



Parts Selection & Reinspection in CCC ONE® Estimating

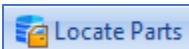
Introduction Insurance Staff appraisers should use Locate Parts when writing their estimates to source their parts in CCC ONE® Estimating. Repair Facilities can also source alternative parts while writing their estimates. Once the estimate is uploaded, Reinspectors can view what parts were available to the appraisers and what they actually selected.

This job aid provides a review of best practices for appraisers and estimators sourcing parts in Estimating and of the tools available to the Reinspectors when reinspecting a claim.

Parts Selection

When adding lines to the estimate, the system uses the MOTOR® database to present OEM parts. Why? Because the focus is on identifying the parts required for the repair not on sourcing the best part. Once the appraiser has added all estimate lines, then it is time to source the best part based on the vehicle, company guidelines, etc. Now let's review both Staff and Repair Facility Parts Sourcing.

Staff Appraiser



When Staff appraisers are ready to source parts, it is time to run Locate Parts on the Estimate tab to find alternative parts from suppliers.

Locate Parts - 2011 TOYO Camry Automatic 4D SED 4-2.5L Gasoline EFI

✦ Add ✎ Edit ↻ Refresh Sort by: Default Change Zip Code 90703

☐ Disable parts filters

	Description	Supplier	Part #	Deliver Days	Stock Qty	Ext. Price \$	Labor Hours	Paint Hours	Total \$	Diff. \$
<input type="checkbox"/>	OEM Bumper cover US built w/o SE		5211906958			298.66	Incl.	2.6	298.66	
<input checked="" type="radio"/>	OEM		5211906958			298.66	2.3	2.6	298.66	
	Repair					0.00	0.0	2.6	0.00	-298.66
	A/M: CAPA	KEYSTONE - STA. FE SPRL	TO1000356PP	1	1	231.00	2.3	2.6	231.00	-67.66
<input checked="" type="radio"/>	A/M	Pacific Auto Company Para...	P749291	1	10+	122.91	2.3	2.6	122.91	-175.75
<input checked="" type="radio"/>	A/M	PerfectFit- CA	REPT010307P	unk	catalog	235.37	2.3	2.6	235.37	-63.29
<input checked="" type="radio"/>	A/M: CAPA	PerfectFit- CA	REPT010335PQ	unk	catalog	235.37	2.3	2.6	235.37	-63.29
	Reconditioned	KEYSTONE - STA. FE SPRL	TO1000356R	1	1	275.00	2.3	2.6	275.00	-23.66
<input checked="" type="radio"/>	Opt OE: Discounted	CHP Auto Parts - LA county	52119-06958	1	10+	252.37	2.3	2.6	252.37	-46.29
<input checked="" type="radio"/>	Opt OE: Discounted	Platinum Auto Trends	GEU3310A-100...	1	catalog	253.82	2.3	2.6	253.82	-44.84
<input checked="" type="radio"/>	BUMPER ASSY FRONT-000, C...	Bell's Auto Parts - Team PRP	00002874	1	1	325.00	2.3	2.6	325.00	26.34
<input checked="" type="radio"/>	BUMPER ASSY FRONT-000, C...	Bell's Auto Parts - Team PRP	00003945	1	1	325.00		2.6	325.00	26.34
<input checked="" type="radio"/>	BUMPER ASSY FRONT-NONE...	Bell's Auto Parts - Team PRP	MUSO7P	1	1	95.00	2.3	2.6	95.00	-203.66
	BUMPER ASSY FRONT-FRT C...	K & P Auto Dismantlers	906957	1	1	195.00	2.3	2.6	195.00	-103.66

Description: BUMPER ASSY FRONT-FRT COVER NICE** - W/O SPOILER; VIN B (5TH DIGIT, HYBRID)

Vehicle: 2011 TOYO CAMRY LE 4DR SDN MAN (GS) 4-2.5L GASOLINE EFI | 00 miles

Damage: A grade | 0.0 hour | H measurement

Quote # 5075673 expires 07/05/18 7:00 PM

No image

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Parts Selection, continued

Locate Parts displays suppliers that provide live part quotes as well as those suppliers that currently do not provide live part quotes. The alternative parts returned in the Locate Parts window have been vetted against the insurance carrier's approved part supplier list and are filtered and sorted according to the insurance carrier's estimating part guidelines.

Please see Help and the [Locate Parts Job Aid](#) for more information.



Repair Facility Estimators

Similarly, when a repair facility writes an estimate, repair facility estimators can use Desktop Shopping to select replacement part options and order them electronically from part suppliers from the Estimate tab.

RT Cowl top panel									
All parts (4) ▾									
+ Add Manually ▢ Guides ▾									
Description	Vendor	Part #	Delivery Days	Ext. Price \$	Labor Hours	Paint Hours	Total \$	Total \$ Diff	Margin \$
OEM	Catalog	74220SJA00		89.32	0.2	0.0	115.92		
OEM	★ Aristocrat Motors	74220SJA00		unknown					
OEM	★ AutoNation Parts Center Clearwater	74220SJA00		unknown					
OEM	★ WHI TEST 8002	74220-SJA-A00	2 days	89.32	0.2	0.0	115.92		22.33
Catalog OEM: Replace Cowl top panel									
1 part quoted									
							Add	Cancel	

Desktop Shopping provides shops access to the best part data via live part quotes from enabled suppliers.

Please see Help and the [Desktop Shopping Job Aid](#) for more information.

Parts Selection Summary

Whether accessed from Locate Parts or Desktop Shopping, live electronic quotes provide the same pricing and delivery information that an appraiser receives over the phone. This gives users confidence in the supplier's part information that is presented in Estimating. It eliminates the need for a phone call to the supplier to verify, making the appraisal process more efficient.



Note: All quote numbers remain valid until the specific expiration date provided by the supplier on the screen.

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Using Advisor

Staff appraisers and Repair Facility estimators can run the Advisor tool before locking the estimate to display any approved part opportunities that are available. This serves as a double check that the appraiser/estimator has selected the best part available per the Insurance Carrier's guidelines.

If they choose not to use one of these approved parts, that rule will display on the Audit Report. The Audit Report is available within the CCC Portal in the claim folder for the estimate.

Reinspection

When reinspecting a claim, Reinspectors have several tools at their disposal to assist with a parts selection review.

Repair Facility Estimates

As mentioned previously, the Audit Report shows captured part opportunities based on availability ***at the time the estimate was written***.

Carriers can modify their Audit rules to only show approved and applicable parts. Please see Help and Training for more information on the Advisor and Audit Reports.

Staff Appraiser Estimates

There are two tools available for reinspecting a Staff estimate. They are:

- **Audit Report:** Displays the top recommended parts that were ***available at the time the estimate was written***, given carrier-specific filters and supplier status.
- **View Parts Response:** Allows the Reinspector to see all part opportunities that were available when the appraiser ran Locate Parts in Estimating. This tool can be used to see all alternative part options available to the appraiser ***at the time that Locate Parts was run***.

Please see Help and the following Job Aids:

- [How to Read an Advisor Report](#)
 - [View Parts Response Job Aid](#)
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Quality Assurance

Staff appraisers, Repair Facility estimators, and Reinspectors all want to ensure that they are sourcing the best parts for the estimate. This saves time and money for everyone involved. An easy way to perform quality assurance on an estimate is by using the tools already available to you. Let's take a look at several.

The Audit Report is the best check on what the Staff appraiser and Repair Facility estimator had the opportunity to select at the time they wrote the estimate. This tool is a snapshot of part opportunities at the time the estimate or supplement was locked.

For Staff appraisers and Reinspectors, the **View Parts Response tool** provides additional insight into all the parts returned via Locate Parts.

Note: If a live parts search is done against *an estimate written in the past*, changes in availability and pricing are possible and some differences may be seen when reviewing the estimate.



Repair Facility Best Practices

Repair facility partners should use Desktop Shopping to ensure they receive live part quotes from eligible part vendors and enable their Estimating unit to receive quotes from as many suppliers as possible.

Repair facility partners must update their local alternative parts databases regularly, when pushed out to them, to ensure they have the latest parts updates from parts supplier not yet enabled for live part quotes.

Repair facility partners control which parts suppliers they want to see in their profile. Insurance company partners cannot limit this, but they can add suppliers for the Repair Facility to see when searching for alternative parts on their DRP assignment. To do this, they can add the supplier to the list of mandated suppliers for DRP assignments on CCC Portal under Advisor.

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Repair Facility Best Practices,
continued

Repair facility partners are strongly encouraged to replace an existing selected part on an insurance estimate for any part they see on their pre-lock Advisor Report.

If Repair Facilities have questions on any of these actions, they should contact CCC Tech Support - 800-637-8511 or submit an inquiry on the CCCIS website under [Support](#).
