CCC ONE® Salvage Assignment- CCC ONE® Estimating

Introduction   The job aids contained in this document cover the following aspects of CCC ONE® Salvage Management: How to create a Salvage Assignment, How to view the status of a Salvage Assignment, How to monitor business events, How to update a Salvage Assignment, and How to request the cancellation of a Salvage Assignment.

To benefit from all of these features, you will use both CCC ONE and CCC ONE Portal. Additionally, depending on your preferences, CCC's applications communicate with either IAA or Copart.

Note: When creating a Salvage Assignment in CCC ONE, you cannot save the Assignment; instead, you must send it. If changes are needed, you can update the sent Salvage Assignment later.

Create Salvage Assignment

Introduction

This job aid provides an overview of CCC ONE's **Salvage** tab and describes how to create a Salvage Assignment. Once you have created the Salvage Assignment, you can then modify it, cancel it, or reassign the Salvage Coordinator.

Salvage Tab Overview

A workfile's **Salvage** tab is used to submit a Salvage Assignment after you have determined a vehicle is a total loss.

Section	Description
1	Salvage **Vehicle Pick–Up Location**.
2	Salvage **Storage Information**.
3	**Hold for Inspection:** After the loss vehicle is retrieved by the Salvage Vendor, it might be held and not processed if it requires further inspection by the Insurer or another party.
	Junk Program: This is a specific Salvage Disposal Program between the Insurer and the Salvage Vendor.

Create Salvage Assignment

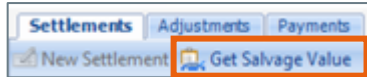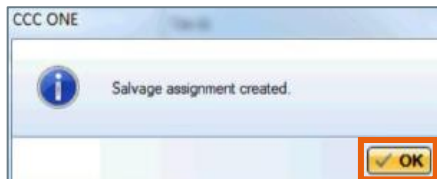Follow these steps to submit a Salvage Assignment.

Note: A valid VIN must be saved in the workfile before submitting a Salvage Assignment.

Step	Action
1	Complete your Total vs. Repair analysis.

Create Salvage Assignment, Continued

Create Salvage Assignment, continued

Step	Action
2	Once a vehicle is determined to be a total loss, go to the workfile, and click the **Salvage** tab.
3	Verify that the **Site Type, Name, Contact information,** and **Phone Number**(s) are correct. **Note:** Use the drop-down arrows and text boxes to edit info.
4	Use the Yes/No sliders to indicate if the vehicle should be held for **Inspection** or is part of the **Junk Program**.
5	Use the text box to enter **Assignment Notes**, as needed.
6	**Advanced Payment** lists charges that must be paid before the vehicle can be released from its current location. Enter the amounts for: • Towing • Labor • Miscellaneous • Tax • Storage Rate • Number of Days
7	Use the Calendar icon (or text box) to indicate a **Storage Start Date** and enter the **Minimum Bid $.**
8	Click the **New Salvage Assignment** button. Settlements Adjustments Payments New Settlement Get Salvage Value **Note:** If you are missing information, you will be prompted to enter it prior to submitting the assignment. A confirmation message appears. Click **OK** to dismiss. CCC ONE (i) Salvage assignment created. ✓ OK **Note:** Once you create the Salvage Assignment, the New Salvage Assignment button is replaced by **Update Salvage Assignment** and **Cancel Salvage Assignment**.

Create Salvage Assignment, continued

The Salvage Vendor will receive the information and either accept or reject the Salvage Assignment.

Note: A valid VIN must be saved in the Workfile before submitting a Salvage Assignment.

A Salvage Request cannot be sent via CCC ONE without a valid VIN (UNK is not acceptable).

If a valid VIN exists, mandatory fields are checked for completion. If the mandatory fields are complete, the **Create Request** is sent to the Salvage Assignment application on the CCC ONE Portal.

The Salvage application sends the assignment to the Vendor. The Portal sends back the acceptance/rejection message.

Once the **Create** button is selected, CCC ONE disables the **Claim Number** and **Insurance Company** fields. If the Assignment is rejected, CCC ONE reenables these fields.
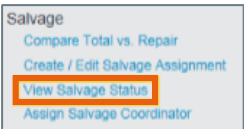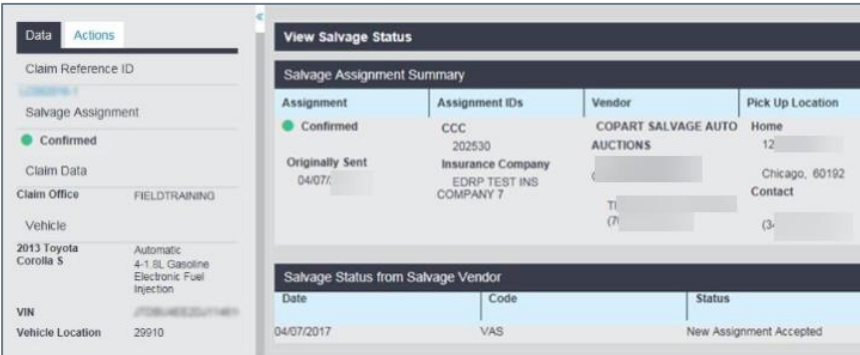
4

Salvage Assignment Status

Introduction

To view the status of the Salvage Assignment, you and/or the Salvage Coordinator will need to login to the CCC ONE Portal.

View Assignment Status

Follow the steps below to view the Salvage Assignment status on the Portal.

Step	Action
1	Locate the desired Claim Folder.
2	Click the **View Salvage Status** link in the left side panel's **Salvage** section. Salvage Compare Total vs. Repair Create / Edit Salvage Assignment View Salvage Status Assign Salvage Coordinator
3	The **View Salvage Status** page opens. **Data Tab:** Displays the Claim Reference ID, Claim Data, Vehicle Information, VIN, and the state and postal code for the Vehicle Location. **Actions Tab:** Displays the Claim Reference ID and these links: Compare Total v s. Repair, Create/Edit Salvage Assignment, View Salvage Status, Assign Salvage Claims, and Go to Claim Folder. **Salvage Assignment Summary:** Displays Assignment Status, Assignment IDs, Vendor, Pick Up Location, Sent Date, and Lot Number. **Status from Vendor:** Displays Status Date, Status Code, and Status Description.

Salvage Status & Business Events

Standard & Non-Standard Events

Standard Events usually occur during the Salvage lifecycle. Non-Standard Events might or might not occur. The following two tables (one is for IAA and one is for Copart) list both types of Vendor Event Status Codes.

Status Codes can be found under the History tab in CCC ONE; this tab provides users with a complete history of every status or business event that has been received from the Vendor.

IAA EVENTS	
Status	**Description**
ACR	Date Assigned to Claim Representative
ADR	Date Assigned to DRP
AMR	Approval to Move Received
APS	Approval for Sale
ARD	Actual Release Date
ASA	Date Assigned to Salvage Analyst
ATL	Assigned to Total Loss Unit
ATR	Transferrable Title Received by Vendor
ATS	Date Assigned to TL Specialist
BPR	Buyer Payment Received
BRE	Buyer Reneged
BTD	Buyer Title Delivered
CAN	Salvage Vehicle Assignment Cancelled
CLS	Lot Closed
COP	Claim Open
DPD	Document Pending
ERD	Estimated Release Date
ETR	Executable Title Received
FPR	Final Payment Received
HDP	Hold for Appraisal
HRD	Released from Sale Hold
HSD	Hold for Sale
INS	Inspected
LRR	Lien Release Received
PCP	Prepaid Charges Received
REA	Reactivated
ROP	Reopen Case
RPR	Release Problem

Salvage Status & Business Events, Continued

Standard & Non-Standard Events, continued

IAA EVENTS, cont.	
Status	**Description**
RSL	Ready for Sale
SIS	Date Submitted to ISO
SPR	Seller Payment Received
SST	Seller Settlement
STL	Settlement Complete
SUC	Salvage Unit Created
TFR	Theft Recovery
TLR	Total Loss Acceptance Received from Owner
TLS	Total Loss Notice Sent to Vehicle Owner
TRS	Vendor Received Title from State
TSL	Title Sent to Salvor
TSS	Vendor Applied for Title from State
VAS	New Assignment Received
VAV	Assigned to Salvage Drive-In
VCI	Vehicle Inventoried by Vendor
VDL	Vehicle Delivered to Yard
VHO	Vehicle Out
VHS	Vehicle Sold
VPU	Vehicle Picked Up
WTA	Waiting Title Application

COPART EVENTS	
Status	**Description**
ABA	Awaiting Bid Approval
ABI	Awaiting Billing and Inventory
ABP	Awaiting Buyer Payment
ACC	Awaiting Clear for Charges
ACP	Awaiting Clear for Pick-Up
ADD	Awaiting Driver Dispatch
AGR	Assignment Received
AMR	Approval to Move Received
AOT	Awaiting Original Title
APA	Awaiting Pick-Up Arrival
APS	Approval for Sale

Standard & Non-Standard Events, continued

COPART EVENTS, cont.	
Status	**Description**
ASP	Awaiting Seller Payment
ASR	Approval for Sale Received
ATF	Awaiting Title from State
ATR	Transferrable Title Received by Vendor
ATT	Awaiting Transferrable Title
AWA	Awaiting Auction
BIDA	Bid Accepted
BIDR	Bid Rejected
BPR	Buyer Payment Received
BRE	Buyer Reneged
CAN	Salvage Vehicle Assignment Cancelled
CARPH	Car Placed on Hold
CCH	Car Cleared for Charges
CCP	Car Cleared for Pick-Up
CHD	Owner Retained/Charges Due
CLO	Close
CLS	Lot Closed
CNR	Car Arrived/Not Received
CPS	Car Placed on Sale
DSP	Driver Dispatched for Vehicle
EAR	Electronic Assignment Received
ERD	Estimated Release Date
FPR	Final Payment Received
HRD	Released from Sale Hold
HSD	Hold for Sale
INSPREL	Released from Inspection
LRR	Lien Release Received
OBL	Over Limit
ORV	Owner Retained Vehicle
PCC	Problem Clearing Charges
PCP	Prepaid Charges Received
PMT	Ready for Seller Proceeds
PPU	Problem Clearing for Pick-Up
PRH	Proceeds Held
SCH	Seller Change
SSC	Sent Settlement Check

Salvage Status & Business Events, Continued

Standard & Non-Standard Events, continued

| COPART EVENTS, cont. ||
Status	Description
STL	Settlement Complete
TCL	Closed; All Transactions Stop
TNT	Title Not Transferrable
TRJ	Title Rejected by State
TSS	Vendor Applied for Title from State
VAS	New Assignment Accepted
VCI	Vehicle Inventoried by Vendor
VDL	Vehicle Delivered to Yard
VHO	Vehicle Out
VHS	Vehicle Sold
VHY	Vehicle on Inspection Hold at Yard
VPU	Vehicle Picked Up

Updating a Salvage Assignment

Introduction   Now that we know how to create a Salvage Assignment, let's talk about how to update one. After you submit a Salvage Assignment, the following actions are available:

- Edit the Assignment
- Cancel the Assignment
- Assign another Salvage Coordinator
- View Salvage Status or other salvage data received from the Vendor

This job aid explains how to update and cancel an Assignment.

Note: A Salvage Assignment must have a status of **Confirmed** or Saved in order to be edited.

Update Assignment   Follow these steps to update a Salvage Assignment in CCC ONE:

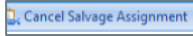| Step	Action
1	When Update Salvage Assignment is selected, CCC ONE checks for a valid VIN.
2	If a valid VIN exists, mandatory fields are checked for completion.
3	If the mandatory fields are complete, the update request is sent to the Salvage Assignment application on the CCC Portal. The Salvage application sends the updated Salvage Assignment to the Vendor.
4	The only fields which are not updateable are Insurance Company and Claim Number.
5	The Portal sends a rejection or acceptance message back to CCC ONE.

Updating a Salvage Assignment, Continued

Cancel Salvage Assignment

Follow these steps to send a Salvage Assignment cancel request.

Note: There is no guarantee that a Salvage Assignment that has already been accepted will be cancelled upon request.

Step	Action
1	When **Cancel Salvage Assignment** is selected, CCC ONE checks for a valid VIN. 🔲 Cancel Salvage Assignment
2	If a valid VIN exists, mandatory fields are checked for completion.
3	If the mandatory fields are complete, the Salvage Coordinator must select the reason for cancellation. The cancellation request is then sent to the Salvage application on the CCC Portal. The Salvage application sends the cancellation request to the Vendor.
4	The Portal sends a rejection or acceptance message back to CCC ONE.
5	The Salvage Coordinator will be prompted to choose a reason for the cancellation and will be provided with an area to add additional notes. Cancel Reasons are: Claimant Car, Claim Denial, Salvage Provider Request, Owner Retain, Car is Repairable, No Owner Release, Other.
6	When the dialogue box displays, **No** is the default selection.
7	Once the Salvage Coordinator selects the reason for the cancellation and enters a note, **Yes** will be enabled.