

Submitting a Total Loss



The Total Loss submission process is quick and easy. Log in using your credentials, complete an existing claim, and submit the claim for review. During this process you will want to pay careful attention to the vehicle conditions and adjustments assigned to the claim.

1. Log in to WorkCenter

1. Go to wwwca.mymitchell.com, then enter your credentials.

A screenshot of the Mitchell WorkCenter login page. The page has a light blue background. At the top left is the Mitchell WorkCenter logo. To the right of the logo, the word 'Login' is written in a large, orange, sans-serif font. Below the logo and 'Login' text, there are three input fields: 'Organization ID:', 'User ID:', and 'Password:'. To the right of the 'Remember my Organization ID and User ID' checkbox is a 'Login' button. Below the 'Login' button is a link that says 'Forgot my password'.

2. Click **Login**.

2. Request a New Valuation

In WorkCenter, request a new valuation to find and open an existing claim.

1. On the menu bar click **New**, then click **Valuation Request**.



2. Provide the claim information in the **Claim-Suffix ID** field.

A screenshot of a form field. The label is '* Claim-Suffix ID'. The input field contains the text '68434088-011090901'. To the right of the input field is a green checkmark. Below the input field is a red hand icon and the text 'Suffix ID Found'.

3. Click the **Suffix ID Found** link to view information about the claim.

* Claim-Suffix ID ✓

Suffix ID Found

WorkCenter has found an existing Claim-Suffix: 68434088-011090901

Go to existing Claim-Suffix

Claim-Suffix	Valuation Status	Owner	Vehicle	Updated
68434088-011090901	Unsubmitted	Boivin Daniel		

Create Claim-Suffix: 68434088-

4. Click **Continue** to view the claim.

3. Complete the Basic Claim Information

In WorkCenter, complete missing and required administrative and vehicle information for the claim, for example, Admin Information, Vehicle ID, Vehicle Equipment.

New: Valuation Request - Step 1 > Step 2 > Step 3

Claim Information Claim-Suffix ID: 67472848-010916415

Admin Information

* Coverage Type of Loss: Unknown
 * Source: ONLINE
 Policy Number: 65130455
 * Deductible: \$ 500.00 Unknown

* Loss Date: 9/29/2015
 Settlement Offer Date:
 Reported Date:
 Type of Request: Standard
 Vehicle Equipment Language: French

Contact Info Insured Claimant Owner
 * First Name: [text]
 * Last Name: [text]

Inspection
 Inspector First Name:
 Inspector Last Name:

Vehicle ID

* VIN: 1HGCM81616A800670 VIN Not Available

* Vehicle Type: Car
 * Year: 2006
 * Make: Honda
 * Model: Accord
 * Sub Model: EX
 * Body Style: 2 Door Coupe
 * Engine: 3.0L 6 Cyl Gas Injected
 * Transmission: 6 Speed Man Trans
 * Drive Train: FWD
 * Odometer: 105000 Odometer Reading Unknown
 Exterior Color:

License Plate: M05 JFE QC
 License Expiration:
 Damage Primary POI:
 Vehicle Location
 * Zip / Postal Code:

Additional Vehicle Identification
 VIN: 2006 Honda Accord Coupe EX V6 2 Door Coupe 3.0L 6 Cyl Gas M FWD
 Canada Red Book: No Red Book ID Found

Vehicle Inspection Report Information

4. Make Vehicle Adjustments

The following sections are included in Vehicle Adjustments:

- Condition Adjustment
- Prior Damage
- Common After Market Parts
- Other After Market Parts and OEM Equipment
- Refurbishments

Note: Condition Adjustment selections range from Excellent (5), to Poor (1), to Unknown. Any adjustment less than Good (3) requires a comment to explain the reason for the adjustment.

Make Condition Adjustment selections

1. Click or tap a **Condition Adjustment** to assign it to the vehicle.

Condition Adjustment	Excellent 5	Very Good 4	Good 3	Fair 2	Poor 1	Unknown	Comments
<input type="checkbox"/> INTERIOR	<input type="radio"/>						
SEATS	<input type="radio"/>						
CARPET	<input type="radio"/>						
HEADLINER	<input type="radio"/>						
DOORS/INTERIOR PANELS	<input type="radio"/>						
DASH/CONSOLE	<input type="radio"/>						
GLASS	<input type="radio"/>						
<input type="checkbox"/> EXTERIOR	<input type="radio"/>						
BODY	<input type="radio"/>						
PAINT	<input type="radio"/>						
TREX	<input type="radio"/>						
VINYL/CONVERTIBLE TOP	<input type="radio"/>						
<input type="checkbox"/> MECHANICAL	<input type="radio"/>						
ENGINE	<input type="radio"/>						
TRANSMISSION	<input type="radio"/>						
TIRES	<input type="radio"/>						

Rate tires independently, add ratings for each tire (4) to determine overall rating.

Comments:

Note: If you have questions about a specific adjustment, view the condition information that appears when you select the adjustment. You can also review the vehicle condition guide.

2. Provide a comment for any adjustment marked less than Good (3).

Make Prior Damage entries, if required

1. Click or tap in to the Prior Damage Description field.

Prior Damage	Description	Adjustment Amount
<input type="checkbox"/>	RUB MARKS LEFT REAR QUARTER PANEL	\$ 1000.00
<input type="checkbox"/>		\$

2. Add a **Description** and **Adjustment Amount**.
3. (Optional) Press Enter or Return after adding the adjustment amount to get a new prior damage line.

Select Common After Market Parts, if required

- Click or tap the box next to an after market part to select it.

Common After Market Parts			
EXTERIOR	INTERIOR	MECHANICAL	SAFETY/OTHER
<input type="checkbox"/> AILERON	<input type="checkbox"/> ADAPTATEUR IPOD (NON-OEM)	<input type="checkbox"/> ÉCHAPPEMENT (PERFORMANCE) – SILENCIEUX OU COLLECTEUR	<input type="checkbox"/> ALARME / DÉMARREUR À DISTANCE / ENTRÉE SANS CLÉ
<input type="checkbox"/> BANDE DE PEINTURE / RAYURE	<input type="checkbox"/> AMPLIFICATEUR	<input type="checkbox"/> ÉCHAPPEMENT (PERFORMANCE) – SYSTÈME COMPLET	<input type="checkbox"/> BOOMERANG (LOJACK)
<input type="checkbox"/> BARRE DE REMORQUAGE – AVANT	<input type="checkbox"/> BLUETOOTH (UNIVERSEL – INSTALLÉ)	<input type="checkbox"/> ÉLEVATION DE LA CARROSSERIE – TOUS VÉHICULES	<input type="checkbox"/> SYSTÈME D'ALARME RAPIDE BOOMERANG (LOJACK)
<input type="checkbox"/> CAPOTS (NON-OEM)	<input type="checkbox"/> CAISSON DE BASSE (SEUL)	<input type="checkbox"/> ENTRÉE (AIR FROID)	
<input type="checkbox"/> DÉCAPOTABLE (NON-OEM)	<input type="checkbox"/> CAISSON DE BASSE (SEUL)	<input type="checkbox"/> ÉTRANSMISSION REMISE À NEUF (0-12 MOIS / 0-32185 KILOMÈTRES)	
<input type="checkbox"/> DÉCORATIONS DE CARROSSERIE (PERSONNALISÉE/COMMERCIALE)	<input type="checkbox"/> CHANGEUR DE CD	<input type="checkbox"/> FREIN DE REMORQUE	
<input type="checkbox"/> DÉFLECTEUR DE VENT (FENÊTRES / TOIT OUVRANT)	<input type="checkbox"/> COUVRE-SIÈGES	<input type="checkbox"/> MOTEUR REMIS À NEUF (0-12 MOIS / 0-32185 KILOMÈTRES)	
<input type="checkbox"/> ENJOLIVEURS (CHAPEAUX DE ROUE)	<input type="checkbox"/> COUVRE-VOLANT	<input type="checkbox"/> MOTEUR REMIS À NEUF (13-24 MOIS / 32186-64375 KILOMÈTRES)	
<input type="checkbox"/> FEUX ARRIÈRE	<input type="checkbox"/> EFFETS DE SOL (NON-OEM)	<input type="checkbox"/> MOTEUR REMIS À NEUF (25-36 MOIS / 64376-96560 KILOMÈTRES)	
<input type="checkbox"/> GALERIE	<input type="checkbox"/> ÉGALISEUR / MATÉRIEL ÉLECTRONIQUE	<input type="checkbox"/> MOTEUR REMIS À NEUF (37-48 MOIS / 96561-128745 KILOMÈTRES)	
<input type="checkbox"/> GALERIE / GALERIE POUR BOIS OU ÉCHELLE (COMMERCIAL)	<input type="checkbox"/> GPS/SYSTÈME DE NAVIGATION (PORTABLE)	<input type="checkbox"/> MOTEUR REMIS À NEUF (49-60 MOIS / 128746-160935 KILOMÈTRES)	
<input type="checkbox"/> GARDE-BOUE /ANTI-ÉCLABOUSSURES (NON-OEM)	<input type="checkbox"/> HAUT-PARLEURS (DEUX PAIRES)	<input type="checkbox"/> MOTEUR REMIS À NEUF (61 + MOIS / 160936 + KILOMÈTRES)	
<input type="checkbox"/> GRILLE DE CALANDRE	<input type="checkbox"/> HAUT-PARLEURS (UNE PAIRE)	<input type="checkbox"/> NOUVEAU MOTEUR (0-12 MOIS/0-32185 KILOMÈTRES)	
<input type="checkbox"/> MARCHEPIEDS (ACIER INOXYDABLE/CHROME/TUBE)	<input type="checkbox"/> LECTEUR CD	<input type="checkbox"/> NOUVEAU MOTEUR (13-24 MOIS / 32186-64375 KILOMÈTRES)	
<input type="checkbox"/> MARCHEPIEDS (DE BASE)	<input type="checkbox"/> LECTEUR DE CASSETTES	<input type="checkbox"/> NOUVEAU MOTEUR (25-36 MOIS / 64376-96560 KILOMÈTRES)	
<input type="checkbox"/> MARCHEPIEDS (ÉLECTRIQUES)	<input type="checkbox"/> LECTEUR DE DVD (INTÉGRÉ AU TABLEAU DE BORD AVEC ÉCRAN)	<input type="checkbox"/> NOUVEAU MOTEUR (37-48 MOIS / 96561-128745 KILOMÈTRES)	
<input type="checkbox"/> PARE-BROUSSAILLES	<input type="checkbox"/> PROTECTION TABLEAU DE BORD	<input type="checkbox"/> NOUVEAU MOTEUR (49-60 MOIS / 128746-160935 KILOMÈTRES)	
<input type="checkbox"/> PARE-CHOCX ARRIÈRE ROBUSTES (PAR EXEMPLE GRILLE DE CALANDRE)	<input type="checkbox"/> RADIO CB	<input type="checkbox"/> NOUVEAU MOTEUR (61 + MOIS / 160936 + KILOMÈTRES)	
<input type="checkbox"/> PARE-CHOCX AVANT ROBUSTES (PAR EXEMPLE GRILLE DE CALANDRE)	<input type="checkbox"/> RÉGULATEUR DE VITESSE (NON-OEM)	<input type="checkbox"/> NOUVELLE TRANSMISSION (0-12 MOIS/0-32185 KILOMÈTRES)	
<input type="checkbox"/> PARE-SOLEIL (AVEC OU SANS LUMIÈRES)	<input type="checkbox"/> SIÈGES DE COURSE	<input type="checkbox"/> NOUVELLE TRANSMISSION (13-24 MOIS / 32186-64375 KILOMÈTRES)	
<input type="checkbox"/> PHARES	<input type="checkbox"/> SYSTÈME DE NAVIGATION (INTÉGRÉ AU TABLEAU DE BORD)	<input type="checkbox"/> NOUVELLE TRANSMISSION (25-36 MOIS / 64376-96560 KILOMÈTRES)	
<input type="checkbox"/> PHARES ANTIBROUILLARD	<input type="checkbox"/> SYSTÈME DE RADIO PAR SATELLITE (AMOVIBLE)	<input type="checkbox"/> NOUVELLE TRANSMISSION (37-48 MOIS / 96561-128745 KILOMÈTRES)	
<input type="checkbox"/> PROTECTION DE CAPOT	<input type="checkbox"/> SYSTÈME DE RADIO PAR SATELLITE (INSTALLÉ)	<input type="checkbox"/> NOUVELLE TRANSMISSION (49-60 MOIS / 128746-160935 KILOMÈTRES)	

Make Other After Market Parts and OEM Equipment entries, if required

- Click or tap in to the Description field.

Other After Market Parts and OEM Equipment					
Category	Description	Adjustment Type	Purchase Date	Amount Paid	Adjustment Amount
WHEELS	SPINNERS	Manual			\$2000.00
BODY		Manual			\$

- Add a **Description**, **Purchase Date**, **Amount Paid**, and **Adjustment Amount**.
- (Optional) Press Enter or Return after adding the adjustment amount to get another after market part and OEM equipment line.

Make Refurbishments entries, if required

1. Click or tap in to the Description field.

Category	Description	Adjustment Type	Purchase Date	Amount Paid	Adjustment Amount
MECHANICAL	ENGINE	Manual			\$3000.00
BODY		Manual			\$

2. Add a **Description, Purchase Date, Amount Paid, and Adjustment Amount**
3. (Optional) Press Enter or Return after adding the adjustment amount to get another refurbishment line.

Click to Learn More

- Vehicle Condition Guide (English)
- Vehicle Condition Guide (French)

5. Provide Settlement Adjustments and General Valuation Notes

Before submitting a Total Loss valuation request for review, provide any additional settlement adjustments and valuation notes you want to appear in the valuation request and report.

Provide settlement adjustments, if required.

1. Click or tap in to the **Adjustments** field and provide a description for the adjustment.

Settlement Adjustment

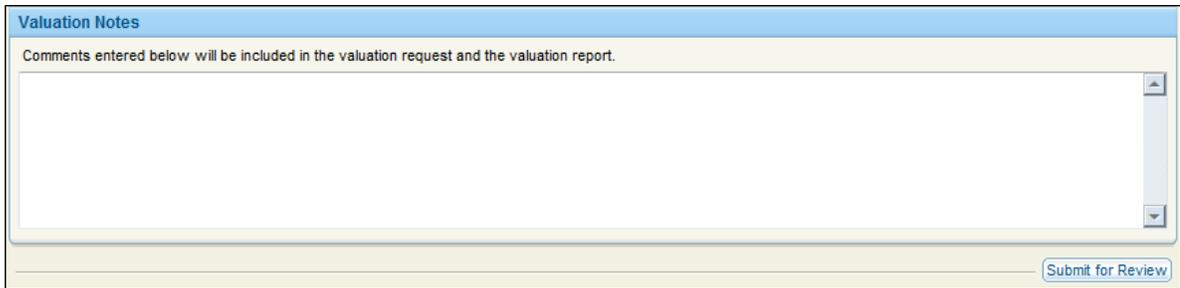
Adjustments

Post-Tax \$

2. Choose a tax option (Pre-Tax or Post-Tax).
3. Provide an adjustment amount.
4. (Optional) Press Enter or Return after adding the adjustment amount to get another adjustment line

Provide any overall valuation notes, if required.

- Provide any final valuation notes to be included with the valuation request and the valuation report.

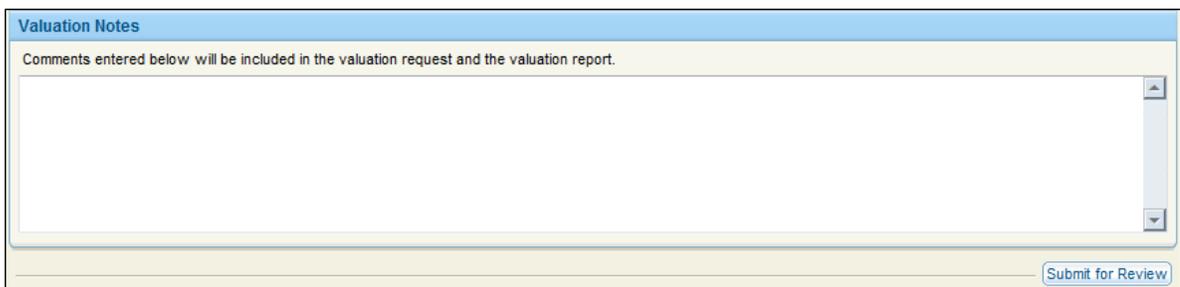


The screenshot shows a window titled "Valuation Notes" with a light blue header. Below the header, a message reads: "Comments entered below will be included in the valuation request and the valuation report." This message is positioned above a large, empty text area with a vertical scrollbar on the right side. At the bottom right corner of the window, there is a button labeled "Submit for Review".

6. Submit for Review

After completing the valuation request, submit the Total Loss claim for review by the insurance company.

- At the bottom of the New Valuation Request, below the Valuation Notes section, click **Submit for Review** to submit the Total Loss claim for review by the insurance company.



This screenshot is identical to the one above, showing the "Valuation Notes" window with the instruction "Comments entered below will be included in the valuation request and the valuation report.", a large empty text area, and a "Submit for Review" button at the bottom right.

Workflow Complete

The workflow for WorkCenter Total Loss is complete.

Support and Training

1. For technical support with Mitchell product contact the Technical Support Assistance Center at 1-800-448-4401.
2. When prompted, enter the name of the product you are calling about (WorkCenter, Mitchell Estimating, etc.).