

Information regarding the repair process for cars acquired from a drive-in appointment.

Step 1: It's important to note that even if an estimate is approved in MCE, it doesn't necessarily mean that the claim is approved and ready to pay. Additionally, coverage is not always cleared on all cars sent to the drive-in, so it's crucial to confirm whether it's ready before starting repairs.

Step 2: Regarding total loss numbers, it's helpful to know that cars are sent to have numbers worked up at 60%, and depending on the year, make, and model, it may get sent up for being just under 60%. It's also important to note that each night, reps working the tasks on the insurance company's side send an email with claims that are a possible total loss and have a signed DTP on them.

Step 3: It's crucial to have DTPs up front, with the original estimate, scan, and pictures, as it's the marker for the reps to notify whether it's safe to work on it. If there's no DTP, they don't know if it's dropped or scheduled. While there may be a delay between same day drops and whether they know if they can pay or not, it's important to confirm it's ready before starting repairs. You can call the 800# or email the insurance company for confirmation.