



CCC ONE® Portal Reinspection Update

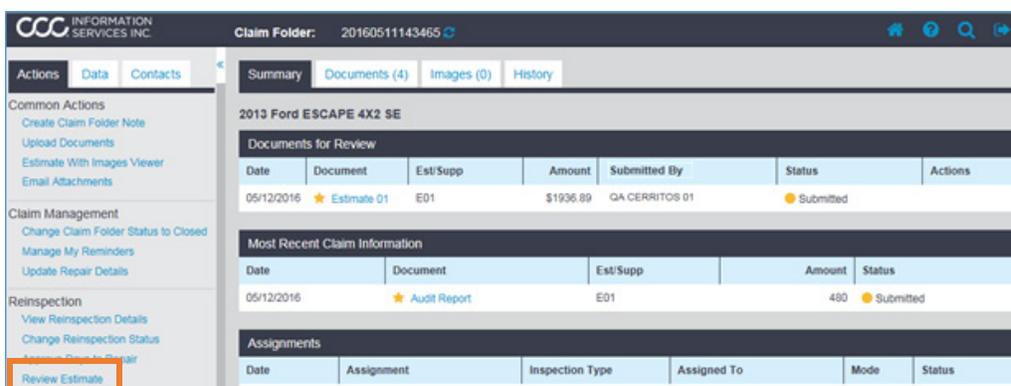
Overview

Currently, CCC ONE® Portal users who have access to Portal Reinspection use the Review Estimate feature to approve estimates and supplements. Going forward, these users will transition to Estimate Review, with an updated look and feel, to perform reinspection related activities.

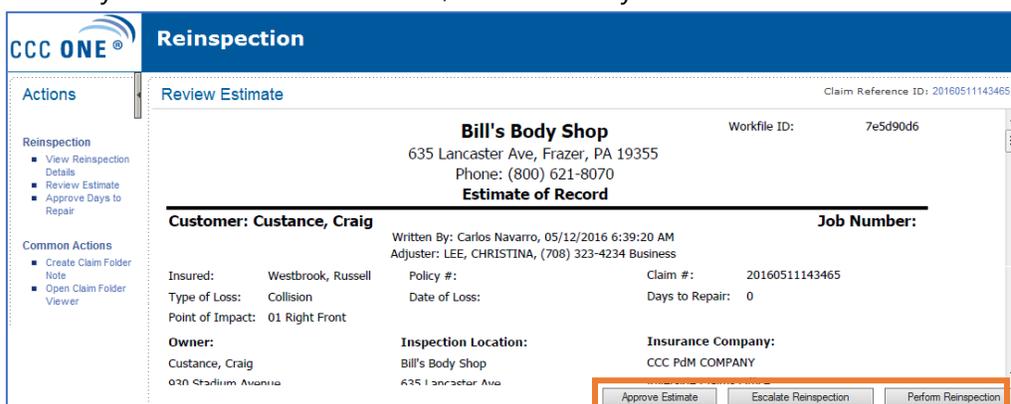
The Estimate Review page displays estimate and audit lines in addition to digital images in the same page to use during your review. You will also be able to quickly and easily assign reinspections to yourself with a single click in the Claim Folder. This job aid describes the changes and how to use the new features and functionality.

Review Estimate

To begin, let's take a look at the Review Estimate feature in the Claim Folder. Currently, you have Reinspection with Review Estimate.



When you click **Review Estimate**, here is what you see:

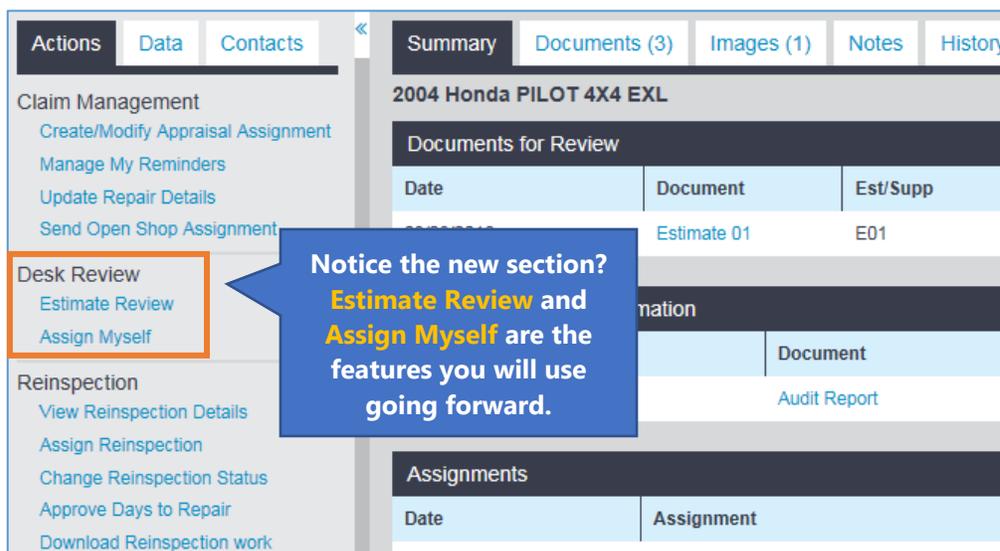


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Estimate Review

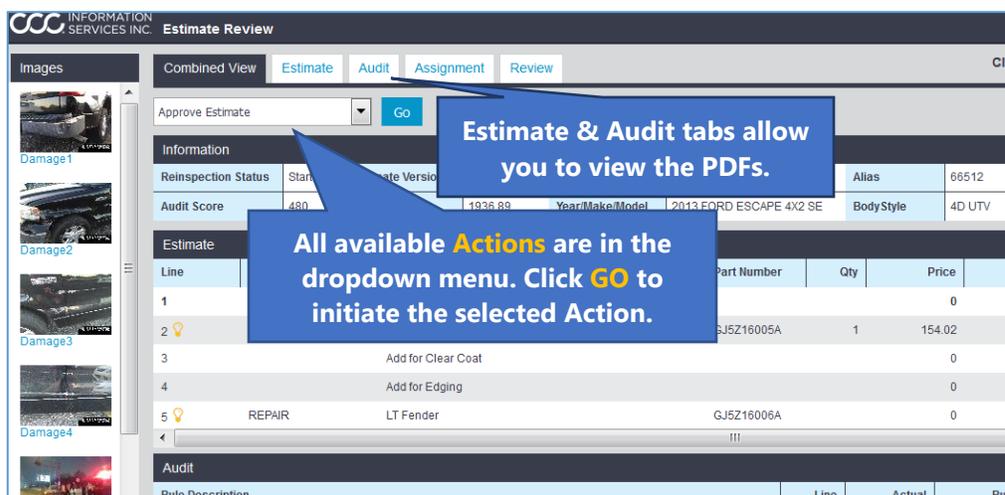
Going forward, your Claim Folder view will display Estimate Review under the Desk Review section heading.



The next several sections of this job aid provide an overview of the tabs on the Estimate Review page.

Combined View Tab

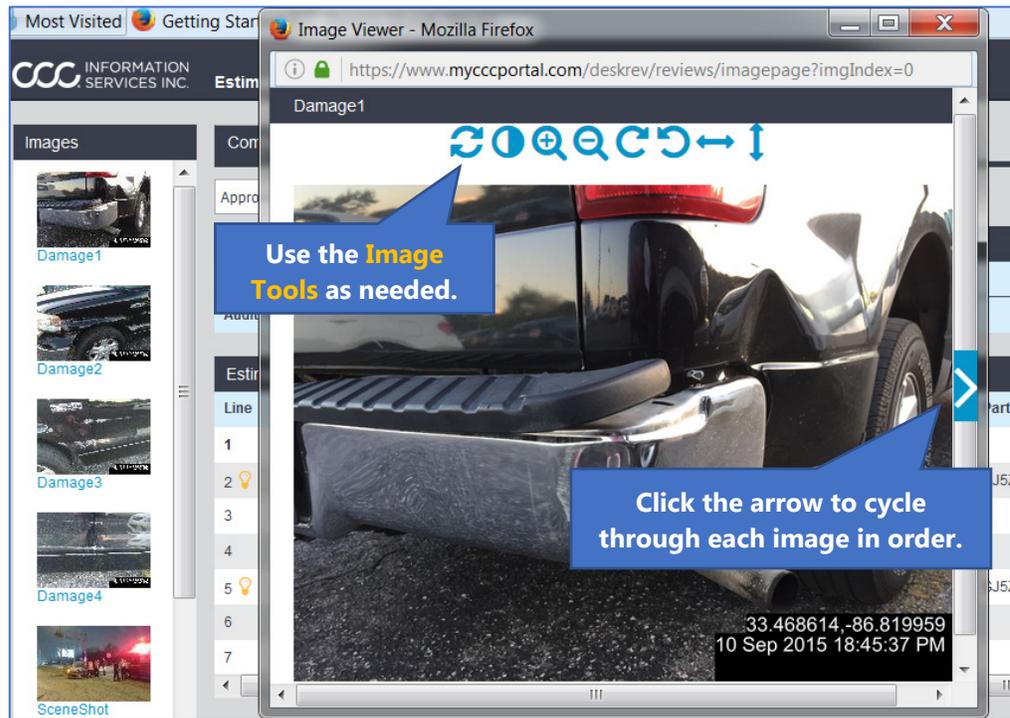
When you click **Estimate Review**, the following page opens. The **Combined View** allows you to review the Estimate and Audit lines.



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View Images Click on any image in the **Images** panel to view it and scroll through the filmstrip. This section can be moved anywhere on your screen.



Estimate Tab Here is where you can view the **Estimate .PDF**.

Images	Combined View	Estimate	Audit	Assignment	Review	Claim Reference ID: 20160511143465
	Bill's Body Shop					Workfile ID: 7e5d90d6
	635 Lancaster Ave, Frazer, PA 19355 Phone: (800) 621-8070					
	Estimate of Record					
	Customer: Custance, Craig			Job Number:		
	Written By: Carlos Navarro, 05/12/2016 6:39:20 AM Adjuster: LEE, CHRISTINA, (708) 323-4234 Business					
	Insured: Westbrook, Russell	Policy #:	Claim #:	20160511143465		
	Type of Loss: Collision	Date of Loss:	Days to Repair:	0		
	Point of Impact: 01 Right Front					
	Owner: Custance, Craig 930 Stadium Avenue Pittsburgh, PA 19353 (219) 384-7411 Day	Inspection Location: Bill's Body Shop 635 Lancaster Ave Frazer, PA 19355 Repair Facility (800) 621-8070 Business	Insurance Company: CCC PdM COMPANY Riverside Claims Office 19 Quincy Road Riverside, IL 60546 (708) 323-4234 Business			

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Audit Tab

View the **Audit Report .PDF** as needed.

05/12/2016 at 11:40

Claim Reference ID: 20160511143465

CCC Accumark™ Audit Report

CCC PdM COMPANY
Riverside Claims Office
19 Quinoy Road
Riverside, IL, 60546

Written By : Carlos Navarro
Daytime Contact : (708)323-4234
Adjuster : CHRISTINA LEE
Daytime Contact : (800)621-8070

Appraisal Totals :
Last Appraised : \$0.00
Total Appraised : \$1,936.89
Total Score : 480
Total Labor Hours : 23.9
Total Variance : 198.81

Claim # : 20160511143465
Policy # :
Date of Loss :
Type of Loss : Collision
TL Threshold Amount : \$0.00
TL Threshold % : 0.00%

Rule Description	Line Number	Actual	Rule	Variance	Score
PRF: Alternative Bumper Cover Available, CHANGE or DOCUMENT*	16	\$330.55	\$270.48	\$60.07	100
PRF: Alternative Fender Available, CHANGE or DOCUMENT*	2	\$154.02	\$131.00	\$23.02	100
PRF: Alternative Hood Available, CHANGE or DOCUMENT*	9	\$700.72	\$585.00	\$115.72	100
PRF: Insufficient Photos - 4 omrs, VIN, odom, lic plate, & damage areas requir		0.00	7.00		100

Assignment Tab

View the **Assignment Details** as a .PDF on the Assignment tab.

Claim Reference ID: 20160511143465

Assignment Details

Claim Ref: 20160511143465

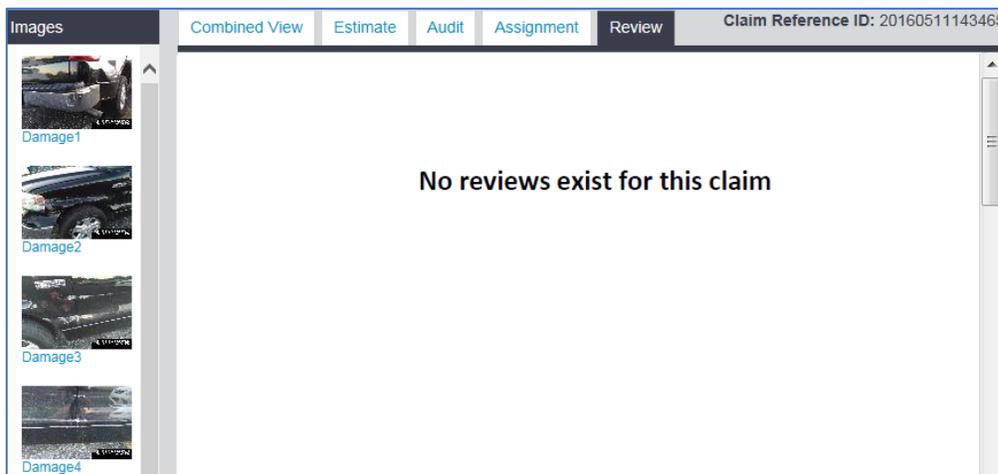
Loss & Adjuster

Company Name: CCC PdM COMPANY
Claim Reference Id: 20160511143465
Claim Type: Vehicle
Claim Type Detail: Utility Vehicle
Assignment Type: Assignment
Date of Loss: Time of Loss:
Date Reported: Loss Ref. Id: 20160511143465
Catastrophe Code:
Injuries: No
From Company: CCC PdM COMPANY
Office: CHICAGO OFFICE
Theft: No
Place of Loss:
Address 1:
Address 2:
City:
State / Province:
Postal Code:
Country: USA

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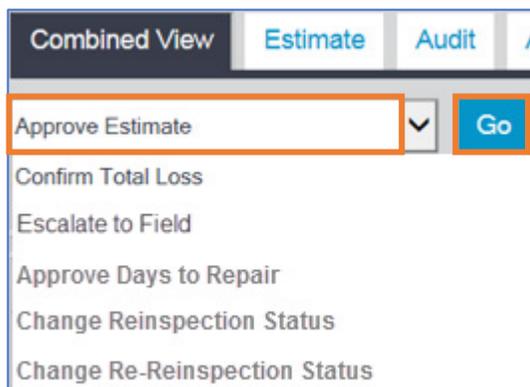
CCC ONE® Portal Reinspection Update, Continued

Review Tab The Review tab will be blank for your setup.

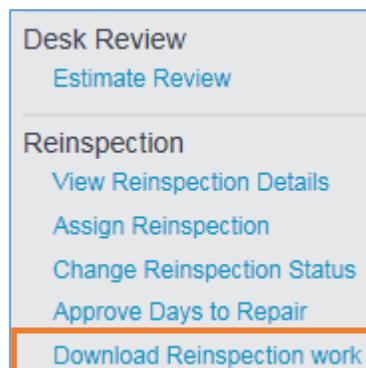


Approve Estimate

If you determine that you can approve the estimate after reviewing the information, return to the Combined View tab and select **Approve Estimate**. Then click the **Go** button. Enter comments in the provided field. Other actions are available depending on your Portal permissions (see image to the right).



If you need to “red line” the estimate, click **Download Reinspection Work** in the left side Panel to download the claim to the CCC ONE® Accumark client.



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Approve Days to Repair

As noted in the previous section, you can also approve the days to repair.

To do this, select **Approve Days to Repair** and click **Go**.

The popup to the right displays. Enter the **Repair Days** and any **Notes**. To finish, click **Submit**.

Change Reinspection and Re-Reinspection Status

As noted in the previous section, you can change the Reinspection or Re-Reinspection Status on the claim.

To do this, select either **Change Reinspection Status** or **Change Re-Reinspection Status** and click **Go**. The status changes are limited based on the current status.

Enter the **New Reinspection** or **New Re-Reinspection Status**.

To finish, click **Submit**.

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Assign Myself

Introduction The Assign Myself feature is available to Estimate Review users. This feature allows you to assign yourself as the Reinspector on a claim if you are set up with a Reinspector Portal User Type. If you are not set up correctly, contact your Account Team to update your User setup. This job aid describes how to use Assign Myself in a Claim Folder.

Users **Who can use the Assign Myself feature?**

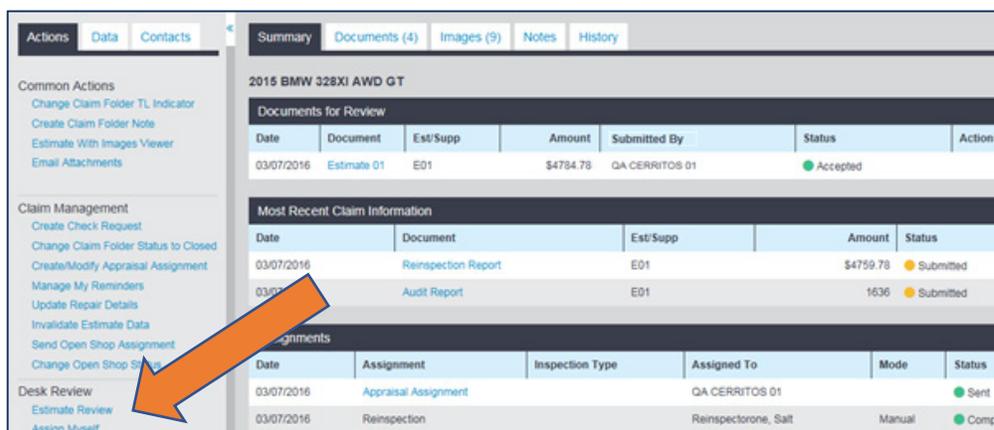
You must be one of the following CCC ONE Portal User Types for Assign Myself to function correctly:

- Reinspector
- Desk Reviewer
- Field Reinspector
- Reinspector Supervisor

Assign Myself Procedure

Follow these steps to assign yourself as the Reinspector on a claim.

Step	Action
1	Locate and open the desired Claim Folder.
2	Click Assign Myself under Desk Review in the left side panel. The system will verify your user type and add or replace you on the claim as the Reinspector.

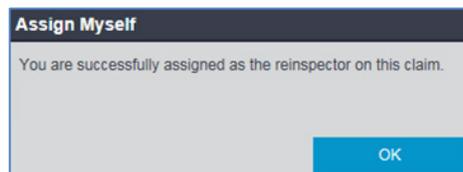


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Assign Myself, Continued

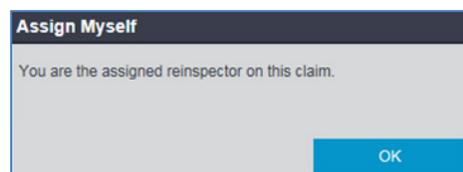
Successful Assign Myself

If no Reinspector is currently assigned to the claim or if another Reinspector is assigned, you see the confirmation shown here that you are now the assigned Reinspector. A Business Event will also be generated for this claim.



Unsuccessful Assign Myself

If you are already the assigned Reinspector and you assign it to yourself, you will see the confirmation shown here that you are the assigned Reinspector.



Contacts List

If the currently assigned Reinspector is a *different* User Type than you and you assign yourself as the new Reinspector, you will be listed as an additional contact on the claim as shown to the right.

If you are the same User Type as the currently Assigned Reinspector and you assign yourself as the new Reinspector, you will replace the other person as the Reinspector Contact on this claim.

