment requests.

This section consists of the following:

- [Light Vehicle Payments](#)
- [Motorcycles and Off Road Vehicle Payments](#)

## Light Vehicle Payments

### *Required documents*

To submit a VCF for payment, shops must include the following documents:

- MPI Fax Cover Sheet
  - You will receive this when MPI provides you with the estimate sheets.
  - If you need a new copy, email [estrequests@mpi.mb.ca](mailto:estrequests@mpi.mb.ca) with a subject line of “Fax Cover Sheet Request - Claim # [Claim Number]”
- [Final Repair Account Signature Sheet](#) with the bar code.
  - You will receive this when you receive the MPI Fax Cover Sheet.
  - Ensure you complete all required shop fields. The customer completes the customer fields and signs and dates the form.
- [Amendment Form](#) (if you made any changes to the last approved estimate you received from MPI).
- Documentation ([invoices](#), etc.) to support your billing.

Repair shops must retain records of the Estimate Sheets, Amendments, Final Repair Account Signature Sheets and all invoices for three years.

### *Submit a light vehicle payment*

1. Gather the required documents.
2. Fax the documents listed below **in the following order** to (204) 985-7281 or toll-free 1-877-545-7063.
  - a) MPI Fax Cover Sheet
  - b) [Final Repair Account Signature sheet](#) (completed and signed by the customer)
  - c) [Amendment Form](#) (if you made any changes to the last approved estimate you received from MPI)
  - d) Supporting documents
    - If you receive a fax successful message from your fax machine, MPI received your submission.
    - If the difference between your submission and MPI’s final payment is more than \$10, MPI will email you a copy of the final approved estimate.

### Motorcycles and Off Road Vehicle Payments

To submit a VCF for payment, shops must include the following documents:

- [Final Repair Account Signature Sheet](#) with the bar code.
  - Ensure you complete all required shop fields. The customer completes the customer fields and signs and dates the form.
- [Amendment Form](#) (if you made any changes to the last approved estimate you received from MPI)
- Documentation (invoices, etc.) to support your change

Repair shops must retain records of the Estimate Sheets, Amendments, Final Repair Account Signature Sheets and all invoices for three years.

*Submit a Motorcycle or ORV payment:*

1. Gather the required documents.
2. Email the documents listed below to [mcorvamendments@mpi.mb.ca](mailto:mcorvamendments@mpi.mb.ca):
  - a) [Final Repair Account Signature Sheet](#) (completed and signed by the customer)
  - b) [Amendment Form](#) (if you made any changes to the last approved estimate you received from MPI)
  - c) Supporting documents
    - If the difference between your submission and MPI's final payment is more than \$10, MPI will email you a copy of the final approved estimate.



### Supplement Payments (all repair facilities)

After MPI's initial payment, shops use this process to request any additional damages that may have been missed in the initial repair.

1. Follow the steps outlined above for [submitting an amendment](#).
2. Follow the steps outlined above for [payment requests](#).



### Short Payment Appeal

After MPI's initial payment, shops use the Short Payment Appeal process to request an additional payment. This additional payment may be due to errors in submission, lack of supporting documents, or back ordered parts. This process applies to all shops, including those using Mitchell Connect.

### Required Short Payment Documents

To submit a short payment, shops must provide:

- MPI Fax Cover Sheet
  - You will receive this when MPI provides you with the estimate sheets. If you need a new copy, email [estrequests@mpi.mb.ca](mailto:estrequests@mpi.mb.ca) with a subject line of "Fax Cover Sheet Request - Claim # [Claim Number]"
- [Body Shop Short Payment Request Form](#)
- Documentation ([photos](#), [invoices](#), etc.) to support the request

### Submit a Short Payment

1. Complete the [Body Shop Short Payment Request Form](#).
  - You can type directly in the form
2. Gather the required documents.
3. Fax the documents listed below **in the following order** to (204)985-7281 or toll free 1-877-545-7063.
  - a) MPI Fax Cover Sheet
  - b) [Body Shop Short Payment Request Form](#)
  - c) Supporting documents
    - **Note:** Shops using Mitchell Connect can upload supporting images and documents in the claim. If you upload documents to the claim, indicate this in your faxed documents so MPI is aware.
    - If you receive a fax successful message from your fax machine, MPI received your submission.

### VCF Support

If you have questions on VCF submissions, you can contact MPI as follows:

- For information on an amendment submitted more than 24 hours ago, email [estrequests@mpi.mb.ca](mailto:estrequests@mpi.mb.ca) with a subject line of “Amendment Info – Claim # [Claim Number]”.
- For sending photos related to an estimate amendment request, email [estrequests@mpi.mb.ca](mailto:estrequests@mpi.mb.ca) with a subject line of “Amendment Request – Claim # [Claim Number]”. Amendment Request - Claim # XXXXXXXX
- For a new fax cover sheet, email [estrequests@mpi.mb.ca](mailto:estrequests@mpi.mb.ca) with a subject line of “Fax Cover Sheet Request - Claim # [Claim Number]”.
- For payments submitted over 30 days ago, email [FRAinquiries@mpi.mb.ca](mailto:FRAinquiries@mpi.mb.ca) with a subject line of “FRA Payment Over 30 Days – Claim # [Claim Number]”. In the email include the initial payment (FRA) submission date and all other relevant information.

If the subject line and information above is not followed, it will take longer to process your request.

The above requests do not apply to:

- Remediation inquiries, instead email [remediation@mpi.mb.ca](mailto:remediation@mpi.mb.ca)
- Motorcycles or ORV inquiries, instead email [mcorvamendments@mpi.mb.ca](mailto:mcorvamendments@mpi.mb.ca)
- Updating shop information, instead email [partners@mpi.mb.ca](mailto:partners@mpi.mb.ca)