

Closing Tear Down Claims

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Closing Tear Down Claims

What is a Tear Down Claim?

Tear down claims are issued by MPI when a vehicle has been deemed a total loss, but the shop has put in time to write the estimate.

Approved Claims

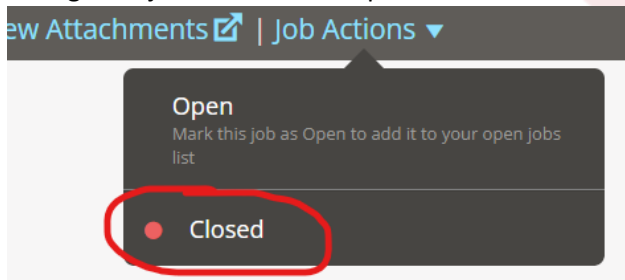
Once MPI has approved a tear down claim request, they will issue a new claim number for payment ending in -02.

Vehicle	Name/Insurance
2005 Pontiac Sunfire	Customer
3G2JB52F05S121435	MPI
J10226	69145112-99
Vehicle	Name/Insurance
2005 Pontiac Sunfire	Customer
3G2JB52F05S121435	MPI
	69145112-02

What to do With the Original Claim:

There is no difference of procedures between a -99 or a -01 claim.

1. Open the original claim.
2. Cancel the claim if you are able.
Note: Not all claims will have this option.
3. Change the job status from "Open" to "Closed" to remove it from your active claims list.



4. Proceed with voiding the RO in Repair Center.

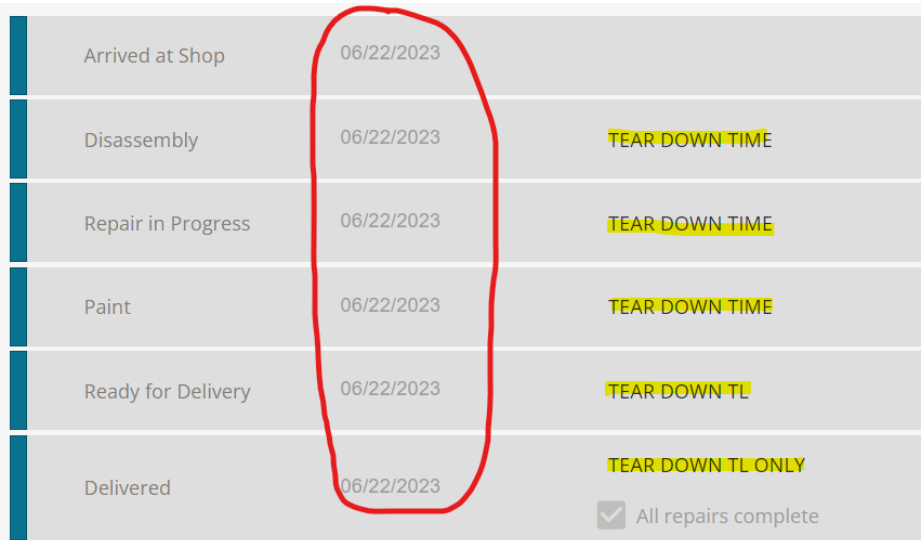
Closing the -02 Claim in Mitchell Connect

Sometimes MPI will automatically issue payment for an approved tear down claim. However, the following steps should still be completed.

1. Open the -02 claim.
2. Do not enter anything in the Customer Information box – this will prompt for a supplement approval from MPI.
3. Export the claim to prompt for a new RO creation in Repair Center.

Closing Tear Down Claims

4. Open the “Repair Assignment” box and enter the dates and notes.

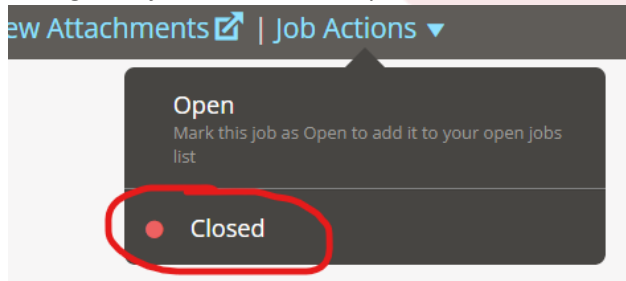


Arrived at Shop	06/22/2023	
Disassembly	06/22/2023	TEAR-DOWN TIME
Repair in Progress	06/22/2023	TEAR-DOWN TIME
Paint	06/22/2023	TEAR-DOWN TIME
Ready for Delivery	06/22/2023	TEAR-DOWN TL
Delivered	06/22/2023	TEAR-DOWN TL ONLY

All repairs complete

Note: The dates should all be the same as the day you are closing the claim, and the note should reflect that this is for Tear Down Time only.

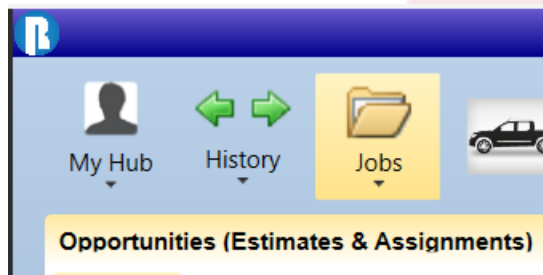
5. Click the “Marked Complete” button.
6. Under the “Journals” tab enter the following note:
 - a. Submitting for tear down payment. Any questions please call (name) at (shop name), (phone number).
7. Change the job status from “Open” to “Closed” to remove it from your active claims list.



Closing in Repair Center

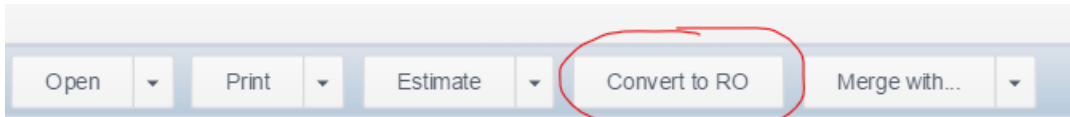
Do not merge the new opportunity with the old RO – create a new one following the standard RO opening procedures.

- Go to Repair Center
- Click the “Jobs” tab, then the “Opportunities (Estimates & Assignments)” tab.

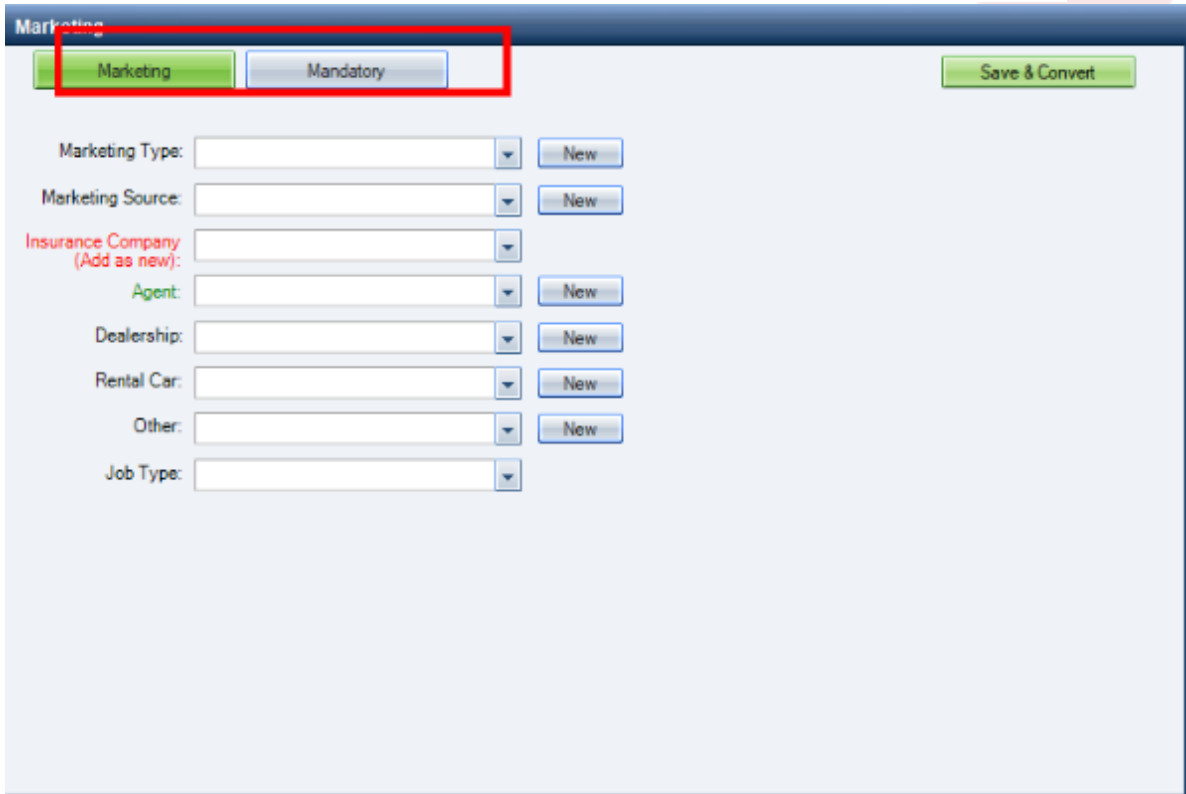


Closing Tear Down Claims

- Once in opportunities, find and select the job matching the claim number and vehicle description to the claim you've just open in Connect. You may need to click the reset button if you do not see it.
- Once correct opportunity is selected, hit "Convert to RO" at the bottom of the page.



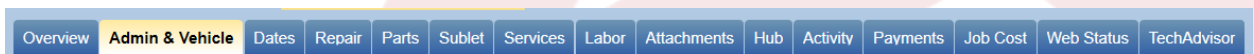
- Fill in all tabs under "Marketing" and "Mandatory" **NOTE: Make sure the option listed as just MPI is the option selected under "insurance company", NOT Manitoba Public Insurance.**



- Mark "Job Type" as WARRANTY.
- Once all tabs are selected, hit "Save & Convert".
- Mark the newly generated RO number on the white customer envelope.

Admin & Vehicle Tab

- Open the RO in Repair Center.
- Click on "Admin & Vehicle" tab.



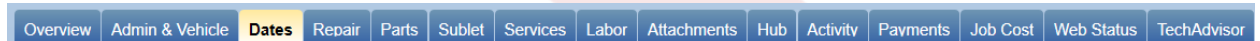
- Under "Contacts", make sure to hit change and grant authorization.

Closing Tear Down Claims

- Under this tab, make sure all the following information is completed:
 - Customer name
 - Customer phone number
 - Vehicle information
 - Mileage in
 - Deductible status
 - Payer (customer/insurance)

Dates Tab

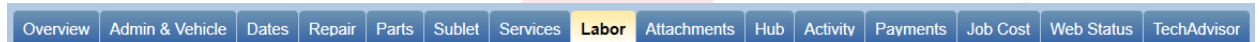
- Click on the “Dates” tab.



- Change dates to reflect the date you are closing the file – this should all be the same!

Labour Tab

- Click on the “Labor” tab.



- Note if the technician took the time on the original RO.
- If they did DO NOT REFLAG THEM! Just make a note in HUB.
- Flag the technician if they did not take the time.
- Print and staple the following reports:
 - Report #178 “RO Detail – Classic” signed by manager.
 - Final estimate from Mitchell Connect.
 - Final Invoice from Repair Center.
- Manager has signed off on final profit percentage.
- ENSURE YOUR DATES ARE CORRECT FOR THE CURRENT CLOSING MONTH BEFORE FINALIZING:
- Transfer the job from the “Sales” tab under the “Accounting” drop down menu.
- Hit “Close Job” button.