

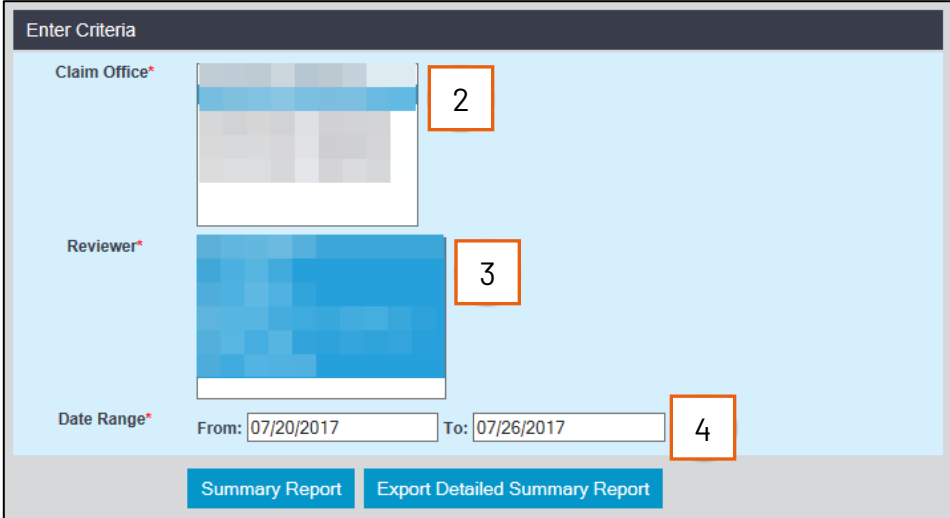
Estimate Review: Summary Reports

Introduction

The Estimate Review Summary Report details the number of claims currently assigned to a Reviewer based on the current Reinspection Status. The Detailed Summary Report provides additional information. This job aid describes how to generate and read each report.

Generate Summary Reports

Follow these steps to generate the Estimate Review Summary Report:

Step	Action
1	From the CCC ONE® Portal homepage, click on Estimate Review Summary Reports in the left side panel. <div><div>Claim Management</div><div>Create/Modify Assignment</div><div>Search for Appraiser</div><div>Search for Repairs to Manage</div><div>Open Shop Facility Search</div><div>Estimate Review Summary Reports</div><div>Estimate Review Supervisor Report</div></div>
2	Select a Claim Office .
3	Select Reviewer(s) .
4	Select a Date Range by using the From and To fields.
Note: All fields are required.	
	
5	Click either Summary Report or Export Detailed Summary Report .

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Estimate Review: Summary Reports, Continued

Generate Summary Reports

The Summary Report contains five columns.

Summary Report		Export Detailed Summary Report			
Estimate Review Summary Report		2	3	4	5
Reviewer	1	Assigned	Started	Report Complete	Complete
		3	1	19	38
		0	0	0	1
		89	7	12	64
		2	1	0	0
		66	4	7	57
		40	2	4	90

Column	Description
1	Name of the Reinspector assigned to the claim.
2	Count of claims that currently have a Reinspection Status of Assigned and the Reinspection Status was modified/updated or estimate/supplement data was received within the selected date range.
3	Count of claims that currently have a Reinspection Status of Started and the Reinspection Status was modified/updated or estimate/supplement data was received within the selected date range.
4	Count of claims that currently have a Reinspection Status of Report Complete and the Reinspection Status was modified/updated or estimate/supplement data was received within the selected date range. A claim in this category has been reviewed, but the Reinspector is waiting for a supplement.
5	Count of claims that currently have a Reinspection Status of Complete and the Reinspection Status was modified/updated or estimate/supplement data was received within the selected date range. The estimate/supplement was either approved or the user selected Document Only for the Review Action.

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Estimate Review: Summary Reports, Continued

Reading the Detailed Summary Report

Clicking the Export Detailed Summary Report button will generate a spreadsheet (.csv file) containing additional data on the claims represented by the counts displayed in the Summary Report discussed above.

Column	Description
A	Reviewer: Name of Reviewer assigned to the claim.
B	Claim Number: Claim Reference ID.
C	Current Reinspection Status: Current Reinspection Status of the claim. Note: If multiple reviews have been created for the claim in the selected date range, a claim might appear in the report multiple times. All records will show the Current Reinspection Status of the claim and not the status at the time of the review.
D	Appraiser Name: Name of the shop or Appraiser.
E	Appraiser Type: Type of Appraiser.
F	Alias: The alias value for the Appraiser.
G	Appraiser State: The state in which the Appraiser is located.
H	Total Cost of Repair: The total cost of repair on the estimate/supplement that was reviewed.
I	Estimate Version: The estimate version of the estimate/supplement that was reviewed.
J	Audit Score: The audit score of the estimate/supplement that was reviewed.
K	Predictive Review Score: The Predictive Review Score for the estimate/supplement that was reviewed.
L	Opportunity Amount: The opportunity amount that was determined for the estimate/supplement that was reviewed. Note: A positive value here indicates the Reviewer found this amount in savings, and the insurance company will pay out less; a negative value here indicates the Reviewer found this amount in costs, and the insurance company will pay out more.
M	Review Action: The action the Reviewer took on the estimate/supplement that was reviewed.
N	Last Estimate or Supplement Received Date: The date/time the estimate/supplement was added to the claim folder. Note: When you format this cell, the date/time stored is in GMT; you will need to adjust for your time zone and daylight savings time.

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Estimate Review: Summary Reports, Continued

Reading the
Detailed
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continued

Column	Description
O	Date Estimate Review Action Taken: The date/time the review was created. Note: When you format this cell, the date/time stored is in GMT; you will need to adjust for your time zone and daylight savings time.
P	Opportunity Captured: The amount that is calculated when a supplement is received after a review is created.
Q	PORTAL/CCC ONE: Indicates where the review was created. PRTL = Portal Basic; PRTL-ENHNC = Portal Enhanced; CCC1 = CCC ONE.
R	Discount/Markup: This is the exception code; an "x" indicates this exception code was used during review.
S	Included Operation: This is the exception code; an "x" indicates this exception code was used during review.
T	Labor OW: This is the exception code; an "x" indicates this exception code was used during review.
U	Missed Damage: This is the exception code; an "x" indicates this exception code was used during review.
V	Part: This is the exception code; an "x" indicates this exception code was used during review.
W	Part Not Required: This is the exception code; an "x" indicates this exception code was used during review.
X	Part Price: This is the exception code; an "x" indicates this exception code was used during review.
Y	Prior Damage: This is the exception code; an "x" indicates this exception code was used during review.
Z	Refinish OW: This is the exception code; an "x" indicates this exception code was used during review.
AA	Repair Method: This is the exception code; an "x" indicates this exception code was used during review.
AB	Repair vs. Replace OW: This is the exception code; an "x" indicates this exception code was used during review.
AC	Unibody/Frame: This is the exception code; an "x" indicates this exception code was used during review.
AD	Use Non-OEM Part: This is the exception code; an "x" indicates this exception code was used during review.
AE	Use OEM Part: This is the exception code; an "x" indicates this exception code was used during review.

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Estimate Review: Summary Reports, Continued

Reading the
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Column	Description
AF	Incorrect Adjustment: This is the exception code; an "x" indicates this exception code was used during review.
AG	Incorrect Rate: This is the exception code; an "x" indicates this exception code was used during review.
AH	Incorrect Admin Information: This is the exception code; an "x" indicates this exception code was used during review.
AI	No Visible Damage: This is the exception code; an "x" indicates this exception code was used during review.
AJ	Not Following Carrier Guidelines: This is the exception code; an "x" indicates this exception code was used during review.
AK	Other: This is the exception code; an "x" indicates this exception code was used during review.
AL	Photos: This is the exception code; an "x" indicates this exception code was used during review.
AM	Vehicle: This is the exception code; an "x" indicates this exception code was used during review.
AN	Basecoat Reduction: This is the exception code; an "x" indicates this exception code was used during review.
AO	Refinish UW: This is the exception code; an "x" indicates this exception code was used during review.
AP	Replace OW: This is the exception code; an "x" indicates this exception code was used during review.
AQ	Replace UW: This is the exception code; an "x" indicates this exception code was used during review.
AR	Labor UW: This is the exception code; an "x" indicates this exception code was used during review.
AS	Repair vs. Replace UW: This is the exception code; an "x" indicates this exception code was used during review.
AT	Claim Scope OW: This is the exception code; an "x" indicates this exception code was used during review.
AU	Claim Scope UW: This is the exception code; an "x" indicates this exception code was used during review.
AV	Review Comment(s): This field contains comments entered during the review. Note: Review comments are not currently stored/displayed in this report if it was generated using Portal Enhanced.