



Purpose

The purpose of this job aid is to provide instruction on how to respond when you receive an error message in Mitchell Connect.



Mitchell Connect Error Messages

If you have received an error message in Mitchell Connect, locate the same message in the **Error Message** column below and follow the instructions in the **What to do** column.

Error Message	What to do?
Searching for a Claim	
<p>This claim does not exist. Please contact carrier for assistance.</p> <p><i>Please note: "contact carrier" means contact ICBC.</i></p>	<p>Make sure that the claim number (including suffix ID) and Registration number have been entered correctly, including the dashes. For example:</p> <p style="padding-left: 40px;">Claim Number: EA12571-2-A</p> <p style="padding-left: 40px;">Registration Number: 10455600</p> <p>When a space is used instead of dash (-) in the claim number, the following error message will appear:</p> <p>"Claim number cannot contain special characters"</p> <p>If the error message is displayed even after the claim number has been entered correctly, it means the claim does not have an Express Repair MOI created. Contact MD Tech (604-777-4600 or 1-877-777-4607).</p>
<p>The entered claim/BC Reg ID (or BC Reg Number) combination cannot be found.</p>	<p>Ensure that the claim number and registration number are correct.</p>
Assignment Error Messages	
<p>This assignment is not associated with the special holding dispatch group. Please contact the carrier for assistance.</p>	<p>Contact MD Tech (604-777-4600 or 1-877-777-4607).</p>
<p>The assignment could not be requested because it is currently on hold. Please contact the carrier for assistance.</p>	<p>Ask the customer to contact their adjuster.</p>
<p>The assignment could not be requested because this claim has been cancelled.</p>	<p>Contact MD Tech (604-777-4600 or 1-877-777-4607).</p>
<p>The claim could not be requested because there are no assignments associated with it.</p>	<p>Contact MD Tech (604-777-4600 or 1-877-777-4607).</p>



Please contact the carrier for assistance.	
The appraisal assignment is not associated with the shop Dispatch Center. Please contact the carrier for assistance	Contact MD Tech (604-777-4600 or 1-877-777-4607).
The appraisal assignment is closed and no estimate is found.	Contact MD Tech (604-777-4600 or 1-877-777-4607).
The assignment could not be requested because it has been cancelled.	Contact MD Tech (604-777-4600 or 1-877-777-4607).
The appraisal assignment could not be requested because it is already assigned to another repair shop. Please contact the carrier for assistance.	Complete CL473 (Express Repair Support Requests Repair Form).
The Appraisal Assignment is already pulled by the shop.	Someone in your own repair shop has already pulled the assignment. Check the job list to verify.
Repair Assignment Error Messages	
The repair assignment could not be requested because it is already assigned to another repair shop. Please contact the carrier for assistance.	Complete CL473 (Express Repair Support Requests Repair Form).
The repair assignment could not be requested because it is already sent and assigned to this shop. Please contact the carrier for assistance.	Someone in your own repair shop has already pulled the assignment. Check the job list to verify.
The repair assignment could not be requested because the estimate is not yet approved. Please contact the carrier for assistance.	Someone in your shop has already submitted for approval. Check the job list to verify.
The repair assignment could not be requested because it is marked as closed. Please contact the carrier for assistance.	Contact MD Tech (604-777-4600 or 1-877-777-4607).