CCC ONE® Salvage Assignment – Portal

Introduction   The Salvage Assignment product allows you to submit Salvage Assignments to Salvage Vendors. It also allows a Salvage Coordinator to track the Salvage cycle for your claims.

This document contains a series of job aids for submitting a Salvage Assignment via the CCC Portal.

Topic
Create Salvage Assignment
Salvage Status & Business Events
Updating a Salvage Assignment

Create Salvage Assignment

| Introduction | This job aid describes how to **submit** a Salvage Assignment to a Vendor. There are two steps: |

Step	Action
1	Search for the Claim for which you want to create the Salvage Assignment
2	Create the Salvage Assignment for that Claim

Once you locate the claim and create the Salvage Assignment, you can then **modify it, cancel it, or reassign** the Salvage Coordinator.

| Login to Portal | Login to the **CCC Portal** at **www.mycccportal**. Enter your **User ID and Password** and click the Log In button. The Portal Home Page opens. |

Part	Description
A	Click the **magnifying glass** to open a page containing links to all Searches and Worklists available to you.
B	Use **Quick Search for Claim Folders** if you have a partial or full Claim Reference ID.
C	**Salvage Claims to Manage** is the Worklist used to manage Salvage Assignments. Here you can see a quick overview of the Claim or open a Claim Folder by clicking on a Claim Reference ID.
D	Use **Assign Salvage Claims** to assign a Salvage Coordinator and to search for Salvage Claims to see their status.

Create Salvage Assignment, Continued

Login to Portal,
Continued

Create Salvage Assignment, Continued

Login to Portal, Continued

Use **Quick Search for Claim Folders** to locate the Claim Folder for which you'd like to submit a Salvage Assignment. Click on the desired **Claim Reference ID** to open it.

Click the **Create/Edit Salvage Assignment** link. The Create/Edit Salvage Assignment page displays as shown in the next section of this job aid.

The **Claim Folder Summary** page includes the following Salvage links:
- Date the Salvage Assignment (if there is one) was originally sent to the Salvage Vendor
- Link to the Salvage Assignment Report
- Total vs. Repair Comparisons Report
- Latest salvage status and associated dates
- Salvage Assignment status

Create Salvage Assignment, Continued

Create Salvage Assignment Overview

Next, we'll look at the sections and fields contained in a **Salvage Assignment** as well as the steps for completing it.

Data from the Claim Folder **auto-populates** the corresponding fields. If information is **not** available from the Claim Folder, you must **manually** enter it in the required fields, which are marked with **red** asterisks.

Note: Once the Vendor **accepts** the Assignment, the message **"Salvage Assignment successfully sent"** displays within seconds on the View Salvage Status page. The View Data page closes.

Note: When the **Salvage Assignment** is sent, the application validates the data and sends the Assignment to the **Vendor**.

Create Salvage Assignment, Continued

Completing the Salvage Assignment

The following outlines the most common type of **Salvage Assignment: Auction**. To complete the Assignment, review each section below and make any necessary changes or additions to the data, and enter any appropriate instructions.

Part	Description
A	**Assignment Type:** Role-based. If available, you can change the type as needed without cancelling the Assignment.
B	The **Salvage Coordinator** can be you, the Adjuster, or someone else in the organization.

Create Salvage Assignment, Continued

Completing the Salvage Assignment, Continued

You can access and add information about the vehicle under the **Vehicle Data** tab. Here we see three sections: **Vehicle Description**, **Vehicle**, and **Vehicle Details**. Enter any information that is **not** auto populated.

Important: The **VIN** will **auto-populate** here if it's available in the Claim Folder. If it's **not** present, enter the VIN and click the **Decode VIN** button.

Create Salvage Assignment, Continued

Completing the Salvage Assignment, Continued

You can access and add more information under the **Pick Up Info** tab. Here we see two sections: **Pick Up Location & Contact and Pick Up Instructions**. Enter any information that is **not** auto populated.

Part	Description
A	The **Vehicle Location Type** and **Location Name** might have changed between the time of inspection and when it was submitted for Pick Up. Verify the information **PRIOR** to sending the Assignment. The system uses the **State or Postal Code** listed here to determine the **Salvage Vendor**.
B	**Hold Pick Up** is the date the vehicle is **released** by the owner, police, insurance company, etc. **Not** all Vendors use this. If you select **Hold Pick Up**, you must provide a **date and hold instructions**.
C	**Pick-up/Release Date**: Role-based. You can specify the **date** the Vehicle is **available** to the Salvage Vendor.
D	**Keys with Vehicle** should be verified. Vehicles **without** keys have a lower resale value.

Create Salvage Assignment, Continued

Completing the Salvage Assignment, Continued

Create Salvage Assignment, Continued

Completing the Salvage Assignment, Continued

You can access and add yet more information under the **Salvage Assignment** tab. Here we see two sections: **Advance Charges & Salvage Instructions**.

Part	Description
A	**Advance Charges** must be paid before the vehicle is released from its current location. Enter amounts if needed. These are **charges** that **accrue** on the lot and are paid by the **Salvage Vendor** on the seller's behalf to pick up the vehicle. These charges are typically owed to a **Repair Facility or storage service**.
B	**Total and Net Charges** are **auto calculated** as you enter dollar amounts.
C	**Junk Program:** Specific **Salvage Disposal** program between Insurer and Salvage Vendor.
D	**Hold for Inspection:** Vehicle may be **held and not processed** for many different reasons, which must be identified in the Notes/Instructions field.

Create Salvage Assignment, Continued

Completing the Salvage Assignment, Continued

Once you finish adding and updating the information in the fields described above, click the Send Assignment button to submit the Salvage Assignment.

Note: If you receive error messages while attempting to submit the Assignment, enter the missing information as needed.
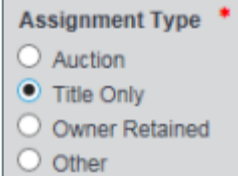
Continued on next page

Create Salvage Assignment, Continued

Completing the Salvage Assignment, Continued

The **Title Only Assignment** allows you to **save information** related to title processing services provided by the Salvage Vendor.

Click **Save Assignment** (the Send Assignment button will be disabled) to add the information to the Claim Folder.

The **Owner Retained Assignment** is used to denote the **Vehicle Owner kept** the Vehicle instead of salvaging it.

Click **Save Assignment** (the Send Assignment button will be disabled) to add the information to the Claim Folder.

Salvage Status & Business Events

Introduction

There are two ways to see the **state of a Salvage Claim**:

- On the **View Salvage Status** page (click the View Salvage Status link in the left side panel under the Salvage section of a Claim Folder's Actions tab)
- The **Business Events** under a Claim Folder's History tab

Use this data to track a Vehicle's **progress** through the Salvage process.

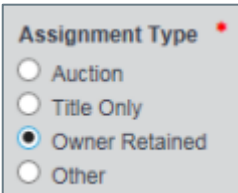| View Salvage Status			
Salvage Assignment Summary			
Assignment	Assignment IDs	Vendor	Pick Up Location
● Confirmed	CCC 202530	COPART SALVAGE AUTO AUCTIONS	Home 123 Main St
Originally Sent 04/07/2017	Insurance Company EDRP TEST INS COMPANY 7	4665 BUSINESS CENTER DRIVE,111 TRAVIS AFB, CA 94535 ▓▓-5001	Chicago, 60192 Contact ▓▓-2342
Salvage Status from Salvage Vendor			
Date	Code		Status
04/07/2017	VAS		New Assignment Accepted

Business Events

A **Business Event** is created for each Vendor Status and displays under a Claim Folder's **History** tab. There are codes and descriptions associated with each status received from the Vendor. There are also Standard and Non-Standard Events.

History Items			
Date/Time ▼ ▼	From ▼	Category ▼	Event / Note
04/19/2017 8:18 AM CST	APPRAISER, ADJUSTER	Salvage	New Salvage Assignment Created. Created By APPRAISER, ADJUSTER. Salvage Assignment is saved but has not been sent to a salvage vendor.

Salvage Status & Business Events, Continued

Standard & Non-Standard Vendor Statuses & Events

Standard Events usually occur during the Salvage lifecycle. **Non-Standard Events** might or might not occur. The following table lists both types of **Vendor Event Status Codes**:

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
AMR	Approval to Move Received
AOT	Awaiting Original Title
APA	Awaiting Pick Up Arrival
ARD	Actual Release Date
ASP	Awaiting Seller Payment
ASR	Assignment Received
ATF	Awaiting Title from State
ATR	Title Received (Executable)
ATT	Awaiting Transferable Title
AUS	Salvage Auction Scheduled
AWA	Awaiting Auction
BIDA	Bid Accepted
BIDR	Bid Rejected
BPR	Buyer Paid
BRE	Buyer Reneges on Payment
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	Closed
CNR	Car Arrived / Not Received
CPS	Car Placed om Sale
DPD	Document Pending
DSP	Tow Truck Dispatched
EAR	Electronic Assignment Received
ERD	Estimated Release Date
FPR	Final Payment Received
HRD	Hold Release (End) Date

Salvage Status & Business Events, Continued

Standard & Non-Standard Vendor Statuses & Events, Continued

Status	Description
HSD	Hold Start Date
INSPREL	Released from Inspection
KCC	Keys Available Change
LNC	Lot Change
ORV	Owner Retained Vehicle
PCC	Problem Clearing Charges
PMT	Ready for Seller Proceeds
PPU	Problem Clearing for Pick Up
RPR	Release Problem
RSL	Ready for Sale
SCH	Seller Changed / Charges Due
SPR	Seller Payment Received
SSC	Sent Settlement Check
STL	Settled
TCL	Closed; All Transactions Stop
TFR	Theft Recovery
TNT	Title Not Transferable
TRJ	Title Rejected by State
TRS	Title Received from State
TSS	Title Sent to State
VAS	Vehicle Assigned to a Salvage Pool
VCI	Vehicle Checked in Received
VDL	Vehicle Delivered to Yard
VHS	Vehicle Sold
VHY	Awaiting Inspection Release
VPU	Car Picked Up
YLC	Yard Location Change

Salvage Status & Business Events, Continued

Standard & Non-Standard Vendor Statuses & Events, Continued

The **Latest Salvage Status** displayed under a Claim Folder's Summary tab updates when one of the following statuses is received from the Salvage Vendor:

New Assignment Accepted	Transferrable Title Received by Vendor	Buyer Payment Received
Hold for Sale	Vendor Applied for Title from State	Seller Payment Received
Released from Sale Hold	Vendor Received Title from State	Lot Closed
Vehicle Delivered to Yard	Vehicle Sold Business Event	Vehicle Salvage Assignment Cancelled
Vehicle Inventoried by Vendor	Settlement Complete	

Not all **Salvage Vendors** use each of these statuses. Further, there are more statuses than the ones listed here; however, these are the only ones that update the **Latest Salvage Status**. Many of these are also available from the **Salvage Status Search**.

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 perform each of these actions.

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

Searching for Salvage Claims There are several ways to search for a **Salvage Claim** to update. Once the desired **Salvage Claim** is found, you can **edit** it, **cancel** it, or **assign** it to another Salvage Coordinator.
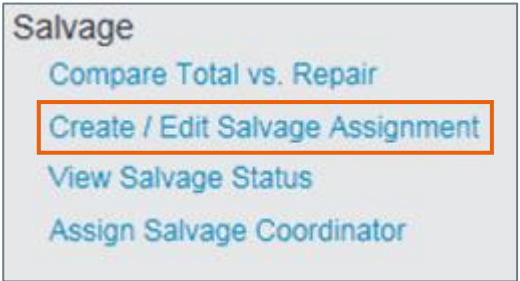
To Search By …	Select …
Salvage Coordinator	The **Salvage Coordinator** from the drop list or accept default (none).
Salvage Status	The **Current Salvage Status** from the available options listed.
Salvage Assignment Status	The **Current Salvage Assignment Status** from the available options listed. The desired **Salvage Vendor** from the drop list or leave it blank to search for Claims assigned to all vendors.

Updating a Salvage Assignment, Continued

<table>
<tr><td>**Edit Salvage Assignment**</td><td>Follow these steps to **edit** an existing **Salvage Assignment**.</td></tr>
</table>

Step	Action
1	Go to the **Salvage Claims to Manage** Worklist on the **Portal Home Page** or use **Quick Search for Claim Folders** on the left side panel of the Home Page to locate the desired Claim Folder.
2	Click on the **Claim Reference ID** to open the Claim Folder to the Summary Page. **Salvage Claims to Manage** | Claim Reference ID	Vehicle Owner	Salvage Coordinator	Assignment Sent	Assignment Status	Salvage Vendor | |---|
salcprt_040117_1	dfdsf, sdada	APPRAISER, ADJUSTER	04/02/2017	Confirmed	COPART SALVAGE AUTO AUCTIONS
testsj_040717_1	Mingus, Charles	APPRAISER, ADJUSTER	04/07/2017	Confirmed	COPART SALVAGE AUTO AUCTIONS	
3	Click on the **Create/Edit Salvage Assignment** link in the left side panel to open the **Salvage Assignment**. Salvage Compare Total vs. Repair Create / Edit Salvage Assignment View Salvage Status Assign Salvage Coordinator
4	Make the desired changes to the **Salvage Assignment**.
5	Click the **Send Assignment** button at the bottom of the page. You will receive **confirmation** your changes have been saved.

Note: Use the **Send Assignment** button when **updating** an Assignment. However, if the Assignment Type is **Owner Retained or Title Only**, use the **Save Assignment** button.

Updating a Salvage Assignment, Continued

Cancel Salvage Assignment

A **Salvage Assignment** can be **cancelled**, but this is **not** a normal process for the Vendor. Further, the timing of the **Cancellation Request** affects the Vendor's ability to accept a cancellation since a **Salvage Assignment** tells the Vendor to pick up a vehicle, which can happen within hours of Assignment receipt.

After the Vendor accepts the **cancellation**, the application changes the state of the assignment to **Cancel Request**.
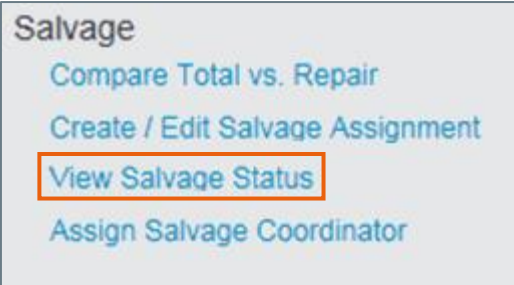
The Vendor processes the **cancellation** request **manually**. Once the cancellation is received from the Vendor, the system changes the state from **Cancel Request to Cancelled**.

Note: The **Salvage Assignment** state will remain as **Cancel Request** if the Vendor does **not** accept the request.

When you submit a cancellation request but verbally confirm with the Vendor the request has been withdrawn, you can change the state from **Cancel Request to Confirmed**. Doing this allows you to **view and/or edit** the Salvage Assignment.

Procedure
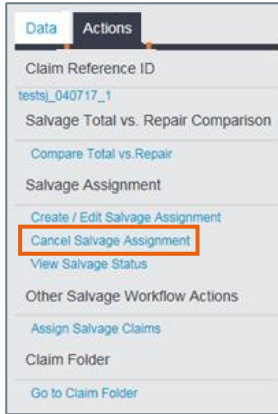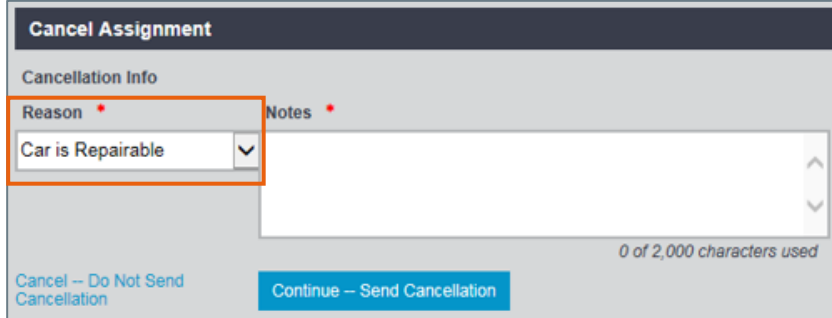
Follow these steps to **cancel** a **Salvage Assignment**.

Step	Action
1	Go to the **Salvage Claims to Manage** Worklist or use **Quick Search for Claim Folders** to locate the desired Claim Folder.
2	Click on the **Claim Reference ID** to open the Claim Folder to the Summary Page.
3	Click on the **View Salvage Status** link in the left side panel.

Procedure, Continued

Step	Action
4	Click on the **Actions Tab** in the left side panel to access **available** Salvage actions.
5	Click the **Cancel Salvage Assignment** link. The Cancel Assignment page opens.
6	Select the **Reason** for the Cancellation from the dropdown menu.
7	Enter **comments** for the Vendor about the reason for the Cancellation in the **Notes** field.
8	Click the **Continue – Send Cancellation** button to submit.

The **Salvage Vendor** will contact you to **confirm** the Cancellation.

Updating a Salvage Assignment, Continued

View Salvage Status

The **Salvage Coordinator** can access the **View Salvage Status** page to review Vendor **updates** for a particular Salvage Assignment. Follow these steps to **view or change** the **Salvage Status**.

Step	Action
1	Go to the **Salvage Claims to Manage** Worklist on the **Portal Home Page** or use **Quick Search for Claim Folders** to locate the desired Claim Folder.
2	Click on the **Claim Reference ID** to open the Claim Folder to the Summary Page.
3	Click on the **View Salvage Status** link in the left side panel. Salvage Compare Total vs. Repair Create / Edit Salvage Assignment View Salvage Status Assign Salvage Coordinator

The **View Salvage Status** page contains the **Vendor data, status, and codes** you need to determine where the vehicle is in the Salvage **process**.

Yard Location and **Contact** info displays here and under **Business Events**.

Updating a Salvage Assignment, Continued

Update Salvage Coordinator

The **Salvage Coordinator** defaults to **you** as the owner of the claim. You might find it necessary to **assign** another **Adjuster/Appraiser or Salvage Coordinator** to complete the process. Follow these steps to **assign** another Salvage Coordinator to a claim.

Step	Action
1	Go to the **Salvage Claims to Manage** Worklist on the **Portal Home Page** or use **Quick Search for Claim Folders** to locate the desired Claim Folder.
2	Click on the **Claim Reference ID** to open the Claim Folder to the Summary Page.
3	Click the **Assign Salvage Coordinator** link in the left side panel. The Assign Salvage Claims page opens.
4	**Click the box** in the far-left column to **select** the Claim.
5	Use the dropdown menu to select the desired **Salvage Coordinator**.
6	Click the **Assign Coordinator** button.

The page refreshes with this message: **"Salvage assignments have been successfully assigned to the Salvage Coordinator selected."**