



MPI Loss of Use Portal

Website: lossfuse.mpi.mb.ca

The loss of use portal is a tool created and managed by MPI to allow repair shops to direct bill for the daily rates of rental vehicles. Store level can submit, manage, and close invoices to MPI to gather revenue for their rental fleet vehicles.

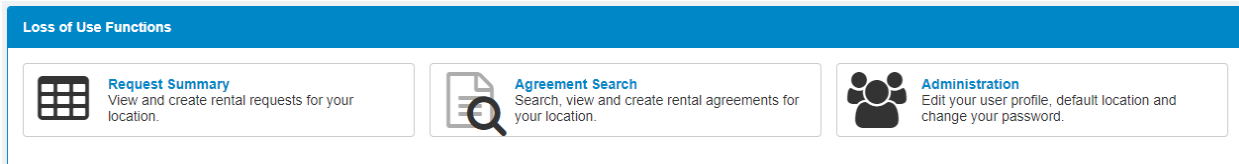
Stores are internally charged \$25/day (30 days per month) per rental vehicle in their fleet. That works out to a cost of about \$750 per car per month. The goal is to receive enough revenue from MPI LOU, and customers purchasing extra coverage to offset that cost and make a profit.

Table of Contents

Navigating the MPI LOU site	2
Opening a New Agreement.....	3
Managing the Rental Agreements	4
Submitting for Payment	5

Navigating the MPI LOU site

When you first log into the LOU Portal, you are taken to the Home page where you can review existing rental requests or open a new agreement.



Loss of Use Functions

- Request Summary**
View and create rental requests for your location.
- Agreement Search**
Search, view and create rental agreements for your location.
- Administration**
Edit your user profile, default location and change your password.

1. REQUEST SUMMARY

- Under this page you can review open agreements and pending requests with MPI.

2. AGREEMENT SEARCH

- Allows you to search for an existing agreement and open new agreements with MPI.

3. ADMINISTRATION

- On this page you can change the Contact for your store.

The same tabs can be found in the ribbon at the top of the page. You can also find the “? Help Center” tab where further details/help for the LOU Portal can be accessed.

Opening a New Agreement

- Open the Agreement Search Tab
- Enter in the claim number as provided by MPI (this claim number is the same claim number for the damage on the vehicle)
- Hit “Find Rental Agreement”
- If an agreement has not been opened for this claim yet, then you will see a new button appear called “New Agreement”
- Hit “New Agreement”
- The “Add New Agreement” page will popup, fill out all the necessary boxes
 - NOTE:
 - “Rental Agreement #” is the store RO #
 - “Comments” is used to inform MPI of any immediately known delays to the rental (ex: Theft and Recovery, part backordered, etc)

Add New Agreement x

Claim #	<input type="text"/>	Rental Agreement #	<input type="text"/>
Customer First Name	<input type="text"/>	Customer Last Name	<input type="text"/>
Vehicle Class Supplied	<input type="text" value="Economy"/>	Plate #	<input type="text"/>
Rental Start Date	<input type="text" value="Nov-6-2020"/>		
Contact Location	<input type="text" value="Carstar - 1130 Fife"/>		
Contact Name	<input type="text" value="-Select a contact-"/>	Urgent	<input type="checkbox" value="No"/>
Comments <input type="text"/>			

Cancel

Submit Request

- Once all boxes are completed hit “Submit Request”
- The request is now submitted to MPI and will appear on the “Pending Response (Rental Requests)” tab of the “Request Summary” page.
- You will know when an agreement has been approved when the “Days Approved”, and “Rate Approved” values appear.

Managing the Rental Agreements

- Open the “Request Summary” tab
- Under the “Response Received (Rental Requests)” tab you will see an active list of your current rental agreements.
- Hitting the “View” button on the far-right side of the screen will open the agreement. On this page you will see:
 - Customer information
 - A break down of the days approved, and what area of repair they are allocated to (Estimating, Labour, Refinish, etc)
 - Your dates of when the request was sent and approved by MPI
 - Comments shared between store level and MPI
 - “View Agreement” button
 - “Add New Request” button
- If you need to request more days for the rental you would do so under the “Add New Request” button. Possible reasons for needing to extend the rental would include back ordered parts, supplements, etc.
- The “View Agreement” button will take you to a summary page of the agreement and give you the option to print a copy of the agreement, and submit to MPI for payment

****IT IS EXTREMELY IMPORTANT THAT STORES KEEP UP WITH COMUNICATION WITH MPI REGARDING DAYS APPROVED!****

Submitting for Payment

Once a rental is returned and the customer has retrieved their own vehicle after repairs, you can submit the agreement for payment.

- Open the Agreement under the “Request Summary” tab
- Hit the “View Agreement” button at the top of the page
- Select the “Enter Invoice” tab
- Enter the “Actual Rental End Date” and the “Actual Days Used”
- Hit “Calculate Invoice”
- A full invoice will be generated for review
- If the calculations match the days that have been requested/approved, hit the “Submit Invoice” at the bottom of the page
- Once an invoice has been submitted, you can not edit it any further!
- Once an invoice has been submitted, the invoice will display as part of the Rental Agreement
- To clear the Agreement from the “Request Summary” tab you must mark the Agreement as Read.
 - Open the Agreement
 - There is a green “Read Request” button on the main page of the Agreement
 - Hitting this button means that you have read all the responses from MPI, and it is ready for payment