

CCC® Total Loss Total vs. Repair (TvR) Comparison – Portal

Introduction

The CCC® Total Loss Total vs. Repair (TvR) Comparison feature gives you a view into the details of the repair vs. total claim decision.

This job aid describes how to perform a TvR Comparison on the CCC Portal. Using CCC's TvR product can reduce the time spent on a claim by conveniently consolidating information to make it easier for you to make your total versus repair decision.

Using the Portal

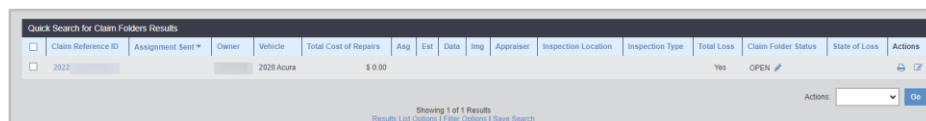
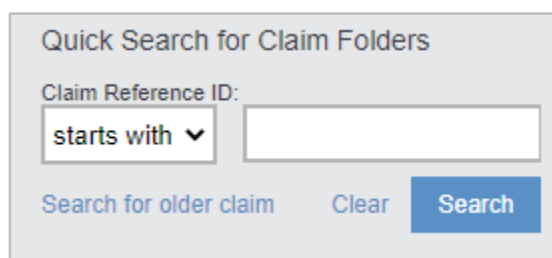
The following Portal features are used when working with a TvR Comparison in the Portal:

- **Quick Search**
- **Claim Folder Summary Page**
- **Compare Total vs. Repair Link**
- **Total vs. Repair Comparison Page**
- **Total vs. Repair Report**

The following sections of this document describe how to use the Portal to make a TvR Comparison.

Quick Search

The Salvage Coordinator enters a **full or partial Claim Reference ID** and clicks **Search**. From the Search Results page, click a **Claim Reference ID** to open the desired Claim Folder.



Claim Reference ID	Assignment Sent	Owner	Vehicle	Total Cost of Repairs	Asg	Est	Data	Img	Appraiser	Inspection Location	Inspection Type	Total Loss	Claim Folder Status	State of Loss	Actions
2022			2022 Acura	\$ 0.00								Yes	OPEN		

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Claim Folder Summary Page

The Claim Folder Summary Page has a Salvage section that includes the following information:

- **Date Salvage Assignment was sent to the Salvage Vendor**
- **Links to Reports**
- **Latest Salvage Status and associated dates**
- **Salvage Assignment**
- **Status**

Salvage					
Date	Document	Latest Salvage Status	Est/Supp	Assignment	Status
There are no Salvage Threshold compare reports.					
04/02/17	Salvage Assignment	04/02/2017 New Assignment Accepted		Auction	● Confirmed

Actions you can take on a Salvage Claim are listed on the Summary page's left menu. Click the **Compare Total vs. Repair** link to compare the Total Loss Cost and the Repair Cost. The Salvage Coordinator (the Adjuster or Appraiser could be assigned this role) clicks the link to access the tool.

Note: The Compare Total vs. Repair link is available as soon as a Claim Folder is created. The Claim Folder must contain an Estimate and a complete Valuation before the Compare Total vs. Repair functionality can be used.

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Total vs. Repair Comparison Page

The Total vs. Repair Comparison page allows you to view the vehicle's Repair Cost against the Total Loss Cost.
This section describes how to use the tool.

Compare Total vs. Repair

The salvage value request was not processed because no active relationship with the salvage vendor exists for the vehicle location postal code/state provided. Please continue with the Total vs. Repair Comparison or contact support for more details.

Enter Comparison Values

Repair Option		Total Loss Option	
Total Cost of Repairs	4998.31	Net Settlement Amount	17919.00
Anticipated Supplement	716.32	High(Salvage Value)	0.00 Average 0.00 Low 0.00
Related Prior Damage	-0.00		
Appearance Allowance	0.00		
Pre Tax Adjustments	0.00	Pre Tax Adjustments	0.00
Sales Tax	374.12	Sales Tax	537.57
Post Tax Adjustments	0.00	Post Tax Adjustments	0.00
Towing	0.00	Towing	0.00
		Additional Towing	
Storage		Storage	0.00
		Additional Storage	
Misc Charges		Misc Charges	
Rental		Rental	
(Betterment)	-0.00	Tear Down Charges	
		Salvage Process Charges	
Gross Repair Cost	\$6078.75	Gross Total Loss Cost	\$18456.57
(Deductible)	-250.00	(Deductible)	-0.00
Net Repair Cost	\$5828.75	Net Total Loss Cost	\$18456.57

Calculate

Enter Settlement Decision

Settlement Decision

Settlement Options	Option	Net Cost	Difference
<input type="radio"/> Repair Option		\$5828.75	
<input type="radio"/> Total Loss Option		\$18456.57	\$12527.82

> Low Cost Option

Notes

0 of 200 characters used

Save Settlement Decision

Follow the steps below to perform a TvR Comparison:

Step	Action
1	To begin, login to the CCC Portal at https://www.mycccportal.com and enter your User ID and Password . Press the Enter key or click the Log In button. Note: The Portal Home page opens and displays available menu options, Worklists, links specific to your user role, and message alerts.
2	Enter the Claim Reference ID in the Quick Search for Claim Folders search box.

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Total vs. Repair Comparison Page,
continued

Step	Action								
3	Click Search .								
4	Click the appropriate Claim Reference ID on the Search Results page.								
5	Click the Compare Total vs. Repair link under the Salvage section. <div> <div>Salvage</div> <div> Compare Total vs. Repair Create / Edit Salvage Assignment View Salvage Status </div> </div>								
6	<p>Use the drop-down menus to select the appropriate criteria on the Retrieve Salvage Value page. Note: If the information requested is not available, select "Unknown". The selection of unknown may provide a less precise answer than if a true value was selected.</p> <table border="1"> <tr> <td>Primary Point of Impact</td><td>Run & Drive?</td></tr> <tr> <td>Decode Series From VIN?</td><td>Air bags Deployed?</td></tr> <tr> <td>Title Info</td><td>Powertrain</td></tr> <tr> <td>Damage Severity</td><td>Keys Available?</td></tr> </table> <p>Note: Some fields may be pre-populated based on information already provided to CCC. In these cases, the user must validate the selections and confirm the vehicle is appropriately described for the best possible Salvage Value.</p> <div> <div>Retrieve Salvage Value</div> <div>Salvage Value Criteria</div> <div>Note: All pre-filled values need to be validated.</div> <div> <div>Primary Point of Impact *</div> <div>Run & Drive? *</div> <div>Decode Series From VIN? *</div> <div>Air bags Deployed? *</div> <div>Title Info *</div> <div>Powertrain *</div> <div>Damage Severity *</div> <div>Keys Available? *</div> <div>Retrieve Salvage Value</div> </div> </div> <p>*All fields on this page are required.</p>	Primary Point of Impact	Run & Drive?	Decode Series From VIN?	Air bags Deployed?	Title Info	Powertrain	Damage Severity	Keys Available?
Primary Point of Impact	Run & Drive?								
Decode Series From VIN?	Air bags Deployed?								
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**Total vs.
Repair
Comparison
Page,
continued**

Step	Action
7	Click Retrieve Salvage Value . A message confirming your Total vs. Repair Request displays and then the Compare Total vs. Repair page opens.
8	Enter additional data if needed and click the Calculate button make your comparisons. Note: If needed, return to the Retrieve Salvage Value page by selecting Compare Total vs. Repair from the Actions tab on the left menu.
9	Enter the appropriate information in the Enter Settlement Decision section at the bottom.
10	Click the Save Settlement Decision button.

Compare Total vs. Repair

The salvage value request was not processed because no active relationship with the salvage vendor exists for the vehicle location postal code/region provided. Please continue with the Total vs. Repair Comparison or contact Support for more details.

Enter Comparison Values

Repair Option		Total Loss Option	
Total Cost of Repairs	4988.31	Net Settlement Amount	17919.00
Anticipated Supplement	718.32	High(Salvage Value)	0.00 Average 0.00 Low 0.00
Related Prior Damage	-0.00		
Appearance Allowance	0.00		
Pre Tax Adjustments	0.00	Pre Tax Adjustments	0.00
Sales Tax	374.12	Sales Tax	537.57
Post Tax Adjustments	0.00	Post Tax Adjustments	0.00
Towing	0.00	Towing	0.00
		Additional Towing	
Storage		Storage	0.00
		Additional Storage	
Misc Charges		Misc Charges	
Rental		Rental	
(Settlement)	-0.00	Tear Down Charges	
		Salvage Process Charges	
Gross Repair Cost	\$5078.75	Gross Total Loss Cost	\$18456.57
(Deductible)	-250.00	(Deductible)	-0.00
Net Repair Cost	\$5828.75	Net Total Loss Cost	\$18456.57

Calculate

Enter Settlement Decision

Settlement Decision

Settlement Options

Option

☐ Repair Option
☐ Total Loss Option

Net Cost

\$5828.75
 \$18456.57

Difference

\$12627.82

> Low Cost Option

Notes

0 of 200 characters used

Save Settlement Decision

Notes:

- The Anticipated Supplement damages is only available on the original Estimate of Record.
- The Salvage Value amount is supplied by the Salvage Vendor.
- For those configured to use CoPart – High, Average, and Low values map to CoPart’s High, Pro, and Low quote values. Reference the latest CoPart documentation for additional details. If the salvage value is returned as 0 or unsuccessfully, contact the CCC IT Service Desk.

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Total vs. Repair Comparison Page,
continued

Step 11	Determine how to proceed in the process.	
	If the Settlement Decision of the vehicle is...	Then ...
	Repairable	Continue with your normal repair process.
	A Total Loss	Create a Salvage Assignment using the Create / Edit Salvage Assignment link. <div> Salvage Create / Edit Salvage Assignment Assign Salvage Coordinator </div>
Note: For more information creating a Salvage Assignment, consult the CCC ONE® Salvage Assignment – Portal job aid.		

CoPart vs. IAA Field Breakdown

This section includes a breakdown of which data fields within the Total vs. Repair Comparison functionality are sent to CoPart and which are sent to IAA to retrieve a salvage value.

Field Name	Sent to IAA?	Sent to CoPart?
Insurance Company	Yes	Yes
Claim Office	Yes	Yes
Vehicle Location	Yes	Yes
Total Loss Indicator	No	Yes
VIN	Yes	Yes
YMM	No	Yes
ACV	No	Yes
Repair Cost	No	Yes
Primary POI	Yes	Yes
Run & Drive	Yes	Yes
Decode Series from VIN	Yes	No
Air Bags Deployed	Yes	Yes
Title Info	Yes	Yes
Power Train	No	Yes
Damage Severity	No	Yes
Keys Available	Yes	Yes

**Damage
Severity**

The following table displays the damage severity classifications.

None	The vehicle has sustained no damage, such as a theft recovery.
Minor	The vehicle has sustained a small or light amount of damage.
Moderate	The vehicle has sustained a moderate amount of damage and may be considered a rebuildable vehicle.
Severe	The vehicle has sustained a significant amount of damage and may be a parts-only vehicle.
Unknown	The severity of the damage is unknown.
