

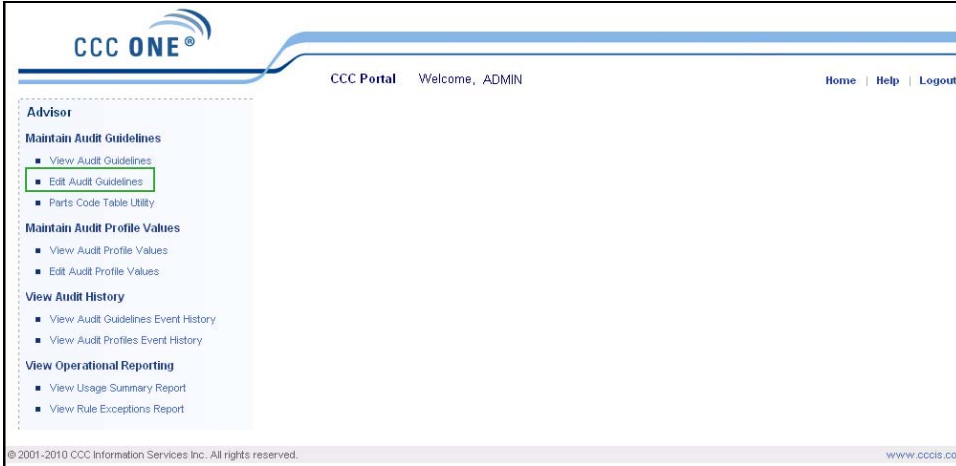
Additional Items Guidelines in CCC ONE™ Estimating - Advisor

Overview CCC ONE™ Estimating - Advisor allows a user to include Additional Items when auditing an estimate. These guidelines ensure that all parts and operations are included within an estimate.

Getting started To utilize these guidelines, a user must:

- Have an active CCC ONE™ Estimating - Advisor role associated with your login.
- Have run the Part Code Table Utility.

Activating Additional Items guidelines To activate Additional Items Guidelines, an administrator must log in to CCC ONE™ Estimating - Advisor via www.mycccportal.com and complete the following steps:

Step	Action
1	<p>Click the Edit Audit Guidelines link on the CCC Portal Home Page:</p>  <p>This opens the Maintain Audit Guidelines Page.</p>

Continued on next page

Additional Items Guidelines in CCC ONE™ Estimating - Advisor, Continued







Activating Additional Items guidelines (cont'd)

Step	Action
2	<p>From the Maintain Audit Guidelines page, select which level you would like to set and activate the guidelines.</p> <div data-bbox="297 552 1412 888"> </div> <p>Once you have selected the level at which you are activating the guidelines, click on the Edit Audit Guidelines button.</p>
3	<p>From the Edit Audit Guidelines page, click the Additional Items link:</p> <div data-bbox="297 1108 1412 1692"> </div> <p>This opens the Additional Items categories.</p>

Continued on next page

Additional Items Guidelines in CCC ONE™ Estimating - Advisor, Continued

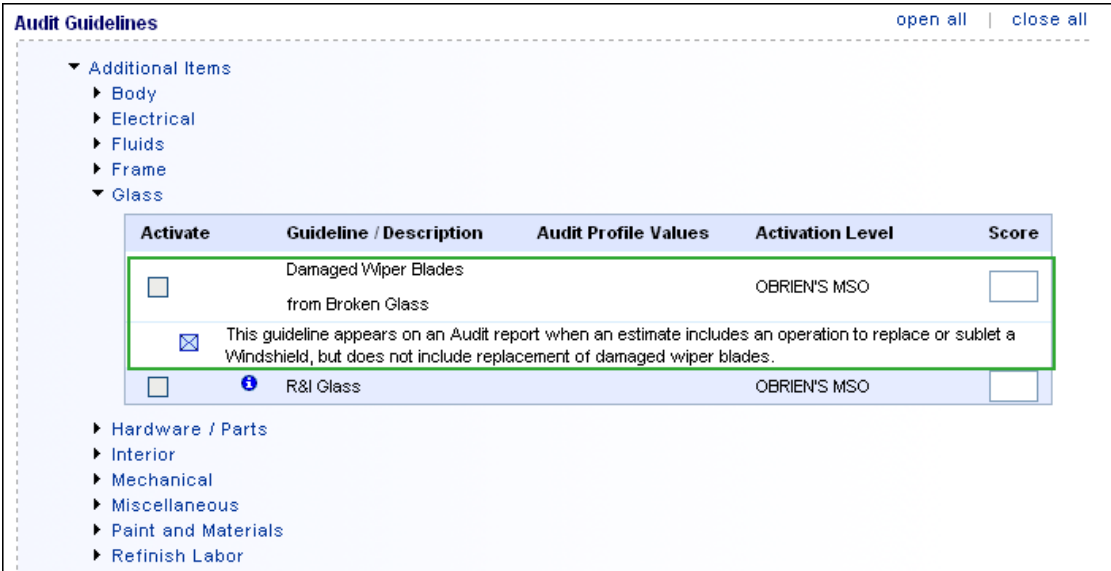
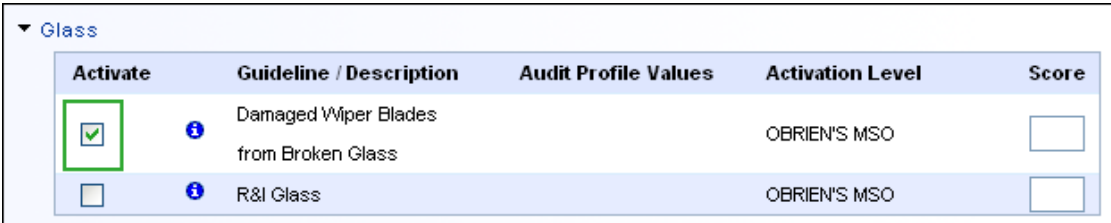
Activating Additional Items guidelines (cont'd)

Step	Action																		
4	<p>The Additional Items Guidelines have the following categories:</p> <div><p>Audit Guidelines</p><div><p>▼ Additional Items</p><ul style="list-style-type: none">▶ Body▶ Electrical▶ Fluids▶ Frame▶ Glass▶ Hardware / Parts▶ Interior▶ Mechanical▶ Miscellaneous▶ Paint and Materials▶ Refinish Labor</div></div> <p>Each category is a link to specific guidelines</p> <p>Note: A complete list of the guidelines under each category is included at the end of this document.</p>																		
5	<p>To activate a guideline, first click the category link.</p>																		
6	<p>Each guideline is listed under its category with additional details available through the information (i) bubble. To review this guideline, click the appropriate (i) bubble.</p> <div><p>Audit Guidelines open all close all</p><div><p>▼ Additional Items</p><ul style="list-style-type: none">▶ Body▶ Electrical▶ Fluids▶ Frame▼ Glass<table><thead><tr><th>Activate</th><th></th><th>Guideline / Description</th><th>Audit Profile Values</th><th>Activation Level</th><th>Score</th></tr></thead><tbody><tr><td><input type="checkbox"/></td><td></td><td>Damaged Wiper Blades from Broken Glass</td><td></td><td>OBRIEN'S MSO</td><td><input type="text"/></td></tr><tr><td><input type="checkbox"/></td><td></td><td>R&I Glass</td><td></td><td>OBRIEN'S MSO</td><td><input type="text"/></td></tr></tbody></table><ul style="list-style-type: none">▶ Hardware / Parts▶ Interior▶ Mechanical▶ Miscellaneous▶ Paint and Materials▶ Refinish Labor</div></div>	Activate		Guideline / Description	Audit Profile Values	Activation Level	Score	<input type="checkbox"/>		Damaged Wiper Blades from Broken Glass		OBRIEN'S MSO	<input type="text"/>	<input type="checkbox"/>		R&I Glass		OBRIEN'S MSO	<input type="text"/>
Activate		Guideline / Description	Audit Profile Values	Activation Level	Score														
<input type="checkbox"/>		Damaged Wiper Blades from Broken Glass		OBRIEN'S MSO	<input type="text"/>														
<input type="checkbox"/>		R&I Glass		OBRIEN'S MSO	<input type="text"/>														

Continued on next page

Additional Items Guidelines in CCC ONE™ Estimating - Advisor, Continued








Activating Additional Items guidelines (cont'd)

Step	Action
7	<p>The guideline description appears:</p>  <p>When you are finished reviewing the guideline, click the blue “X” to collapse the description.</p>
8	<p>To activate a guideline, click the check box next to it.</p> 

Continued on next page

Additional Items Guidelines in CCC ONE™ Estimating - Advisor, Continued

Activating Additional Items guidelines (cont'd)

Step	Action															
9	<p>To add the score, enter a numeric value in the text box:</p> <div><div>▼ Glass</div><table><tr><th>Activate</th><th>Guideline / Description</th><th>Audit Profile Values</th><th>Activation Level</th><th>Score</th></tr><tr><td><input checked="" type="checkbox"/></td><td> Damaged Wiper Blades from Broken Glass</td><td></td><td>OBRIEN'S MSO</td><td><input type="text" value="5"/></td></tr><tr><td><input type="checkbox"/></td><td> R&I Glass</td><td></td><td>OBRIEN'S MSO</td><td><input type="text"/></td></tr></table></div>	Activate	Guideline / Description	Audit Profile Values	Activation Level	Score	<input checked="" type="checkbox"/>	 Damaged Wiper Blades from Broken Glass		OBRIEN'S MSO	<input type="text" value="5"/>	<input type="checkbox"/>	 R&I Glass		OBRIEN'S MSO	<input type="text"/>
Activate	Guideline / Description	Audit Profile Values	Activation Level	Score												
<input checked="" type="checkbox"/>	 Damaged Wiper Blades from Broken Glass		OBRIEN'S MSO	<input type="text" value="5"/>												
<input type="checkbox"/>	 R&I Glass		OBRIEN'S MSO	<input type="text"/>												
10	<p>Once the guideline has been checked and a score has been added, click the save button. You must save the changes for them to be active.</p> <div><p>Note: Continue steps 5-10 for all of the Additional Guidelines you wish to activate.</p></div>															

Additional Items Guidelines – Body (Body Labor Rate)

Guidelines overview

The document lists the Additional Items Guidelines for Body Labor Rate.

Additional Items guidelines – Body (Body Labor Rate)

Guideline #	Sub Category	Guideline Name	Guideline Description
115	Body (Body Labor Rate)	Access Pulling and Cutting	This guideline appears on an Audit report when an estimate includes an operation to replace door, trunk, hood, or lift gate, but does not include access pulling and cutting.
116	Body (Body Labor Rate)	Aim Lamps	This guideline appears on an Audit report when an estimate includes an operation to replace, or remove and install headlamp assembly, but does not include aim headlamps.
117	Body (Body Labor Rate)	Non-OEM Parts Fit	This guideline appears on an Audit report when an estimate includes non-OEM fender, trunk, hood, lift gate, quarter panel, or door, but does not include the fit of non-OEM parts.
118	Body (Body Labor Rate)	Align Sheet Metal	This guideline appears on an Audit report when an estimate includes an operation to replace, or remove and install hood, fender, bumper, door, or deck lid, but does not include align sheet metal.
119	Body (Body Labor Rate)	Cover Car	This guideline appears on an Audit report when an estimate includes refinish hours greater than one hour, but does not include cover car.
120	Body (Body Labor Rate)	Cover Interior	This guideline appears on an Audit report when an estimate includes an operation to replace, or remove and install roof, quarter panel, pillar, rocker, aperture, or side panel but does not include cover interior.
121	Body (Body Labor Rate)	Drain and Refill Fuel Tank	This guideline appears on an Audit report when an estimate includes replace, or remove and install quarter panel, rear frame sill, trunk floor, or bedside, but does not include drain and refill the fuel tank.
122	Body (Body Labor Rate)	Mask Jambs, Openings, and Engine Compartments	This guideline appears on an Audit report when an estimate includes an operation to refinish, repair, or replace a quarter panel, door, unibody panel, aperture panel, uniside panel, hood, or trunk, but does not include mask jambs, interior, or engine.
123	Body (Body Labor Rate)	Unibody Clamp Damage	This guideline appears on an Audit report when an estimate includes an operation to setup and measure, but does not include damage from unibody clamps.
124	Body (Body Labor Rate)	Remove Decals	This guideline appears on an Audit report when an estimate includes an operation to repair or blend radiator support, fender, door, quarter panel, trunk lid, or lift gate, but does not include remove decals.
125	Body (Body Labor Rate)	Box Setback	This guideline appears on an Audit report when an estimate includes an operation to replace or repair pickup box, but does not include box setback.

Continued on next page

Additional Items Guidelines – Body (Body Labor Rate), Continued

(cont'd)

Guideline #	Sub Category	Guideline Name	Guideline Description
126	Body (Body Labor Rate)	Road Test Suspension for Safety Check	This guideline appears on an Audit report when an estimate includes an operation to replace or repair suspension part, but does not include road testing.
127	Body (Body Labor Rate)	Road Test Glass for Safety Check	This guideline appears on an Audit report when an estimate includes an operation to replace or repair glass part, but does not include road testing.
128	Body (Body Labor Rate)	Recondition and Prep Salvage LKQ parts	This guideline appears on an Audit report when an estimate includes an operation to replace recycled fender, trunk, hood, lift gate, quarter panel, or door, but does not include trim and fit.
129	Body (Body Labor Rate)	Power Options	This guideline appears on an Audit report when an estimate includes an operation to replace or refinish door, but does not include power options.
131	Body (Body Labor Rate)	R&R Adhesive Moldings	This guideline appears on an Audit report when an estimate includes an operation to refinish fender, door, or quarter panel, but does not include remove and install adhesive moldings.
132	Body (Body Labor Rate)	R&I for Door Lock	This guideline appears on an Audit report when an estimate includes an operation to refinish fender, door, or quarter panel, but does not include remove and install adhesive on moldings.
133	Body (Body Labor Rate)	Door/Trunk Handle	This guideline appears on an Audit report when an estimate includes an operation to refinish door, trunk, deck lid, or tailgate, but does not include remove and install lock cylinder.
134	Body (Body Labor Rate)	Interior Trim Panel	This guideline appears on an Audit report when an estimate includes an operation to refinish door, trunk, deck lid, or tailgate, but does not include remove and install door handle or trunk handle.
135	Body (Body Labor Rate)	R&R Sound Deadener Pads	This guideline appears on an Audit report when an estimate includes an operation to refinish fender, door, or quarter panel, but does not include interior trim panel.
136	Body (Body Labor Rate)	Transfer Time	This guideline appears on an Audit report when an estimate includes an operation to replace or repair front floor, center floor, rear floor, or trunk floor, but does not include remove and replace sound deadener pads.
137	Electrical (Body Labor Rate)	Mask Electrical Components	This guideline appears on an Audit report when an estimate includes an operation to refinish apron, wheelhouse, or radiator support, but does not include masking.
138	Electrical (Body Labor Rate)	Memory Function Resets	This guideline appears on an Audit report when an estimate includes an operation to remove and install, or replace battery, but does not include reset the memory function.
139	Electrical (Body Labor Rate)	Disconnect Battery Terminals (Before Welding)	This guideline appears on an Audit report when an estimate includes an operation to replace battery line item, but does not include disconnect the battery cable.

Additional Items Guidelines – Fluids (Parts or Sublet)

Guidelines overview This document outlines the Additional Items Guidelines for Fluids (Parts or Sublet).

Additional Items guidelines – Fluids (Parts or Sublet)

Guideline #	Sub Category	Guideline Name	Guideline Description
140	Fluids (Parts or Sublet)	Evacuate & Recharge AC Refrigerant	This guideline appears on an Audit report when an estimate includes an operation to replace AC compressor, AC condenser, or AC dehydrator, but does not include R-12 or R-134.
141	Fluids (Parts or Sublet)	Evacuate & Recharge AC Compressor Oil	This guideline appears on an Audit report when an estimate includes an operation to replace AC compressor, AC condenser or AC dehydrator, but does not include evacuate and recharge AC compressor oil.
142	Fluids (Parts or Sublet)	Brake Fluid	This guideline appears on an Audit report when an estimate includes an operation to replace brake, brake caliper, master cylinder, or booster, but does not include brake fluid.
143	Fluids (Parts or Sublet)	Engine Coolant	This guideline appears on an Audit report when an estimate includes an operation to repair, replace, or remove and install radiator, but does not include coolant or antifreeze.
144	Fluids (Parts or Sublet)	Motor Oil	This guideline appears on an Audit report when an estimate includes an operation to repair, replace, or remove and install oil pan, but does not include motor oil.
145	Fluids (Parts or Sublet)	Gear Lube	This guideline appears on an Audit report when an estimate includes an operation to remove and install rear axle or rear axle housing, but does not include gear lube.
146	Fluids (Parts or Sublet)	Power Steering Fluid	This guideline appears on an Audit report when an estimate includes an operation to remove and install or replace power steering, power steering pump, or power steering reservoir, but does not include power steering fluid.
147	Fluids (Parts or Sublet)	Transmission Fluid	This guideline appears on an Audit report when an estimate includes an operation to remove and install, or replace transmission or transmission pan cover, but does not include transmission fluid.
148	Fluids (Parts or Sublet)	Windshield Washer Fluid	This guideline appears on an Audit report when an estimate includes an operation to remove and install, or replace washer reservoir, but does not include windshield washer fluid.

Additional Items Guidelines – Frame (Frame Labor Rate) and Glass (Glass Labor Rate)

Guidelines overview This document outlines the Additional Items Guidelines for Frame (Frame Labor Rate) and Glass (Glass Labor Rate).

Additional Items guidelines – Frame (Frame Labor Rate)

Guideline #	Sub Category	Guideline Name	Guideline Description
149	Frame (Frame Labor Rate)	Diagnosis & Set-Up Time	This guideline appears on an Audit report when an estimate includes an operation to replace or repair frame rail or apron, but does not include diagnosis and setup time.
150	Frame (Frame Labor Rate)	Structural Components	This guideline appears on an Audit report when an estimate includes an operation to replace or repair with structural labor, but does not include setup time.

Additional Items guidelines – Glass (Frame Labor Rate)

Guideline #	Sub Category	Guideline Name	Guideline Description
151	Glass (Frame Labor Rate)	Damaged Wiper Blades from Broken Glass	This guideline appears on an Audit report when an estimate includes an operation to replace windshield, but does not include damaged wiper blades.
152	Glass (Frame Labor Rate)	R&I Glass	This guideline appears on an Audit report when an estimate includes an operation to refinish roof, quarter panel, back glass, quarter glass, or windshield, but does not include remove and install glass.

Additional Items Guidelines – Hardware/Parts (Parts, Misc., or Sublet)

Guidelines overview

This document outlines the Additional Items Guidelines Hardware / Parts (Parts, Misc., or Sublet).

Additional Items guidelines Hardware / Parts (Parts, Misc., or Sublet)

Guideline #	Sub Category	Guideline Name	Guideline Description
153	Hardware / Parts (Parts, Misc., or Sublet)	AC O-Rings	This guideline appears on an Audit report when an estimate includes an operation to replace AC compressor, AC condenser or AC dehydrator, but does not include AC O-rings.
154	Hardware / Parts (Parts, Misc., or Sublet)	Alignment Shims	This guideline appears on an Audit report when an estimate includes an operation for wheel alignment, but does not include alignment shims.
155	Hardware / Parts (Parts, Misc., or Sublet)	Hood Insulator Clips	This guideline appears on an Audit report when an estimate includes an operation to replace hood or insulator, but does not include replace insulator retainers or hood insulator clips.
156	Hardware / Parts (Parts, Misc., or Sublet)	Vehicle Information Decals or Labels	This guideline appears on an Audit report when an estimate includes an operation to replace hood or insulator, but does not include vehicle information decals or labels.
157	Hardware / Parts (Parts, Misc., or Sublet)	Wiring Harness Fasteners and Tie Clips	This guideline appears on an Audit report when an estimate includes an operation to repair or replace radiator support, frame rail, apron, wheelhouse, rocker panel, or read body panel, but does not include disconnect and reconnect wiring harness fasteners or tie clips.
158	Hardware / Parts (Parts, Misc., or Sublet)	Door Weather Strip Retainer	This guideline appears on an Audit report when an estimate includes an operation to remove and install, or repair weather-strip, but does not include replace retainers, fasteners, or clips.
159	Hardware / Parts (Parts, Misc., or Sublet)	Mini Bulbs	This guideline appears on an Audit report when an estimate includes an operation to remove and install taillight, side marker, clearance light, turn signal, or instrument panel, but does not include bulb.
160	Hardware / Parts (Parts, Misc., or Sublet)	Seat Belts Inspection	This guideline appears on an Audit report when primary damage type for the vehicle is set to front, an estimate includes operation to replace airbag, but does not include seatbelt inspection.
161	Hardware / Parts (Parts, Misc., or Sublet)	Fender Liner Retainer	This guideline appears on an Audit report when an estimate includes an operation to remove and install, or replace fender liner or wheelhouse, but does not include replace fender liner retainer.
162	Hardware / Parts (Parts, Misc., or Sublet)	Specialty Rivets	This guideline appears on an Audit report when an estimate includes an operation to replace door handle, door shell, or window regulator, but does not include specialty rivets.
163	Hardware / Parts (Parts, Misc., or Sublet)	Tire Valve Stem	This guideline appears on an Audit report when an estimate includes an operation to replace wheel or tire, but does not include valve stem.
164	Hardware / Parts (Parts, Misc., or Sublet)	Wheel Balance	This guideline appears on an Audit report when an estimate includes an operation to replace wheel or tire, but does not include wheel balance.

Additional Items Guidelines – Interior (Body Labor Rate) and Mechanical (Mechanical Labor Rate)

Guidelines overview

This document outlines the new Additional Items Guidelines for Interior (Body Labor Rate) and Mechanical (Mechanical Labor Rate).

Additional Items guidelines – Interior (Body Labor Rate)

Guideline #	Sub Category	Guideline Name	Guideline Description
165	Interior (Body Labor Rate)	Clean Up Broken Glass	This guideline appears on an Audit report when an estimate includes an operation to replace glass part, but does not include clean up broken glass.
166	Interior (Body Labor Rate)	Clean Up Airbag Residue	This guideline appears on an Audit report when an estimate includes an operation to replace airbag, but does not include clean up airbag residue.
167	Interior (Body Labor Rate)	R&I Interior Components	This guideline appears on an Audit report when primary damage type for the vehicle is set to 'fresh water' or 'salt water', but estimate does not include remove and install interior components.
168	Interior (Body Labor Rate)	Replace Seat Belts	This guideline appears on an Audit report when an estimate includes an operation to replace airbag, but does not include replace seatbelts.

Additional Items guidelines – Mechanical (Mechanical Labor Rate)

Guideline #	Sub Category	Guideline Name	Guideline Description
169	Mechanical (Mechanical Labor Rate)	Align Wheels	This guideline appears on an Audit report when an estimate includes an operation to replace wheel or suspension component, but does not include align wheels.
170	Mechanical (Mechanical Labor Rate)	Bleed Brakes	This guideline appears on an Audit report when an estimate includes an operation to replace brake line or brake hose, but does not include bleed brakes.
171	Mechanical (Mechanical Labor Rate)	Drain and Refill Fuel Tank is Not Included	This guideline appears on an Audit report when an estimate includes an operation to remove and install, or replace fuel tank, but does not include drain and refill fuel.
172	Mechanical (Mechanical Labor Rate)	Pressure Test Cooling System	This guideline appears on an Audit report when an estimate includes an operation to repair, a replace, or a remove and install radiator, but does not include pressure test cooling system.
173	Mechanical (Mechanical Labor Rate)	Test AC System for Freon Leaks	This guideline appears on an Audit report when an estimate includes an operation to replace AC compressor, AC condenser, or AC dehydrator, but does not include test AC for Freon leaks.
174	Mechanical (Mechanical Labor Rate)	R&I Exhaust System	This guideline appears on an Audit report when an estimate includes an operation to setup and measure, but does not include remove and install the exhaust system.

Additional Guidelines – Miscellaneous (Shop Rate) and Paint and Materials (P & M)

Guidelines overview This document outlines the Additional Items Guidelines for Miscellaneous (Shop Rate) and Paint and Materials (P & M).

Additional Items guidelines – Miscellaneous (Shop Rate)

Guideline #	Sub Category	Guideline Name	Guideline Description
175	Miscellaneous (Shop Rate)	Hazardous Waste Removal	This guideline appears on an Audit report when an estimate includes an operation to replace radiator or tires, but does not include hazardous waste removal.
176	Miscellaneous (Shop Rate)	Post-Repair Cleaning	This guideline appears on an Audit report when an estimate includes an operation to repair line item, but does not include post repair cleaning.

Additional Items guidelines – Paint and Materials (P & M)

Guideline #	Sub Category	Guideline Name	Guideline Description
177	Paint and Materials (P & M)	Rustproofing	This guideline appears on an Audit report when an estimate includes an operation to replace fender, door, rocker panel, quarter panel or bedside, but does not include rustproofing.
178	Paint and Materials (P & M)	Undercoating	This guideline appears on an Audit report when an estimate includes an operation to replace fender, door, rocker panel, quarter panel, or bedside, but does not include undercoating.
179	Paint and Materials (P & M)	Seam Sealer	This guideline appears on an Audit report when an estimate includes an operation to replace trunk floor or quarter panel, but does not include seam sealer.
180	Paint and Materials (P & M)	Weld-through Primer	This guideline appears on an Audit report when an estimate includes an operation to replace quarter panel, rocker panel, rear body, frame rail, or trunk floor, but does not include weld-through primer.
181	Paint and Materials (P & M)	Cavity Wax	This guideline appears on an Audit report when an estimate includes an operation to replace quarter panel, rocker panel, rear body, frame rail, or trunk floor, but does not include cavity wax.
182	Paint and Materials (P & M)	Corrosion Protection Primer	This guideline appears on an Audit report when an estimate includes an operation to replace quarter panel, rocker panel, rear body, frame rail, or trunk floor, but does not include corrosion protection primer.
183	Paint and Materials (P & M)	Intrusion Beam Adhesive	This guideline appears on an Audit report when an estimate includes an operation to replace outer door panel, but does not include intrusion beam adhesive.
184	Paint and Materials (P & M)	Expansion Foam	This guideline appears on an Audit report when an estimate includes an operation to replace hinge pillar, center pillar, rocker panel, or quarter panel, but does not include expansion foam.
185	Paint and Materials (P & M)	Flex Additive	This guideline appears on an Audit report when an estimate includes an operation to refinish front bumper cover or rear bumper cover, but does not include flex additive.

Additional Guidelines – Refinish Labor (Refinish Labor Rate)

Guidelines overview

This document outlines the Additional Items Guidelines for Refinish Labor (Refinish Labor Rate).

Additional Items guidelines - Refinish Labor (Refinish Labor Rate)

Guideline #	Sub Category	Guideline Name	Guideline Description
186	Refinish Labor (refinish labor rate)	Add For Underside	This guideline appears on an Audit report when an estimate includes an operation to replace hood, trunk, deck lid, or tailgate, but does not include add for underside.
187	Refinish Labor (refinish labor rate)	Color, Sand, and Buff	This guideline appears on an Audit report when an estimate includes an operation to refinish body panel, but does not include color, sand, and buff.
188	Refinish Labor (refinish labor rate)	Color Tint	This guideline appears on an Audit report when an estimate includes an operation to refinish body panel, but does not include color tint.
189	Refinish Labor (refinish labor rate)	Let-down Panel	This guideline appears on an Audit report when an estimate includes an operation to three-stage paint line item, but does not include let-down panel.
