

Mitchell Cloud Estimating (MCE) and Car-Part.com FAQs

Mitchell Cloud Estimating

Q 1. How do I process existing ICBC claims?

Use Mitchell's UltraMate estimating system and Allied Parts Locator (APL) for your used parts search. If an estimate has been started in Ultramate, it can continue to have supplements in Ultramate for the short term. We are planning a complete deactivation of UltraMate early next year. We understand that a number of shops are already booking into the new year and there is a chance some of those estimates may need to be rewritten in Mitchell Cloud Estimating, but if the repairs are started and in progress in January, we are hopeful you will not need to rewrite those estimates.

Q 2. How do I process a new ICBC claims?

Use Mitchell Cloud Estimating and Car-Part.com to complete your used parts search and add parts to the estimate. The ability to write new estimates in UltraMate will be deactivated as of Friday December 17th.

It is important that any new estimates being started are done using Mitchell Cloud estimating to avoid rewrites in the new year.

Q 3. Is there still an option for suspension replacement under ATG for recycled assemblies?

There is no longer ATG times for recycled suspensions. When replacing a recycled suspension, use the O/H suspension time in MCE for your labour.

Q 4. Do we have to set the profile each time we write an estimate or set once and done for every estimate we write?

Right now, the estimate profile needs to be set every time you right the estimate. If an ICBC profile isn't selected, you won't see ICBC's Templates (known in Ultramate as long expansions), or the ICBC remarks and explanation lines. There is an enhancement coming that will allow users to select a default profile, like you could in Ultramate.

Q 5. Are there lines that can't be deleted when they pre-populate? Sometimes due to specific circumstances this option is not needed but the line can't be deleted.

There are auto-populated lines that you dealt with previously in Ultramate, they would still behave the same in MCE, as the estimating data is the same.

Q 6. Does MCE auto-save as the estimate is being written?

Yes, it does. Manual saving is not required in MCE.

Q 7. How do you create an estimate for unlisted vehicles and motor cycles?

You still have the option write estimates on motorcycles and generic vehicles. To do so, you need to select the correct vehicle type when you are filling in the vehicle information. If the vehicle you are writing an estimate for has a decodable VIN, then the type may already be selected for you as well.

Q 8. Can you load photos from iphone?

You can load from iPhone but we're currently investigating an error that prevents some users from uploading more than one picture at a time. In the short term, some users have been loading the pictures to a desktop short cut and then uploading multiple pictures to Mitchell Connect. If you take this approach be sure to delete those pictures from your shortcut after you load them to Mitchell Connect.

Q 9. Is the total loss indicator not automatic at 60%? Does the estimator is required to flag it manually?

The total loss indicator is currently set at 60%. When an estimate hits this threshold, the total loss indicator will change colour from green to orange. At this point the estimator should convert the vehicle to a total loss by selecting the drop down icon at the total loss indicator.

Car-Part.com

Q 10. What is the turn around time on a part search/hits using iPro? APL could be immediate, hours or days. Is iPro search done in real time?

The search results are real time as it is primarily inventory based

Q 11. Where can we get info on part grading?

Car-Part follows the industry accepted www.a-r-a.org grading guide for more info [ara-standard and codes.pdf \(a-r-a.org\)](#)

Q 12. Does the postal code self-generate from the estimators/repair facility location or the vehicle owner's address?

The postal code defaults from the repair location, if that info is blank the customer's postal code will be used.

Q 13. The postal code should represent the repair shop's location, correct? How to correct to represent the shop's location?

The postal code can be modified in the search parameters in the before performing the search to represent the repair location

Q 14. What about a freight quote, are recyclers adding that cost as well? How will recycler know where part is being shipped to?

Freight is included as it shows the province you are in. if you expand the search outside of the ICBC parameters such as out of the province, freight will likely not be included.

Q 15. Is Freight lumped together in one line? Even if you have 20 different parts from various suppliers?

Yes. Freight can be lumped in one line with expanded explanation in a memo line

Q 16. If AM parts are selected on the estimate, when we search for used, does it allow us to select those parts that have AM available? Currently parts do not show up if AM came back

All parts are exported to search in Car-Part, you can select the part you wish to search for OEM or otherwise.

Q 17. Does it search beyond BC?

The search defaults to BC but the search can be expanded

Q 18. Are the photos showing photos of the actual parts available at the supplier?

Yes, the images should be of the actual donor vehicle and/or specific part(s)

Q 19. What If I have requested a live chat for pricing or question from the listed recycler on a part and they are not responding?

If there is any problem with the listed part including non response to Live chat requests

Select the “Report a problem to Car-Part” button on the bottom right of the description box (white circle with exclamation) where Car-Part will follow up with priority.