Integrated Car Part Pro/Mitchell Cloud Estimating Quick Reference Guide

This guide is abridged from our full User Guide, and is intended as a companion to that guide. For the most complete and comprehensive information about using Integrated Car Part Pro, please see the full User Guide, which is available at CarPartPro.com/training/mce

How to Find Parts and Update the Estimate (Common Workflow)

This workflow will demonstrate the most common workflow of searching for parts, finding them with Integrated Car Part Pro (iPro), and updating the estimate.

Step 1: Launch a Search from Mitchell Cloud Estimating

1. In Mitchell Cloud Estimating, create the estimate.

    - **Note**: If you need several of the same part type, include each part as a separate line on the original estimate in Mitchell Cloud Estimating. For example, if you need 3 wheels, add 3 separate line items for a wheel. Do not add one line item for a wheel with a quantity of 3.

2. Click **Send to Car-Part.com**. (If you have multiple part providers authenticated, you may need to select this option from the drop-down list.)

    - If you are in **Split View** mode, the **Send to Car-Part.com** button will be at the top of the estimate column on the right.

    - If you are not in **Split View** mode, you must first click **Estimate** in the left menu, then click **Send to Car-Part.com** at the top of the estimate.

3. An alert appears confirming, "Parts have been sent to Car-Part.com." Click **Visit Car-Part.com.**

4. iPro opens in your web browser.

Step 2: Find Parts on iPro

1. iPro has opened in your web browser. iPro interprets the part names from your estimate and matches them to the part names available to search in iPro.

   If you want to exclude parts from your search, use the **Search** column's checkboxes to deselect those parts. (Parts excluded by part policy will be unchecked automatically*.)

2. Some parts can be searched as an **Assembly** or as a **Component**. The label button indicates your current search selection. You can click to toggle between these options.

3. Confirm that the correct search profile is selected.

4. When you are satisfied with the details of your search, click **SEARCH**.

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5. The search begins for the first part. You may be prompted to select a specific option/interchange choice to clarify which version of this part you are looking for. Select the appropriate radio button, then click **SEARCH**.
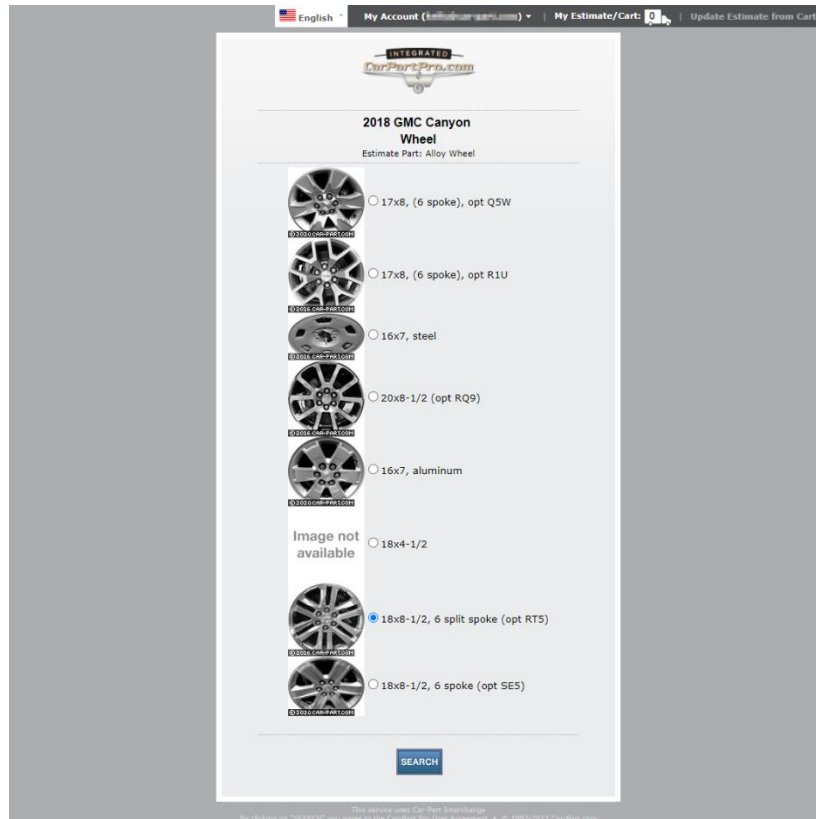
6. The search results open for the first part. The search results show all parts that meet or exceed your search criteria for this part.

Search Results Information

The search results include information about this part and seller.

Column	Feature	Details
Year Part Model	Year	Model year of donor vehicle
	Part	Part name
	Model	Description of donor vehicle make/model
Description	Image Thumbnail	Photos of part and/or donor vehicle (click thumbnail to open a gallery of all available images)
	Additional Info	Includes vehicle and part specific information, provided by seller. Can also describe part condition specifics
Miles	Miles	Mileage of the donor vehicle
Damage Code	Damage Code	ARA (Automotive Recyclers Association) damage code (click to open a pop-up with more information about interpreting the damage code)
Part Grade	Grade	ARA part grade Sheet metal: • **A** – 1 or less units of damage • **B** – 2 or less units of damage but more than 1 • **C** – more than 2 units of damage Mechanical: • **A** ○ Less than or equal to 60,000 miles, or ○ Less than or equal to 200,000 miles, *and* less than or equal to 15,000 miles per year • **B** – Greater than 60,000 miles and less than or equal to 200,000 miles, but greater than 15,000 miles per year • **C** – Greater than 200,000 miles
	Units	Damage unit • **cc** – credit card size units • **hrs** – approximate hours to repair • (Blank) – Unknown damage unit
Warranty	Warranty	Selected warranty for this part. This selection is included in the **Price** information.

Price	USD/CAN	The price is shown in your native currency (USD or CAN). If the supplier's native currency is different from yours, the supplier's native currency will be displayed in the **Stock#/Availability** column.
	Set Markup	Displays the markup percentage that is being applied to the part cost to determine the **est**. price. To change this percentage, enter a new number and click the **Set Markup** button (this change affects all parts on the current estimate).
	cost est. actual undmg	Click any of these displayed pricing terms for more information about what these terms mean. (Different part types have different price types available.)
Compare	Est. Part	Part type on the estimate. This also includes the price of the part from the estimate, including any global adjustments configured within your estimating system.
	Estimate Difference	Difference between this column's **Est. Part** price (the initial estimate's part price) and the **Price** column's **est**. price (the new price that will be added to the estimate if this part is selected).
	Profit	(Only visible to shops.) Difference between the **cost** and **est**.
Dist	Distance	Distance to the seller. This information is based on postal code.
Delivery Business Days	Delivery	Number of business days the part can be delivered within (at the time of the search). This information is based on postal code.
Stock # Availability	Stock Number	Seller's stock number for this part.
	Confirm Availability	Click this button to instantly confirm that the information you see is still accurate.
	Currency	Supplier's native currency will be displayed, if it is different from yours.
Supplier Information	Live Chat	Opens a Live Chat window with the supplier. • If your account is not associated with iPro client software, this will open in a web chat window. • If your account *is* associated with iPro client software, this will open in an iPro private message.
	Services & Certifications	Opens a window with more detailed information about this seller's Certifications/Affiliations and Services.

Step 3: Select Parts on iPro

The steps to selecting a part differ depending on whether you are working with an individual part or an assembly.

Scenario A: Individual Part

1. Identify the part you would like to include on the estimate, and click **ADD TO CART**.

2. **My Estimate/Cart** automatically updates to indicate the number of parts that you have added.

3. iPro automatically moves on to search the next part (if there is another part to search).

Scenario B: Assembly

1. Identify the assembly you would like to include on the estimate, and click **COMPARE ASSEMBLY**.

2. The **Compare** window opens. Review the assembly and its components.

   It is common for an assembly to compensate for multiple parts on the estimate, so you can use this window to clarify which component parts from the estimate you intend to include under this assembly.

   - The parts listed in the **Estimate Part** column on the left indicate component parts from your estimate that could potentially be associated with an assembly.

   - The **Replaced Estimate Component** column indicates the parts that will be replaced on the estimate, because they are covered under the assembly.

Est. Line	Estimate Part	Est. Type	Est. Price (USD)	Select Included Components	Replaced Estimate Component	Replaced Type	Estimate Difference	Assembly Difference
Compare "Front Door Assembly" Select estimate components to be replaced on the estimate by assembly								ℹ
🏷	Wheel	RCY	$156.25	❌			+$156.25	-$419.47
🏷	**Front Door Assembly**		$940.00	❌			+$940.00	-$364.42
				➖ Included	4. L Frt Door Shell	OE	-$942.07	
				➖ Included	12. L Frt Door Moveable Glass	AFT	-$205.55	
				➖ Included	13. L Frt Door Power Glass Regulator	OE	-$156.80	
8	L Frt Door Trim Panel Assy	OEM	$313.58	➕				
9	L Frt Door Latch	OEM	$154.50	➕ Not Included				

Totals:	-$783.89
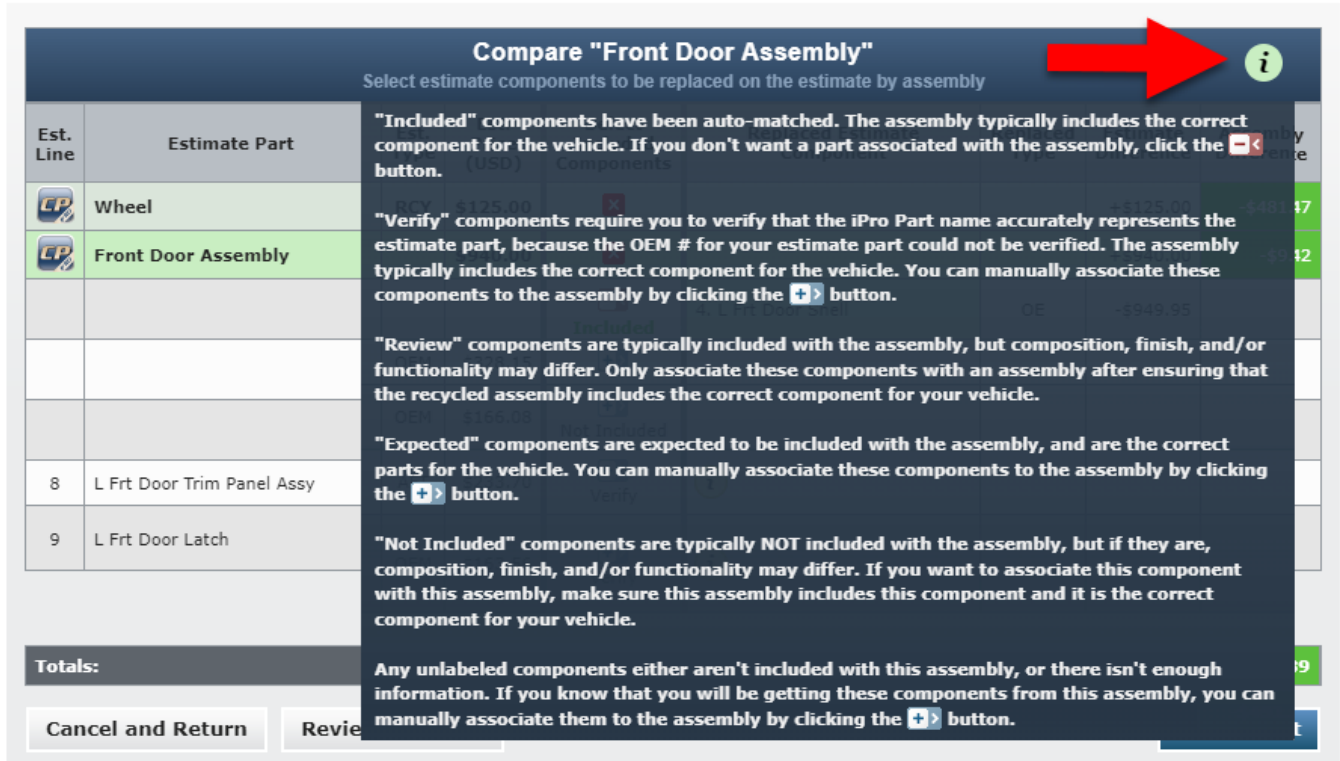
Cancel and Return	Review Estimate		Add to Cart

3. Associate the correct components to the assembly.

    On some assemblies, certain components will be automatically associated for you, because they were auto-matched (see the **Auto-Matching and Labels** section of this document, below, for more information).

    You can also associate components to the assembly yourself. Associate components by moving them from the **Estimate Part** column to the **Replaced Estimate Component** column, with the blue **+** (plus sign) buttons in the **Select Included Components** column. (You can also do the opposite and remove components from the assembly by clicking the red **–** (minus sign) buttons.)

    Remember, all parts in the **Replaced Estimate Component** column will be assoicated with the assembly and will not be searched indiviudally.

4. As you work, the **Assembly Difference** and **Totals** amount update, indicating the price difference between the complete assembly and the individual component parts. The cells in the **Assembly Difference** column changes from red to green when your selections have made it more cost-effective to purchase this assembly from iPro instead of the parts originally listed on the estimate.

    The **Totals** amount indicates the entire price difference from parts that are being added to this estimate through iPro.

5. When you are finished, click **Add to Cart** to add this assembly to your cart.

6. The **My Estimate/Cart** icon at the top of the results screen updates to indicate the number of items in your cart. Because you are only adding 1 assembly for multiple parts, only 1 part is added to your cart.

7. iPro automatically moves on to search the next part, skipping all of the parts that you have indicated are included in this assembly.

Auto-Matching and Labels

On the **Compare Assembly** window, iPro automatically associates certain components with the assembly. These are "auto-matched."

Some parts may have labels in the **Select Included Components** column: **Included**, **Verify**, **Review**, **Expected**, or **Not Included**. These terms explain whether or not iPro associated these component parts with the assembly, and why. To see what each of these labels means, click the tooltip located in the upper-right corner.
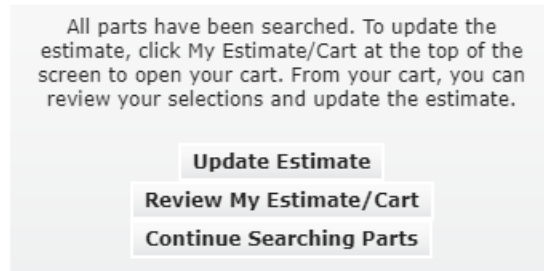
Step 4: Update Estimate

Once all of the parts have been searched, the follow message will open:

All parts have been searched. To update the
estimate, click My Estimate/Cart at the top of the
screen to open your cart. From your cart, you can
review your selections and update the estimate.

Update Estimate
Review My Estimate/Cart
Continue Searching Parts

Option A: Update Estimate Instantly

Use this option to update the estimate without reviewing.

1. Click **Update Estimate** on the notification above, or click **Update Estimate from Cart** in the top menu.

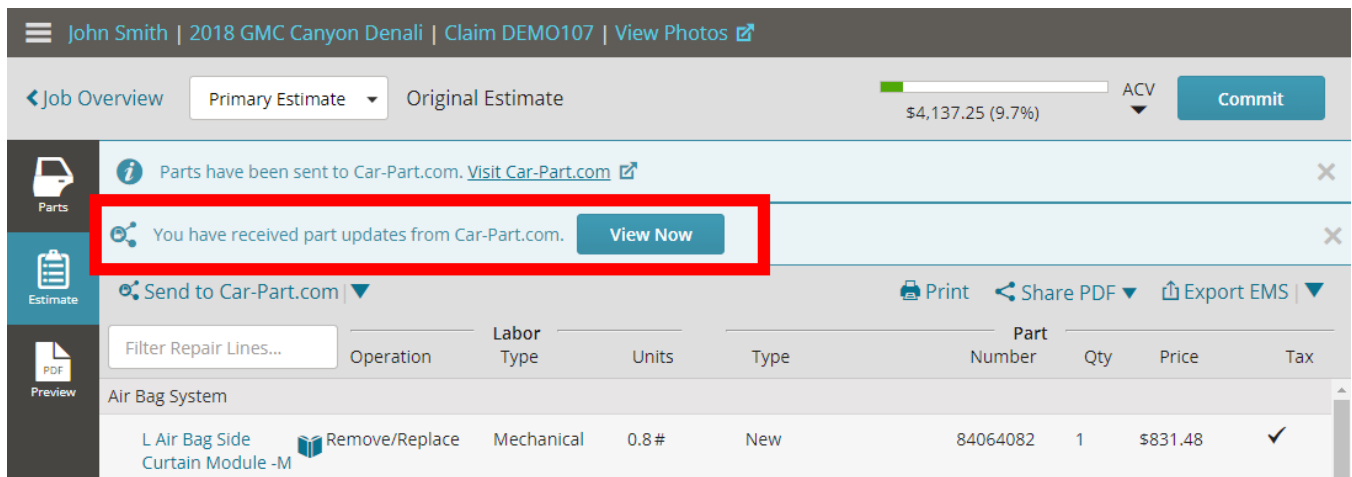2. Your cart is written back to your estimating system instantly. Return to Mitchell Cloud Estimating and view the estimate to import changes. *No more changes or searches may be made from this screen.*

✔ Success!

Return to your Estimating System and make this estimate
(Claim #DEMO107) active to import changes.

You may close this window at any time.
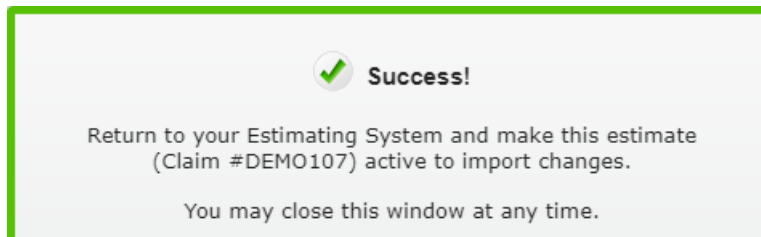
Option B: Review My Estimate/Cart

Use this option to review your work before updating the estimate in your estimating system.

1. Click **Review My Estimate/Cart** on the notification above, or click **My Estimate/Cart** in the top menu.

2. Your cart opens. Review the information available in your cart and the part selections you have made.

   - You can **Review Estimate** to review or make changes.

   - You can update the estimate immediately by clicking **Update Estimate**. The part information from your cart is written back to your estimating system. Return to Mitchell Cloud Estimating and view the estimate to import changes.

	ESTIMATE: #DEMO107							✖
2018 GMC Canyon								
Part	Year / Make / Model	Description	Stock #	Estimate Status		Est. Price (USD)	Cost (USD)	Delete from Cart
Wheel	2018 GMC Canyon	18x8-1/2, 6 split spoke (opt RT5)	KLDEMO123	Original Estimate	Pending	$156.25 (actual)	$125.00 (actual)	✖
Front Door Assembly	2018 GMC Canyon	LH, GOOD QUALITY, NO DAMAGE, PAINTCODEisGBA ONYX BLACK.	KLDEMO123	Original Estimate	Pending	$940.00 (actual)	$752.00 (actual)	✖
Front Door Trim Panel	2018 GMC Canyon	LH, 4DR, CANYON BLACK, NO DAMAGE.	KLDEMO123	Original Estimate	Pending	$198.75	$159.00	✖
Front Door Latch	2018 Chevy Cruze	LH	19D172	Original Estimate	Pending	$62.50	$50.00	✖

Return to Workflow   **Review Estimate**   **Update Estimate**

Step 5: Apply Changes in Mitchell Cloud Estimating

The part information has been written back to Mitchell Cloud Estimating. You must now return to Mitchell Cloud Estimating to confirm the changes.

1. When you return to Mitchell Cloud Estimating, a banner message will appear: **You have received part updates from Car-Part.com.** Click **View Now**.

    - It may take up to 15 seconds for this message to appear.

2. The **Part Updates from Car-Part.com | Summary** opens. This details the changes that will be made to the estimate as a result of your selections on iPro. Click **Update Estimate.**

3. The changes are applied to the estimate.

    Notes:

    •   Assemblies are added back to the estimate in the following manner: The parts originally included on the estimate remain. The price of the total assembly is applied to one part (usually, the main assembly component). All other included assembly components are assigned a price of 0.

    •   If the estimate was committed before you began your iPro search, the changes will be marked as a supplement.

    •   Supplier information can be found on the Estimate Report PDF.

	Operation	Labor Type	Units	Type	Part Number	Qty	Price	Tax
Air Bag System								
L Air Bag Side Curtain Module -M	Remove/Replace	Mechanical	0.8 #	New	84064082	1	$831.48	✔
Roof Headliner	Remove/Install	Body	3.2					
Wheel								
Alloy Wheel	Remove/Replace	Body	0.3	Qual Recycled Part	KLDEMO123	1	$125.00	✔
Front Door								
L Frt Door Shell	Remove/Replace	Body	5.3 #	Qual Recycled Part	KLDEMO123	1	$752.00	✔
L Frt Door Outside	Refinish Only Clear Coat Only	Refinish	2.2					
L Frt Add For Jambs & Interior	Refinish Only Clear Coat Only	Refinish	1.0					
L Frt Add To R&I/R&R Side Air Bag Sensor	Remove/Replace	Mechanical	0.5					
L Frt Door Trim Panel Assy	Remove/Replace	Body	0.1	Qual Recycled Part	KLDEMO123	1	$159.00	✔
L Frt Door Latch	Remove/Replace	Body	INC #	Qual Recycled Part	19D172	1	$50.00	✔

Supplements

Searching for parts from a supplement is very similar to the normal workflow, with one exception. When you launch a search, the first page that opens displays the parts that are listed on the estimate. The part lines from the latest supplement are automatically checked.

Use the checkboxes in the **Search** column to check the parts you would like to include in your search.
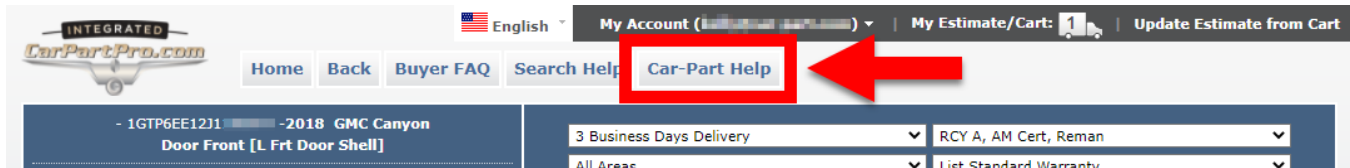

The rest of the workflow is the same.

Getting Help

We take customer service seriously, and your questions are very important to us. You can contact us using one of the following methods:

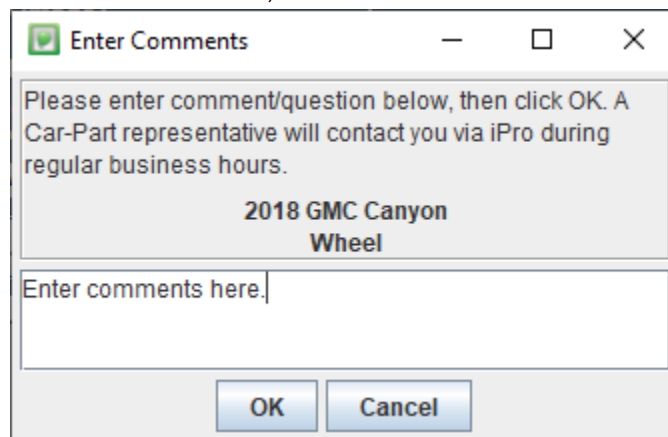## Online Support from Search Results

On your search results screen, click **Car-Part Help**.

This button works a little differently depending on whether or not your Car Part Pro account is associated with iPro client software:

*If your account **is** associated with iPro client software:*

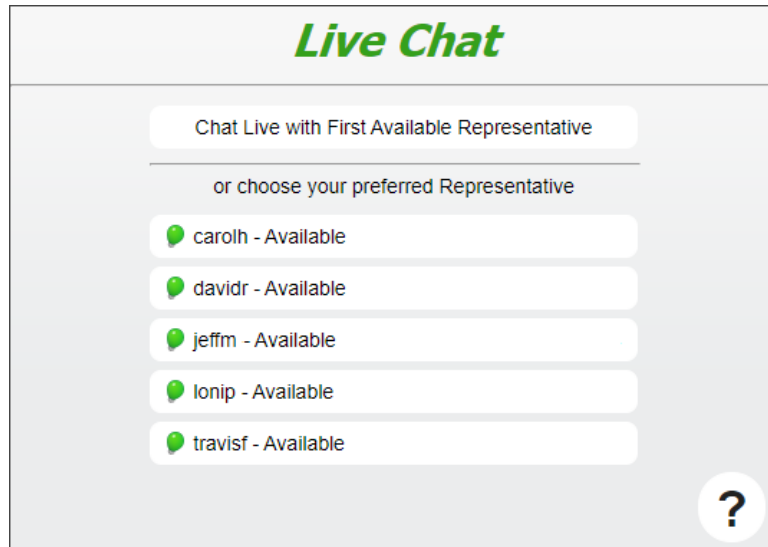1. A window opens. **Enter Comments** if desired, and click **OK**.

2. An iPro support rep will reply in an instant messaging window. You will be notified of a response with a pop-up that looks like this. Click this notification to begin a conversation with our support team.
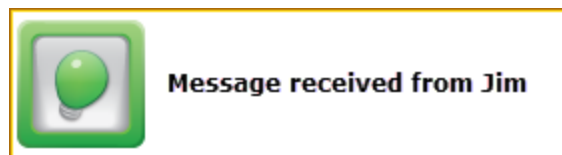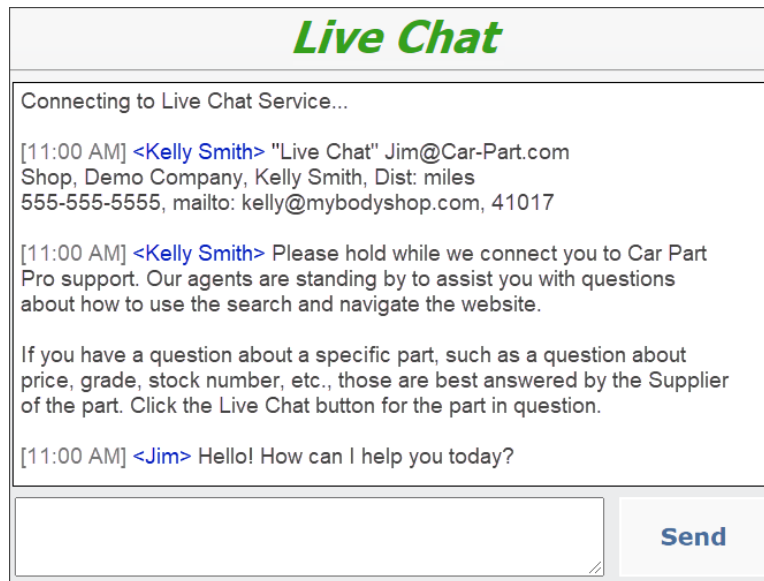
*If your account **is not** associated with iPro client software:*

1. A **Live Chat** window opens. Click to choose to **Chat Live with First Available Representative**, or choose your preferred representative.
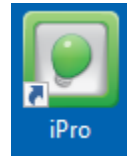

2. A chat window opens with a message informing the support representative that you need help. You can begin chatting.
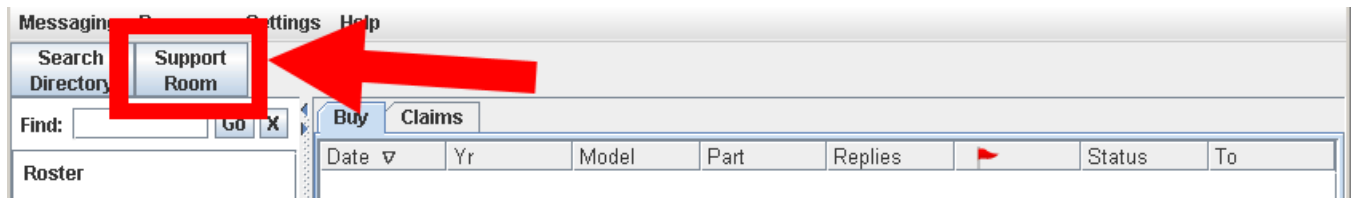
Online Support using iPro Software

If you have the iPro client software installed, you can request online support through the Support Room:

1. Double-click the **iPro** icon on your desktop to open the software.

2. The program opens. Double-click **Support Room**.

3. The support room opens. Enter **HELP** and a brief explanation of your question. An iPro support rep will reply in an instant messaging window. You will be notified of a response with a pop-up that looks like this. Click this notification to begin a conversation with our support team.
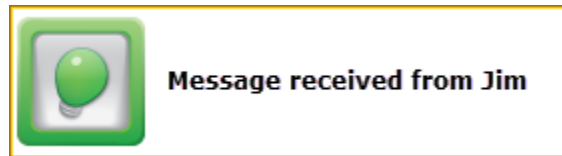
Phone Support

- USA: 859-344-1925

- Canada: 250-984-1444

When you call, request **"iPro Support for Mitchell Integration."** Our support representatives are available 8:00am-8:00pm Eastern Time, Monday-Friday.