



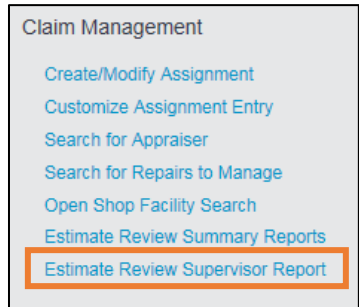
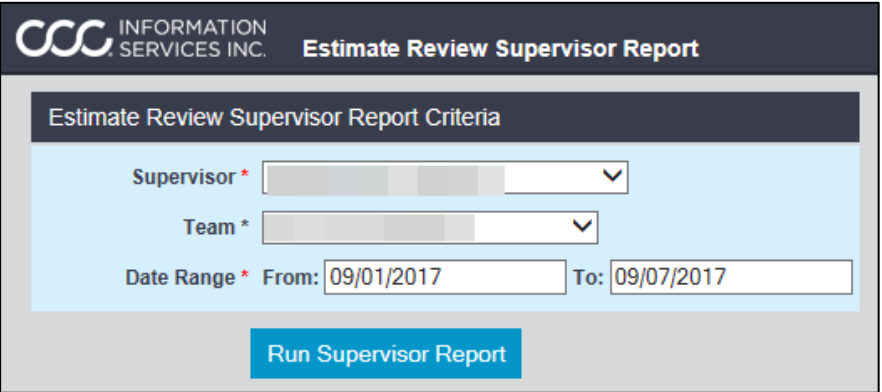
Estimate Review: Supervisor Report

Introduction The Estimate Review Supervisor Report, which is available through the CCC ONE® Portal, provides key metrics for claims on which an Estimate Review action has been performed.

This job aid explains how to generate and read the Supervisor Report.

Generating the Report

Follow these steps to generate the Estimate Review Supervisor Report.

Step	Action
1	<p>From the Portal homepage, click the Estimate Review Supervisor Report link in the left side panel's Claim Management section. The Estimate Review Supervisor Report page opens.</p> 
2	 <p>Choose a Supervisor from the Supervisor dropdown menu.</p> <p>Note: All fields are mandatory</p>
3	Choose a Team from the Team dropdown menu.
4	Click in the Date Range From field to select a start date.
5	Click in the Date Range To field to select an end date.
	<p>Note: The date range cannot exceed seven days</p>
6	Click the Run Supervisor Report button to create the report.

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Estimate Review: Supervisor Report, Continued

Reading the Supervisor Report The Estimate Review Supervisor Report contains 15 columns; a description of each column can be found below.

Estimate Review Supervisor Report Results														
Reviewer	Days Worked	Estimates Reviewed	Supplements Reviewed	Document Only Revisions	Document Only Opportunity Amount	Request Supplement Revisions	Request Supplement Opportunity Amount	Opportunity Captured	Combined Accepted Changes	Gross Repair Amount	Average Estimates Reviewed per Day	Average Supplements Reviewed per Day	Average Revisions per Day	Combined Accepted Changes % of Gross Repair Amount

Column	Description
Reviewer (or Team Name)	A list of Reviewers for the selected team. The data is sorted in alphabetical order by last name.
Days Worked	A count for each day an Estimate Review action (e.g. Approve, Request Supplement, Document Only, Escalate to Field, and Confirm Total Loss) took place within the date range.
Estimates Reviewed	A count of actions (e.g. Approve, Request Supplement, and Document Only) taken on Estimates within the date range. Note: If multiple actions are taken on an Estimate (E01), each action will be included in this count.
Supplements Reviewed	A count of actions (e.g. Approve, Request Supplement, and Document Only) taken on Supplements within the date range. Note: If multiple actions are taken on a Supplement, each action will be included in this count.
Document Only Revisions	A count of claims within the date range with Estimate Reviews where the review action = Documented. Note: This is only for the review action "Document Only."
Document Only Opportunity Amount	The sum of all Opportunity Amounts for reviews within the date range where the review action = Document Only.

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Estimate Review: Supervisor Report, Continued

Reading the Supervisor Report, continued

Column	Description
Request Supplement Revisions	A count of claims within the date range with reviews where the review action = Supplement Requested and a Compare Report has been generated. Note: This is only for the review action "Request Supplement," and the Estimate Review creation date is the one used to fulfill the request.
Request Supplement Opportunity Amount	The sum of all Opportunity Amounts for reviews within the date range where the review action = Request Supplement.
Opportunity Captured	The sum of all Opportunity Captured values for reviews within the date range. Note: This is only for the review action "Request Supplement." Further, if there are multiple "compares" on the same review, only the Opportunity Captured values from the first compare after the review are counted.
Combined Accepted Changes	The sum of the Document Only Opportunity Amount plus the Opportunity Captured.
Gross Repair Amount	The sum of the Total Cost of Repair for the reviews within the date range. Note: This is only for the review actions "Approved," "Request Supplement," and "Document Only." Further, if there are multiple Estimates/Supplements with reviews for the same claim within the date range, the TCOR from the last Supplement that was reviewed within the date range is used.
Average Estimates Reviewed per Day	The average number of Estimates reviewed each day (number of Estimates reviewed divided by number of days worked).

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Estimate Review: Supervisor Report, Continued

**Reading the
Supervisor
Report,**
continued

Column	Description
Average Supplements Reviewed per Day	The average number of Supplements reviewed each day (number of Supplements reviewed divided by number of days worked).
Average Revisions per Day	The average number of Revisions per day (sum of Document Only Revisions and Request Supplement Revisions divided by number of days worked).
Combined Accepted Changes % of Gross Repair Amount	The total combined Accepted Changes divided by Gross Repair Amount.