



MITCHELL CONNECT CLOSING (-01 OR -99 CLAIMS)

- Open Mitchell Connect and search for the claim:
 - Ensure that the dollar amount of the claim matches between Mitchell Connect and Repair Center.
 - Check that any supplements have been finalized and approved by the adjuster.
 - Check for any denials from MPI and inform your manager to proceed with billing.
- Customer/Claimant Information:
 - Name, address, and phone number.
- Vehicle Information:
 - Any discrepancies noted by MPI have been corrected.
 - Mileage is filled in.
- Insurance Information:
 - Deductible responsibility is updated (check Mitchell Connect notes).
 - Customer GST/PST responsibility is filled in.
- Attachments:
 - Signed FRA.
 - Invoices.
 - Repair Procedures.
 - Any other claim related documents as required/requested by MPI.
- Repair Status:
 - All dates have been entered and submitted.
 - Notes to explain dates are entered as needed.

STOP HERE IF YOU ARE ONLY PRE-CLOSING – ANYTHING PAST THIS POINT CANNOT BE UNDONE.

- Make sure the preclosing process has been completed in Repair Center.
- If there is a denial from MPI, ensure your manager approves you to proceed before you submit for payment.
- Submit for Payment:
 - All attachments have been sent from the Job Overview page.
 - The "Mark Complete" button has been hit under the "Repair Status" tab.
 - The following message has been filled in and submitted to MPI under the "Journals" tab.
 - FRA sent for final payment – any questions please call (name) at CARSTAR (shop), (shop phone number).
 - Mileage: (enter in the mileage of the vehicle at the time of delivery)
 - Deductible: (total amount of the deductible or marked WAIVED)