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:

CCC ONE®	Reinspec	tion				
Actions	Review Estim	ate			Cli	aim Reference ID: 20160511143465
Reinspection View Reinspection Detais Review Estimate Approve Days to Repair Common Actions Create Claim Folder Note Open Claim Folder Viewer			Bill's Body 635 Lancaster Ave, Fra Phone: (800) 62 Estimate of F	Shop azer, PA 19355 21-8070 Record	Workfile ID:	7e5d90d6
	Customer: C	Custance, Craig	Written By: Carlos Navarro, 05/ Adjuster: LEE, CHRISTINA, (708	/12/2016 6:39:20 AM 8) 323-4234 Business	Jo	b Number:
	Insured: Type of Loss: Point of Impact:	Westbrook, Russell Collision 01 Right Front	Policy #: Date of Loss:	Claim #: Days to Repa	2016051114346	5
	Owner: Custance, Craig 030 Stadium Ave	INTE	Inspection Location: Bill's Body Shop 635 Lancaster Ave	Insurance C CCC PdM COI Approve Estimate	Company: MPANY Escalate Reinspect	ion Perform Reinspection

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

Actions Data Contac	ts [«] Summa	ry Documents	(3) Image	es (1)	Notes	History			
Claim Management	2004 Hoi	2004 Honda PILOT 4X4 EXL							
Create/Modify Appraisal Assign	nment Docume	Documents for Review							
Update Repair Details	Date		Document		Est/Supp				
Send Open Shop Assignment			Estimate 01		E01				
Desk Review	Notice the ne	w section?							
Estimate Review	Estimate Re	view and n	ation						
Assign Myself	Assign Myse	are the	Document						
Reinspection View Reinspection Details	going for	rward.	Audit Report						
Assign Reinspection									
Change Reinspection Status	Assignr	nents							
Approve Days to Repair	Date		Assignment						
Download Reinspection work									

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 \	/iew Estimate	Audit Assignment	Review	Claim Refe	erence IE): 20160511143	465
<u>~ 14 A</u>			Bill's Body	Shop	w	/orkfile ID:	7e5d90d6	
			635 Lancaster Ave, Fra Phone: (800) 6	azer, PA 19355 21-8070	i			Ξ
Damager			Estimate of F	Record				
- Debut	Customer: C	ustance, Craig					Job Number:	
A SUSTAIN			Written By: Carlos Navarro, 05 Adjuster: LEE, CHRISTINA, (70	/12/2016 6:39:20 8) 323-4234 Busir	AM ness			
Damage2	Insured:	Westbrook, Russell	Policy #:		Claim #:	201605111	43465	
and a second sec	Type of Loss: Point of Impact:	Collision 01 Right Front	Date of Loss:		Days to Repair:	0		
- Nature	Owner:		Inspection Location:		Insurance Con	ipany:		
AL COLUMN	Custance, Craig		Bill's Body Shop		CCC PdM COMPA	NY		
Damage3	930 Stadium Ave	nue	635 Lancaster Ave		Riverside Claims	Office		
	Pittsburgh, PA 19	353	Frazer, PA 19355		19 Quincy Road			
1-2	(219) 384-7411 0	Day	Repair Facility (800) 621-8070 Business		Riverside, IL 605 (708) 323-4234	46 Business		

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Audit Tab View the Audit Report .PDF as needed.

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mages	Combined View	Estimate	Audit	Assignment	Review	Claim Refe	rence ID:	2016051	1143465	j	
- Kee	05/12/2016 at 11:40 CCC Accumark [™] Audit Report										
Damage1		CCC PdM COMPANY									
				Riverside Claims 19 Quincy Ro	office bad						
			Riverside.IL.60546 Appraisal Totals :								
a maint	Written By : Ca	rios Navarro				Claim # : 20160511143465					
Damage2	Adjuster : CH	Total Appraised : \$1,038,90			Date of Loss :						
Salar Salar	Daytime Contact : (80	Total Score : 480			Type of Loss : Collision						
Jac Karmer		Total Labor Hours : 23.9			TL Threshold Amount : \$0.00						
- Nahar			Total Variance : 198.81			TL Threshold % : 0.00%					
Damage3	Audit Results										
	Rule Description				Line Number	r Actual	Rule	Variance	Score		
	PRF: Alternative Bumper Cover Available, CHANGE or DOCUMENT*					\$330.55	\$270.48	\$60.07	100		
	PRF: Alternative Fender Ava	ilable, CHANG	E or DOCUME	NT*	2	\$154.02	\$131.00	\$23.02	100		
	PRF: Alternative Hood Available, CHANGE or DOCUMENT*					\$700.72	\$585.00	\$115.72	100		
Damage4	PRF: Insufficient Photos - 4	ernrs, VIN, odor	n, lic plate, & e	damage areas requird		0.00	7.00		100		
	005 5 1 0 · T 5								~~~	_	

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

Tab

Claim Reference ID: 20160511143465 Assignment Combined View Estimate Audit Review Images **Assignment Details** Claim Ref: 20160511143465 Loss & Adjuster Company Name: Claim Reference Id: CCC PdM COMPANY 20160511143465 Claim Type: Claim Type Detail: Assignment Type: Date of Loss: Date Reported: Vehicle Utility Vehicle Assignment Time of Loss Loss Ref. Id: 20160511143465 Catastrophe Code: Catastrophe Cod Injuries: From Company: Office: Theft: Place of Loss: Address 1: No CCC PdM COMPANY CHICAGO OFFICE No Address 2: City: State / Province: Postal Code:

Continued on next page

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).



Desk Review

Estimate Review

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. Reinsp View Assig Char

Reinspection View Reinspection Details Assign Reinspection Change Reinspection Status Approve Days to Repair Download Reinspection work

Boundad Reinspection Work

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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.**

Co	mbined View	Estimate	Audi	t A				
Approve Estimate Go Confirm Total Loss								
App Cha	rove Days to Re nge Reinspectio	pair on Status						
	Approve Days to Labor Hours per Repar Repair Days Notes Submit	air Day 4.0						



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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

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

Assign Myself Procedure

StepAction1Locate and open the desired Claim Folder.2Click 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.

Actions Data Contacts	Summary	Document	s (4) Images (9)	Notes Hist	ory					
Common Actions	2015 BMW 328XI AWD GT									
Change Claim Folder TL Indicator	Documents for Review									
Estimate With Images Viewer	Date	Document	Est/Supp	Amount	Submitted By	r	Status		Actions	
Email Attachments	03/07/2016	Estimate 01	E01	\$4784.78	QA CERRITOS	01	Accepted			
Claim Management	Most Recent Claim Information									
Create Check Request Change Claim Folder Status to Closed	Date		Document		Est/Supp		Amo	ount Status		
Create/Modify Appraisal Assignment	03/07/2016		Reinspection Report		E01		\$475	9.78 😑 Sub	mitted	
Manage My Reminders Update Repair Details	03/02		Audit Report		E01		1	636 🥚 Sub	mitted	
Invalidate Estimate Data Send Open Shop Assignment	gnmen	ts		- 22				0	12	
Change Open Shop Stors	Date	Assig	nment	Inspection Ty	/pe	Assigned To		Mode	Status	
Desk Review	03/07/2016	Apprai	sal Assignment			QA CERRITOS	01		 Sent 	
Estimate Review Assign Myself	03/07/2016	Reinsp	ection			Reinspectorone	, Salt	Manual	Comple	

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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 ge	Myself successfully assigned as the reinspector on this claim. OK enerated 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.	Myself the assigned reinspector on this claim. OK
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 shown to the right. If you are the same User Type as the current Assigned Reinspector and you assign yourse as the new Reinspector, you will replace the other person as the Reinspector Contact on this claim.	Actions Data Contacts Vehicle Owner LASTNAMEONLY Adjuster Adjusterone, Florida WORKFLOW INSURANCE COMPANY FLORIDA CLAIM OFFICE (312) 222-2430 Inguyen@win.cccis.com Reinspector Reinspector Reinspector Reinspector Field Reinspector Field Reinspector Field Reinspector Fieldreinspector, Dale

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