



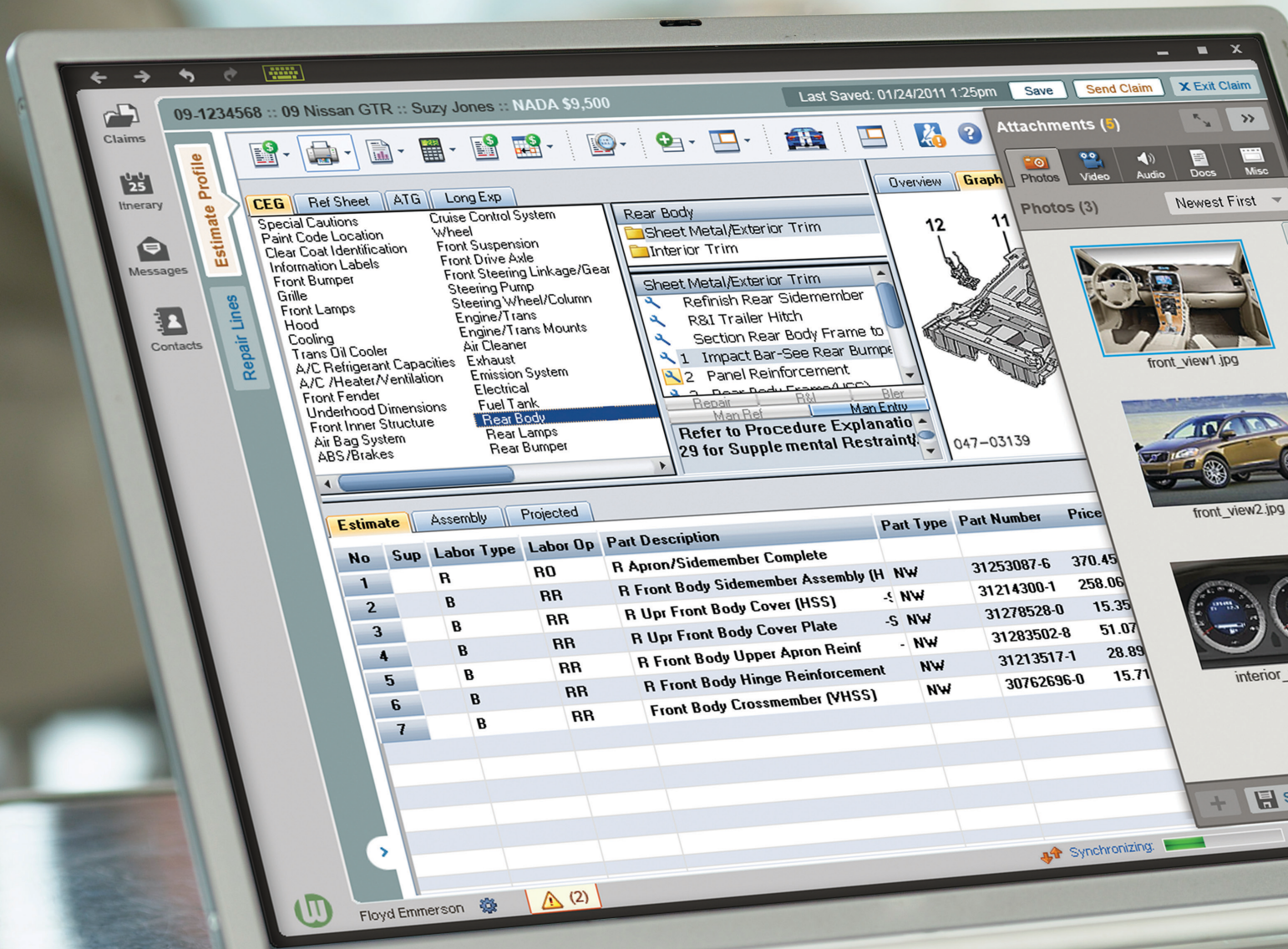
Mitchell WorkCenter™ Appraisal

Welcome to WorkCenter Appraisal: an integrated field estimating solution that delivers consistent and accurate estimates.



powered

WorkCenter™ Appraisal is a comprehensive and integrated workspace that enhances appraisal workflow—from physical damage estimates to communications to document attachment. This appraisal solution provides convenient electronic application and data updates—making work quick and easy.



Mitchell WorkCenter™ Appraisal

AN INTEGRATED FIELD ESTIMATING SOLUTION THAT DELIVERS CONSISTENT AND ACCURATE ESTIMATES.

Creating estimates and total loss valuations that comply with your guidelines as quickly as possible is no easy task.

How does your appraiser manage his/her workload with efficiency while clearly communicating about a claim?

With Mitchell **WorkCenter™ Appraisal**, your field staff can efficiently manage all tasks in a single, integrated workspace. Mitchell Estimating, WorkCenter Appraisal's estimating engine, combines industry-leading database excellence with automated calculations and repair procedure pages that help to eliminate errors.

ACHIEVING CONNECTIVITY.

By streamlining your end-to-end workflow, WorkCenter Appraisal gives a clear view into what work has to be completed. With flexible options, you can choose the functionalities you want your field estimators to utilize. Within WorkCenter Appraisal, estimators can:

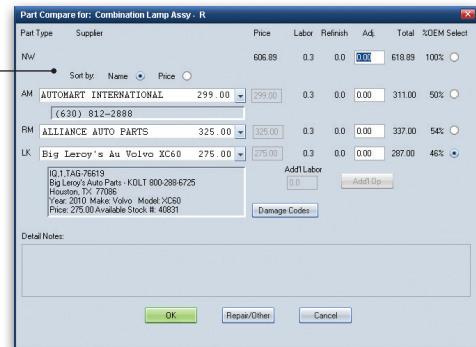
- Receive assignments and alerts for new work received
- Manage itinerary maps and routes
- Create accurate estimates and total loss valuation requests
- Submit supporting documentation and images

Updates are convenient since application and data updates all occur electronically.

GETTING THE ESTIMATE RIGHT—THE FIRST TIME

WorkCenter Appraisal provides decision support tools so that the estimate is right the first time—minimizing the need for supplements:

1. **Parts Compare**—Helps appraisers make cost-effective repair decisions. Our parts selection methodology allows estimators to determine the part type, rather than having the application make an assumption about the correct part choice.



2. **Total Loss Calculator**—Notifies an appraiser if the estimate exceeds a pre-determined percentage of the vehicle value. For U.S. customers, actual cash value (ACV) is adjusted for mileage and options using NADA values.

3. **Refinishing Materials Calculator (RMC)™**—

An optional tool that provides a precise method for calculating refinishing materials costs. Applied on a per-job basis, this tool maintains consistency among all parties involved in the collision repair settlement process.

4. **Audit Rules**—Configure your business rules to alert the appraiser—before submitting the estimate—of items that fall out of your estimating guidelines.



DATABASE EXCELLENCE.

The Parts and Labor Database is the backbone of Mitchell's estimating and reference products, and has been trusted as an impartial source of quality collision estimating information by both shops and insurers for decades.

Mitchell adds more than 300 new vehicles to its database every year and processes raw data from over 50 automotive OEMs and other sources worldwide. For increased parts coverage, the following add-on databases are available:

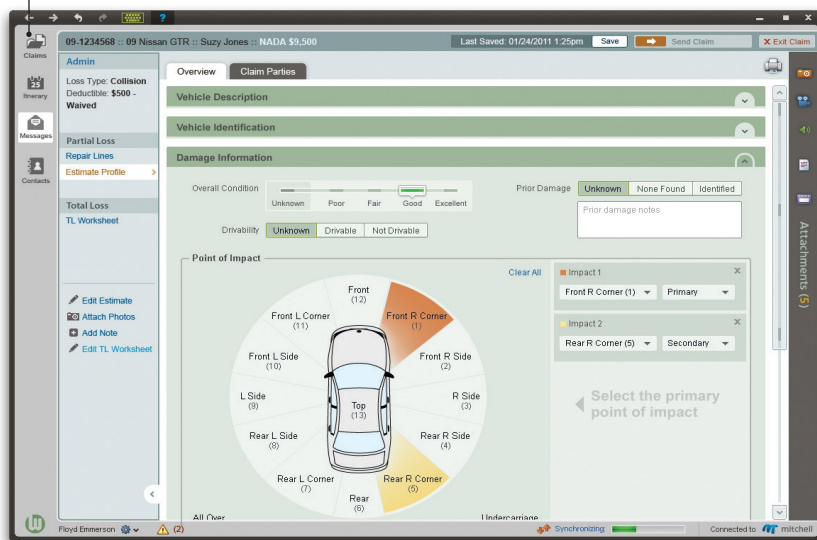
- Mitchell Alternate Parts Program (MAPP™)—offering access to alternate parts from over 2,000 suppliers.
- Mitchell Quality Recycled Parts (QRP™)—providing access on average to more than 77 million salvage parts.

If you or your appraisers have a question, or need help locating a specific piece of information, Mitchell's expert in-house editors are available via email, fax, web form, and a dedicated 800-number.

WorkCenter Appraisal: How It Works

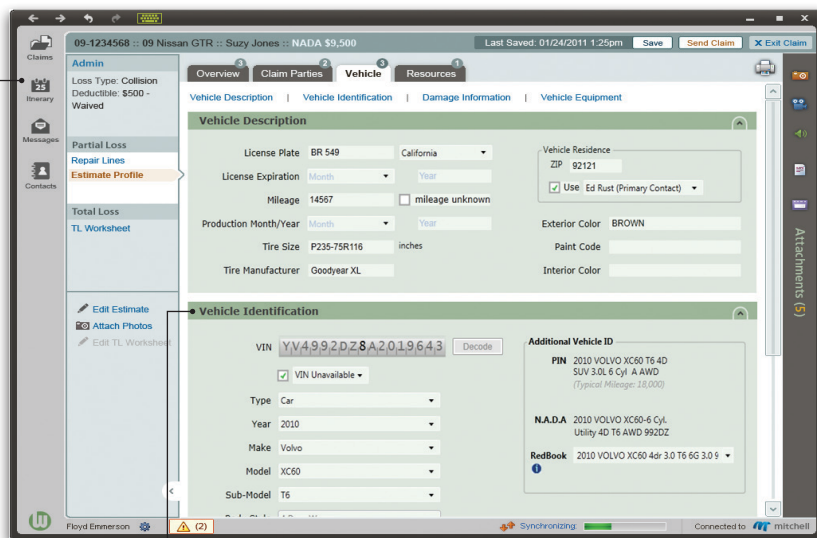
ASSIGNMENT AND TASK MANAGEMENT

Field estimators can receive assignments and tasks from WorkCenter and manage their work queue in a connected or disconnected state.



MOBILE ITINERARY BOARD

This feature provides estimators with maps, daily travel routes, and detailed directions to manage field appointments for the day. Estimators can also use this feature to communicate task status and assignment notes back to their dispatcher.



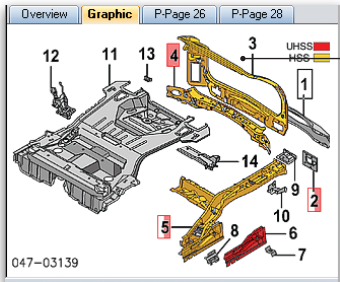
ENHANCED VEHICLE SELECTION CRITERIA

Standard equipment is preselected during VIN decode, reducing the appraiser's task of adding optional equipment.



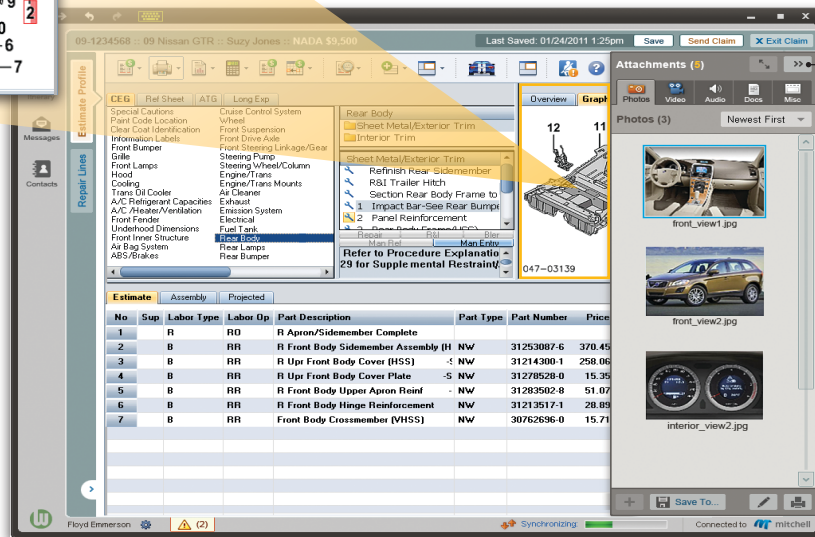
MITCHELL ESTIMATING

WorkCenter Appraisal provides an integrated experience for the field appraiser to write an estimate or supplement within a single workspace. With a streamlined workflow, claims data from the assignment does not need to be rekeyed and relevant artifacts are automatically generated and attached. This estimating system comes equipped with proven technology to help your appraisers write estimates on passenger vehicles as well as light, medium, and heavy trucks, motorcycles, recreational vehicles, and boats.



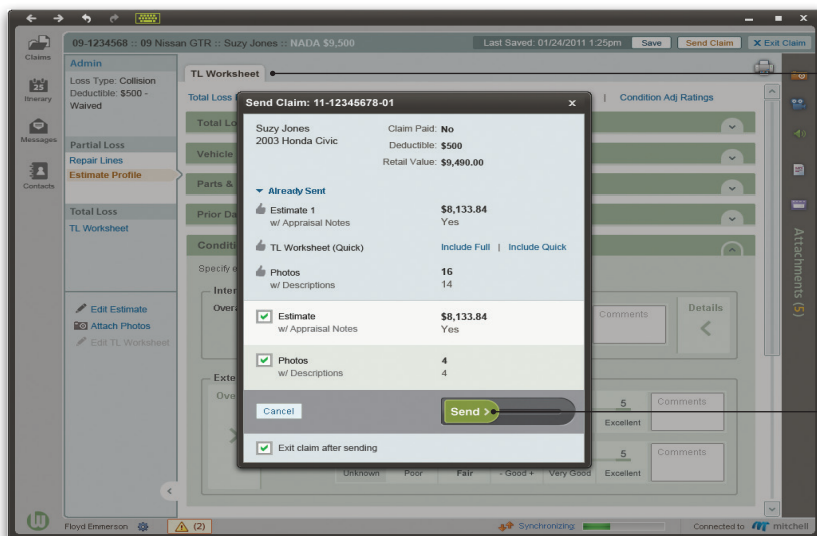
COLOR-CODED SPECIAL MATERIALS

Color graphics show clear identification of part detail and over 20 special materials types including High Strength/HSS, Ultra High Strength Steel/UHSS, Composite/COM, Magnesium/MAG and Aluminum/ALUM.



ATTACHMENTS

Field estimators can attach various document types to the claim assignment including Microsoft® Office, PDF, and image attachments. In addition, you can enhance the process by adding video and audio to the claims file.



TOTAL LOSS VALUATION REQUESTS

All administrative and vehicle identification data gathered is prepopulated so the user only needs to provide detailed conditioning and adjustment information before submitting the valuation request.

ESTIMATE AND ARTIFACT SUBMISSION

Field estimators can identify which items, such as the estimate or images, are ready to be sent to the carrier.

Key Advantages

Comprehensive	Access, view, generate, and upload all claims artifacts from a single workspace.
First-time accuracy	Combining database accuracy, automated line entry, automatic calculations, and repair procedure pages helps reduce and eliminate your estimating errors.
Resourceful	Mitchell's advanced estimating system comes equipped with proven technology to help your estimators write estimates on passenger vehicles as well as specialty vehicles (i.e., trucks, motorcycles, recreational vehicles and boats).
Informative	The Vehicle Configuration Identification functionality uses a VIN decoder that preselects standard equipment, leaving the appraiser to only select optional equipment.
Cost-effective	The parts compare screen helps an appraiser make a cost-effective repair decision rather than having the application make an assumption about the correct part choice.
Easy to Navigate	With an updated look, the user-friendly navigation makes it convenient for estimators to easily find what they are looking for in one single platform.

Key Features

Fully Integrated Workspace	Streamline your appraisal workflow with features such as assignment management, itinerary maps, estimating, total loss valuation, and claims communication—all in one easy-to-use workspace.
Mitchell Database of Parts and Labor	Mitchell's industry standard database system and expert editorial staff ensure estimators are consistently delivering accurate estimates.
Estimate Calculation Engine	This engine provides consistent estimate results by deducting time for overlap and adding included operations.
Decision Support Tools	WorkCenter Appraisal offers decision support tools in the claims estimating process to determine the most cost-effective and correct repair decisions—reducing supplements.
Electronic Downloads	All application and data updates occur electronically and are fully configurable to meet the needs of your organization.



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