



CCC® Connect Search & Compare

Overview

Introduction Insurers are always on the lookout for better performing repair facilities to include in their Direct Repair Program (DRP) networks. They also need to be able to discover repair facilities on demand in new and existing locations. Repair Facilities are always looking for new DRP networks to join.

CCC® Connect provides a way for Shops to market their capabilities and performance and for Insurers to search for and discover new Shops and review their capabilities, then send invitations to their DRPs. (See CCC® Connect Manage DRPs for information on sending the invitations and also for managing shops you add to your network.)

This document provides information on how to use Connect to search for repair facilities that have created Profiles, search for their profile information and compare them in order to make better decisions on which to choose.

It is divided into the following sections:

- Search for Shops
- Compare Shops
- Shop Profiles
- Add to Shop List

Contents

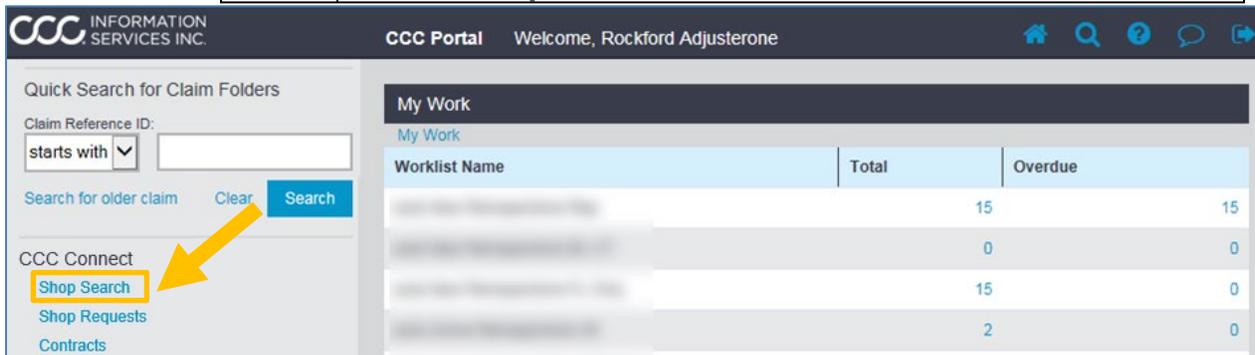
Topic	See Page
Search for Shops	2
Job Aid: Compare Shops	4
Job Aid: Shop Profile	6
Job Aid: Shop List	10

Search for Shops

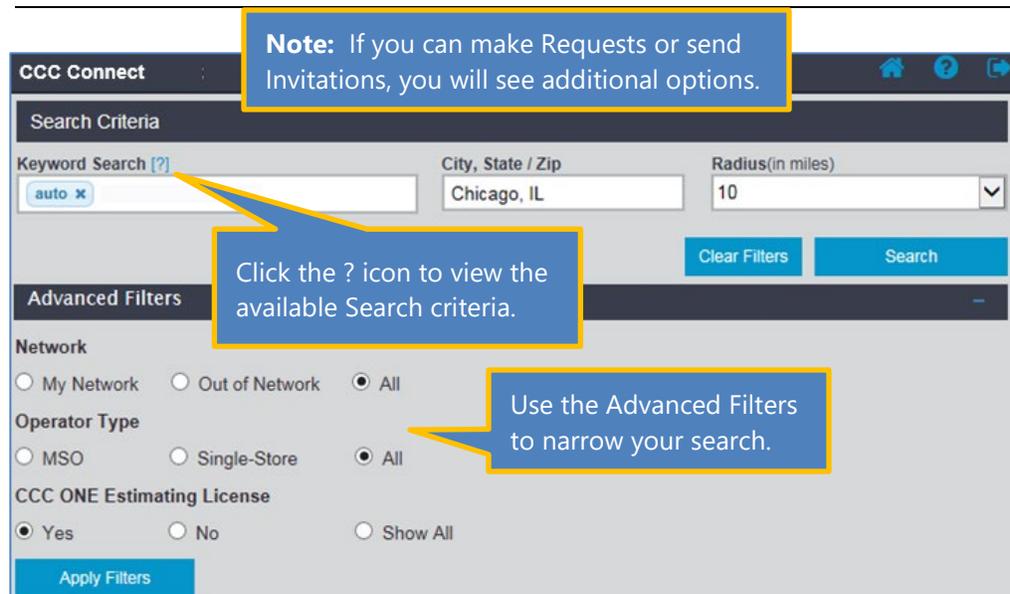
Introduction CCC® Connect allows you to use keyword and other search criteria to locate repair facilities in a specific geographic location. It also allows you to apply certain filters to narrow your search. This job aid shows you how to use the search tools to find shops that fit your needs.

Access Portal Search We begin by selecting Shop Search.

Step	Action
1	Log into CCC Portal with your Username and Password .
2	Go to the left panel and locate CCC Connect .
3	Click on Shop Search .



Add Search Criteria



Continued on next page

Search for Shops, Continued

Add Search Criteria, continued

Use the following steps to search for shops.

Step	Action
1	<p>Enter a Shop Name in the Keyword Search field. <i>Minimum 3 characters, no special characters.</i> Or you can enter one of the following CCC® Product names into the Keyword Search field to search for Shops that have those products.</p> <ul style="list-style-type: none"> • UpdatePlus (Status & CSI) • Indicators • Repair Methods • Repair Workflow • Advisor
2	Enter the City/State or Zip Code to search.
3	Select a Radius to search within the selected City or Zip Code. <i>Options: 5, 10(default), 25, 50, 100, 150, 200</i>
4	<p>Enter Advanced filters to narrow your search if desired, then click Apply Filters.</p> <ul style="list-style-type: none"> • Network: In your DRP Network, outside your Network or All • Operator Type: MSO, Single Store or All • Has CCC ONE Estimating License: Yes, No or Show All • DRP Score: Select ranges for DRP Score (Ex: 0-100 or 100-200)
5	When ready, click Search .

Radius is **only available** for searching by City or Zip Code

The Shops that fit the selected criteria display on the lower half of the screen. The top 20 available results are displayed with additional pages of results if needed up to a maximum 500 shops.

Now let's look at what you can do with these results.

The screenshot shows a 'Shop Results' interface with a list of shops on the left and a map on the right. Callouts provide the following information:

- Click Name to view Profile.** Points to the shop name in the list.
- Click on its Map Pin to also see its address.** Points to a map pin on the map.
- Lists CCC Products and Network status.** Points to the 'Out of Network' status and location details in the list.

Job Aid: Compare Shops

Introduction Once you have entered Search criteria and then have your results, you can view each shop individually or compare shops side by side. This job aid describes how to compare shops.

See the CCC® Connect Manage DRPs job aid for information on how to request information from a Shop, send invitations, suspend, or terminate an existing DRP Shop.

Select Shops to Compare Use the steps shown here to select a minimum of two and up to three Shops from the Results list to compare side-by-side.

Note: If the Shop Results include other Shops already in your DRP network, additional options will display. For now, we are focused on Search and Compare.

The screenshot shows the 'Shop Results' interface. At the top, there is a 'Select All' checkbox. Below it, a list of shops is displayed, each with a location ID and a distance of 0.04 mi. A map is visible on the right side of the interface. Three callouts provide instructions: Step #1 points to a checked checkbox next to a shop name; Step #2 points to an 'Add to Compare' button; Step #3 points to a 'Compare' button in the 'Compare' section at the bottom. The 'Compare' section shows three shop cards with a 'Compare' button and a 'Clear' button.

Step #1: Check the Shop Name checkbox.

Currently not part of your DRP.

Step #2: Click Add to Compare. This adds the checked Names to the Compare Zone below.

Step #3: When ready, click Compare to see the side by side comparison of selected Shops.

You can also click and drag as Shop to the Compare Zone.

Continued on next page

Job Aid: Compare Shops, Continued

Compare Details

Compare the available data for these Shops.

Compare Details				
Attribute	Shop 1	Shop 2	Shop 3	
General	Name	REPAIR FACILITY	BODY SHOP	
	Address	CHICAGO, IL, 60610	CHICAGO, IL, 60610	CHICAGO, IL, 60642
	My Network			
	DRP Scorecard (Out of 900)			
	Operator Type	MSO	Individual	MSO
	Parent Name	DEMO	N/A	
	Production Facility (Sq Ft)			1 - 15,000
	Parking Spaces			9
	Repair Bays			9
	Storage On-Site (Sq Ft)			
Business Hours			7:00 AM - 6:00 PM	
			9:00 AM - 12:00 PM	
Verified Capabilities	Certifications		Dodge Fiat Jeep Hyundai I-Car Infiniti Nissan Ram	
	CCC Accumark Advisor			
	CCC ONE® Indicators			
	CCC ONE® Repair Workflow			
	CCC ONE® Repair Methods			
	CCC ONE® UpdatePlus Status			
	CCC ONE® UpdatePlus CSI			
Transactional Data	My Network Assignments (Past 30 Days)	0	0	
	My Out of Network Assignments (Past 90 Days)	0	0	
Services	Glass Replacement			
	Paintless Dent Repair			
	On-site rental			
	Motorcycles			
	Detailing			
Map				
Actions	Add to List	Add to List	Add to List	

Click the **Shop's Name** to view their CCC ONE Profile or a generic Profile page.

View their CCC Products, any Assignments completed for your Company and available Services.

Click **Add to List** under the Shops you want to save.

Job Aid: Shop Profile

Introduction Now that we know how to search for Shops and set up a comparison, let's look at the Shop Profile information that is provided. CCC ONE® Shop Profiles are more complete than non-CCC ONE Shop Profiles so we will review both in this job aid.

Procedure Click on the **Shop Name** in the Search Results, Shop Compare screen or on your Shop List to view its Profile.

CCC ONE Shop Profile The CCC ONE Shop Profile provides detailed information such as location, owner, manager, years of operation, repair bays, parking spaces, number of employees & technicians, production & office space square footage, and years of business.

The Shop completes the Profile in their CCC ONE unit and can update it as they add features or services. Let's take a closer look. There are three Profile pages: Overview, Photos, Other

Overview Page

The screenshot shows the 'Shop Profile' page in the CCC ONE system. At the top, it displays 'Network: My Network' and 'Status: Terminate Request Pending' with a 'Suspend Shop' button. Below this is a navigation bar with tabs: 'Shop Profile', 'Questions', 'Rates', 'Contract', 'History', 'Notes/Attachments', and 'Shop Attributes'. A callout box points to these tabs, stating: 'Click each tab to view their Carwise Reviews and Ratings if the Shop has UpdatePlus CSI.' Below the navigation bar, there are three main sections: 'OVERVIEW', 'PHOTOS', and 'OTHER'. The 'OVERVIEW' section is active and contains a 'REPAIR FACILITY INFORMATION' card. A callout box points to this card, stating: 'Description of the Shop that is also used on their Carwise profile.'

Continued on next page

Job Aid: Shop Profile, Continued

CCC ONE Overview Page(continued) Shop Profile, continued

<p>SERVICES</p> <ul style="list-style-type: none"> Glass replacement Detailing Free estimates Insurance assistance Lifetime warranty Paintless Dent Repair Towing 							
<p>VERIFIED CAPABILITIES</p> <table border="1"> <tr> <td> <p><u>General</u></p> <ul style="list-style-type: none"> CCC ONE Estimating </td> <td> <p><u>Quality</u></p> <ul style="list-style-type: none"> CCC Accumark Advisor Chief® Frame Dimensions </td> <td> <p><u>Consumer</u></p> <ul style="list-style-type: none"> CCC ONE UpdatePlus Status CCC ONE UpdatePlus CSI carwise.com </td> <td> <p><u>Network</u></p> <ul style="list-style-type: none"> CCC ONE Open Shop CCC ONE Indicators CCC ONE Scorecard </td> </tr> </table>				<p><u>General</u></p> <ul style="list-style-type: none"> CCC ONE Estimating 	<p><u>Quality</u></p> <ul style="list-style-type: none"> CCC Accumark Advisor Chief® Frame Dimensions 	<p><u>Consumer</u></p> <ul style="list-style-type: none"> CCC ONE UpdatePlus Status CCC ONE UpdatePlus CSI carwise.com 	<p><u>Network</u></p> <ul style="list-style-type: none"> CCC ONE Open Shop CCC ONE Indicators CCC ONE Scorecard
<p><u>General</u></p> <ul style="list-style-type: none"> CCC ONE Estimating 	<p><u>Quality</u></p> <ul style="list-style-type: none"> CCC Accumark Advisor Chief® Frame Dimensions 	<p><u>Consumer</u></p> <ul style="list-style-type: none"> CCC ONE UpdatePlus Status CCC ONE UpdatePlus CSI carwise.com 	<p><u>Network</u></p> <ul style="list-style-type: none"> CCC ONE Open Shop CCC ONE Indicators CCC ONE Scorecard 				
<p>CUSTOMER SERVICE</p> <table border="1"> <tr> <td> <p><u>Hours</u></p> <ul style="list-style-type: none"> Mon - Fri: 8:00 AM - 5:00 PM Sat: 8:00 AM - 12:00 PM Sun: Closed </td> <td> <p><u>Languages</u></p> <ul style="list-style-type: none"> English Spanish </td> <td> <p><u>Payment Types</u></p> <ul style="list-style-type: none"> Cash Debit Card Mastercard Visa </td> </tr> </table>				<p><u>Hours</u></p> <ul style="list-style-type: none"> Mon - Fri: 8:00 AM - 5:00 PM Sat: 8:00 AM - 12:00 PM Sun: Closed 	<p><u>Languages</u></p> <ul style="list-style-type: none"> English Spanish 	<p><u>Payment Types</u></p> <ul style="list-style-type: none"> Cash Debit Card Mastercard Visa 	
<p><u>Hours</u></p> <ul style="list-style-type: none"> Mon - Fri: 8:00 AM - 5:00 PM Sat: 8:00 AM - 12:00 PM Sun: Closed 	<p><u>Languages</u></p> <ul style="list-style-type: none"> English Spanish 	<p><u>Payment Types</u></p> <ul style="list-style-type: none"> Cash Debit Card Mastercard Visa 					
<p>EQUIPMENT</p> <table border="1"> <tr> <td> <ul style="list-style-type: none"> 1 x Paint booth, cross-flow 1 x Frame/pulling machine 1 x Paint mixer: Akzo Nobel </td> <td> <ul style="list-style-type: none"> 1 x Wheel balancer 1 x Welder, resistance spot </td> <td> <ul style="list-style-type: none"> 1 x Welder, MIG 1 x Welder, gas </td> </tr> </table>				<ul style="list-style-type: none"> 1 x Paint booth, cross-flow 1 x Frame/pulling machine 1 x Paint mixer: Akzo Nobel 	<ul style="list-style-type: none"> 1 x Wheel balancer 1 x Welder, resistance spot 	<ul style="list-style-type: none"> 1 x Welder, MIG 1 x Welder, gas 	
<ul style="list-style-type: none"> 1 x Paint booth, cross-flow 1 x Frame/pulling machine 1 x Paint mixer: Akzo Nobel 	<ul style="list-style-type: none"> 1 x Wheel balancer 1 x Welder, resistance spot 	<ul style="list-style-type: none"> 1 x Welder, MIG 1 x Welder, gas 					

All Shop Services are listed here.

All CCC Products used are listed.

Service Hours, Languages, Payment Types are listed here.

Shops can add an equipment inventory here such as Lifts or Paint Booth.

Next is the Photos Page.

Continued on next page

Job Aid: Shop Profile, Continued

CCC ONE *Photos Page* Shop Profile, continued

OVERVIEW PHOTOS

LOGO & BANNER

Logo

Banner

The Logo & Banner here are displayed on the Shop's Carwise Profile also.

FACILITY

Facility 1

Facility 2

Facility 3

Facility 4

Facility 5

Shops can add photos of their buildings and bays.

LOBBY

Lobby 1

Lobby 2

Lobby 3

Lobby 4

Lobby 5

Here the Shop can add photos of the entrance to their Locations.

PRODUCTION AREA

Production 1

Production 2

Production 3

Production 4

Production 5

Here you can see the actual work areas like the Paint Booth or service bays.

Continued on next page

Job Aid: Shop Profile, Continued

CCC ONE Shop Profile, continued

Other Page

[OVERVIEW](#) [PHOTOS](#) [OTHER](#)

PRIMARY RENTAL			
Rental partner:	Onsite rental: Yes	Rental vehicles: <i>number</i>	Average rental charge: \$

LICENSES & IDS			
State license:	<i>license</i>	Federal EPA:	FEPA- <i>license</i>
County license:	<i>license</i>	State EPA:	SEPA- <i>license</i>
City license:	<i>license</i>	Local hazmat permit:	<i>permit</i>
BAR:	BAR- <i>license</i>	OSHA ID:	<i>license</i>
SMSA:	<i>license</i>		

STORAGE AREA	
Storage lot sq ft:	<i>number</i>
Security:	<i>features</i>
Description:	<i>description</i>

The Other Page shows Rental, License and Storage information.

Non CCC ONE Shop Profile

Shops that do not have any active CCC ONE licenses or products will display a very limited Profile. As you can see in this example, the Shop Profile will include the address and if they have done any assignments for you in your DRP network or out of network.

BODY SHOP

Network: My Network Status: Ready for Review

[Suspend Shop](#) [Terminate Shop](#) [Submit to Approver](#) [Resend Invite](#) [Cancel Invite](#)

[Shop Profile](#) [Questions](#) [Rates](#) [Contract](#) [History](#) [Notes/Attachments](#)

Address: *Address*

My Network Assignments: 0

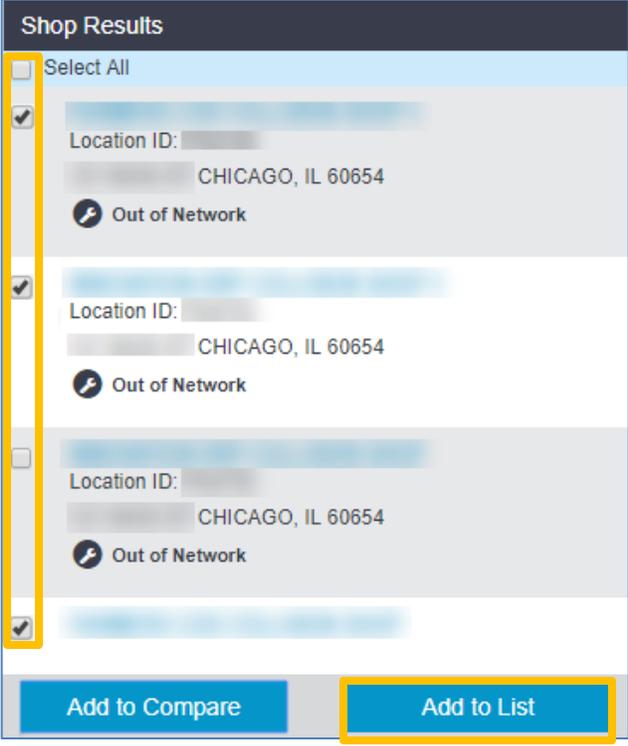
My Out of Network Assignments: 0

Job Aid: Shop List

Introduction In previous job aids, we looked at how to search for Shops, how to view information about them and how to compare Shops. So, what is the next step? You can select a set of Shops and save them in a List.

Shop lists can be used to send shop invites, manage existing shop networks, and other communication. Once a shop or shops have been added to a list, they can be managed from the respective list view. This job aid describes how to create a Shop List.

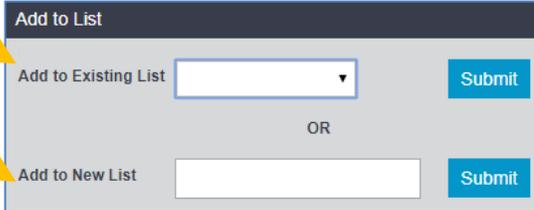
Create Shop List Use the following steps to create and save a Shop List from the Shop Results page.

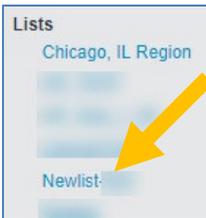
Step	Action
1	<p>On the Shop Results page, use the checkboxes to select one or more of the Shops displayed.</p>  <p>The screenshot shows a 'Shop Results' page with a list of shops. Each shop entry includes a checkbox, a 'Location ID' field, and the address 'CHICAGO, IL 60654'. The 'Add to List' button at the bottom right is highlighted with a yellow box. A blue callout box on the left contains the text: 'You can also Add to List on the Compare page at the bottom of each Shop's column.'</p>
2	Click Add to List at the bottom of the page.

Continued on next page

Job Aid: Shop List, Continued

Create Shop List, continued

Step	Action
3	Either select an existing list or enter a New List name. 
4	Click the appropriate Submit button.



Depending on your selections, the existing List has been updated OR a new List created.

Shop List Information

Click on a **Shop List** to view its information.

As you can see in this example, the number of Shops is displayed. The Shop Address and whether they are in your DRP network is also shown. You can also click on the Shop Name to go to its Profile.

Click **Edit** to update the Shop List Name.

Click **Delete** to remove the Shop List.

You can Compare Shops in the List or Delete them from the List.

Name	Address	DRP Network
[Redacted]	CHICAGO, IL 60654	No
SHOP 1	CHICAGO, IL 60654	No
SHOP	CHICAGO, IL 60654	No
SHOP	CHICAGO, IL 60654	No
[Redacted]	CHICAGO, IL 60654	No
REPAIR FACILITY	CHICAGO, IL 60654	No
[Redacted]	CA 90703	Yes
[Redacted]	CA 90703	No

Compare

Use Checkboxes or Drag to Select Shop

Compare Clear

You can create as many Shop Lists and add as many Shops to those Lists as you like. Use these Shop Lists to assist in your selection process for new DRP Shops or out of network Shops.