

MANUAL EGLASS CLOSING

Get the Glass Authorization Form – fill it out if you have not already done so.

Open Mitchell Connect, and Repair Center and open for the claim:

NOTE: Manual eglass claims will not show up on your Mitchell Eglass page.

All parts have been added.

All dollar amounts have been added.

All labour hours have been added.

Ensure that the dollar amount of the claim matches between the 2 programs and the total on the Glass Authorization Form.

Notes:

Police report number are entered at the bottom of the page as required.

Open Mitchell Connect:

Open the claim.

Job Action changed to "CLOSED"

Note: Mitchell Connect is only used in eglass claims for writing the estimate. No further action is needed once it has been removed from your active jobs list.

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.

Open your email:

All necessary documents need to be emailed to the Glass Audit Unit.

Attachments:

Completed/signed Glass Authorization Form.

Invoices.

Any other claim related documents as required/requested by MPI.