

## Salvage Public Portal Searches

### Introduction

Occasionally, you might need to search for a specific claim with which you previously worked.

If you do not have a Claim Reference ID, click the **Magnifying Glass Icon** in the upper right corner of the CCC Portal Home Page to open the **Search Criteria** page.



#### Public Searches

- [Assignments to Modify](#)
- [Claim Folders By Owner](#)
- [Claim Folders By Vehicle](#)
- [Claims to Manage](#)
- [Find Claims by Appraiser](#)
- [Find Reinspection Assignments by Reinspector](#)
- [Market Valuation Reports to Manage](#)
- [Messages to Re-Distribute](#)
- [Quick Search for Claim Folders](#)
- [Quick Search for Valuation Requests](#)
- [Repairs to Manage](#)
- [Salvage Assignment Status Search](#)
- [Salvage Coordinator Search](#)
- [Salvage Status Search](#)
- [Valuation Requests By Appraiser or Adjuster](#)
- [Valuation Requests By Vehicle](#)
- [Valuation Requests By Vehicle Owner](#)

The Public and Private Searches available to you are listed in the Search Criteria page's left side panel. This job aid explains how to use the three Salvage Search options: Salvage Assignment Status Search, Salvage Coordinator Search, and Salvage Status Search.

After discussing each type of Search, we'll talk briefly about Search Results, which are customizable.

Let's begin with Salvage Assignment Status Search.

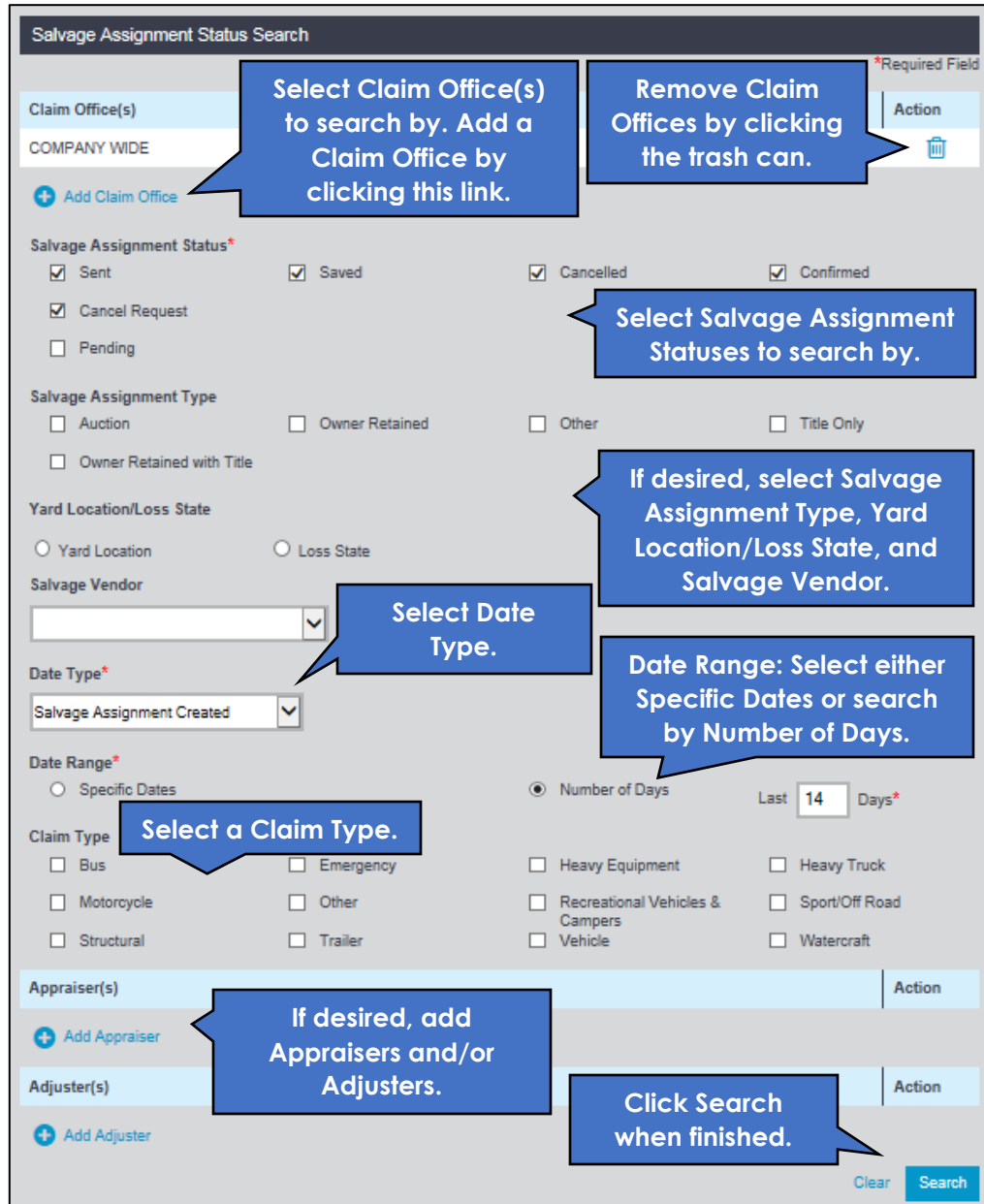
**Note:** You can also click the Assign Salvage Claims link on the Portal Home Page (under the Valuation section in the left side panel) to access related search options.

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## Salvage Public Portal Searches, Continued

### Salvage Assignment Status Search

The first Salvage Search option on the list is Salvage Assignment Status. This option allows you to use specific Salvage related process criteria to find the desired claim. Fields marked with a red asterisk ( **\*** ) are required.



**Salvage Assignment Status Search**

**Claim Office(s)**  
COMPANY WIDE  
[+ Add Claim Office](#)

**Salvage Assignment Status\***  
☒ Sent  
☒ Cancel Request  
☐ Pending  
☒ Saved  
☒ Cancelled  
☒ Confirmed

**Salvage Assignment Type**  
☐ Auction  
☐ Owner Retained  
☐ Other  
☐ Title Only  
☐ Owner Retained with Title

**Yard Location/Loss State**  
☐ Yard Location  
☐ Loss State

**Salvage Vendor**

**Date Type\***

**Date Range\***  
☐ Specific Dates  
☒ Number of Days  
 Last  Days\*

**Claim Type**  
☐ Bus  
☐ Motorcycle  
☐ Structural  
☐ Emergency  
☐ Other  
☐ Trailer  
☐ Heavy Equipment  
☐ Recreational Vehicles & Campers  
☐ Vehicle  
☐ Heavy Truck  
☐ Sport/Off Road  
☐ Watercraft

**Appraiser(s)**  
[+ Add Appraiser](#)

**Adjuster(s)**  
[+ Add Adjuster](#)

**Search**

**Callouts:**

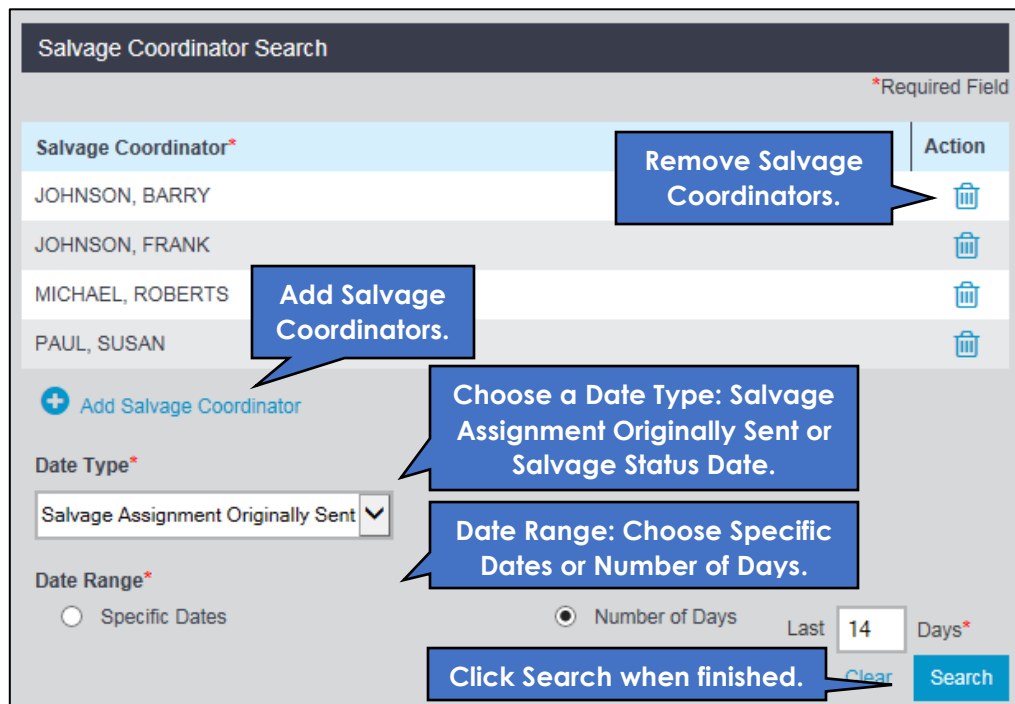
- Select Claim Office(s) to search by. Add a Claim Office by clicking this link.
- Remove Claim Offices by clicking the trash can.
- Select Salvage Assignment Statuses to search by.
- If desired, select Salvage Assignment Type, Yard Location/Loss State, and Salvage Vendor.
- Select Date Type.
- Date Range: Select either Specific Dates or search by Number of Days.
- Select a Claim Type.
- If desired, add Appraisers and/or Adjusters.
- Click Search when finished.

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## Salvage Public Portal Searches, Continued

### Salvage Coordinator Search

The next Salvage Search option is Salvage Coordinator. Select, delete, or add Salvage Coordinators; choose a Date Type; and choose either Specific Dates or Number of Days. The results will include all active Salvage Assignments where the Salvage Coordinator matches your criteria.



**Salvage Coordinator Search** \*Required Field

Salvage Coordinator*	Action
JOHNSON, BARRY	
JOHNSON, FRANK	
MICHAEL, ROBERTS	
PAUL, SUSAN	

[+ Add Salvage Coordinator](#)

**Date Type\***  
 Salvage Assignment Originally Sent ▼

**Date Range\***  
☐ Specific Dates ☒ Number of Days Last  Days\*

[Clear](#) [Search](#)

**Callouts:**

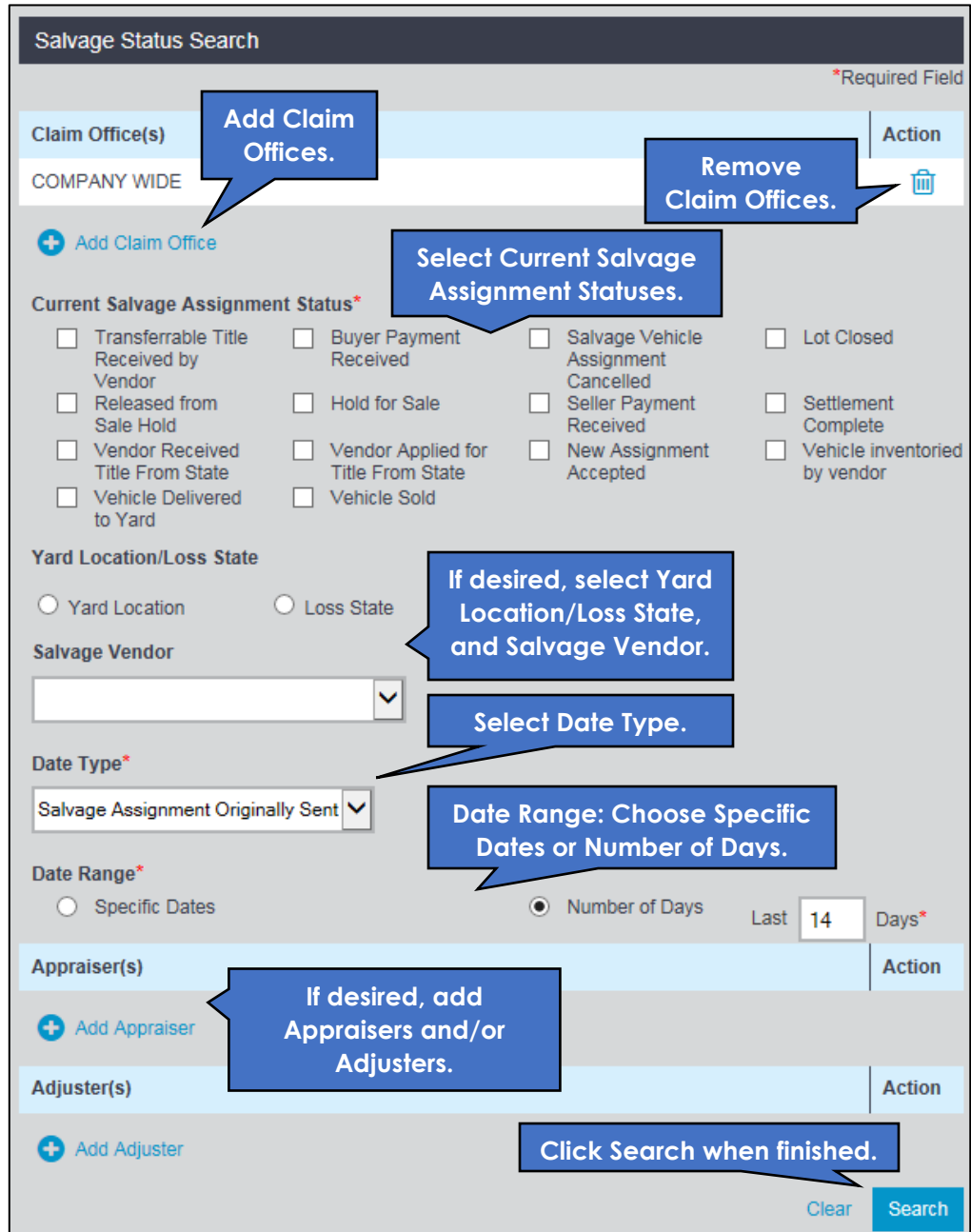
- Remove Salvage Coordinators.** (points to trash icons)
- Add Salvage Coordinators.** (points to '+ Add Salvage Coordinator' link)
- Choose a Date Type: Salvage Assignment Originally Sent or Salvage Status Date.** (points to Date Type dropdown)
- Date Range: Choose Specific Dates or Number of Days.** (points to Date Range radio buttons)
- Click Search when finished.** (points to Search button)

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## Salvage Public Portal Searches, Continued

### Salvage Status Search

The next Salvage Search option is Salvage Status. Enter desired and required criteria.



**Salvage Status Search** \*Required Field

Claim Office(s)	Action
COMPANY WIDE	
<a href="#">+ Add Claim Office</a>	<a href="#">Remove Claim Offices.</a>

**Current Salvage Assignment Status\***

<input type="checkbox"/> Transferrable Title Received by Vendor	<input type="checkbox"/> Buyer Payment Received	<input type="checkbox"/> Salvage Vehicle Assignment Cancelled	<input type="checkbox"/> Lot Closed
<input type="checkbox"/> Released from Sale Hold	<input type="checkbox"/> Hold for Sale	<input type="checkbox"/> Seller Payment Received	<input type="checkbox"/> Settlement Complete
<input type="checkbox"/> Vendor Received Title From State	<input type="checkbox"/> Vendor Applied for Title From State	<input type="checkbox"/> New Assignment Accepted	<input type="checkbox"/> Vehicle inventoried by vendor
<input type="checkbox"/> Vehicle Delivered to Yard	<input type="checkbox"/> Vehicle Sold		

**Yard Location/Loss State**

☐ Yard Location ☐ Loss State

**Salvage Vendor**

**Date Type\***

**Date Range\***

☐ Specific Dates ☒ Number of Days Last  Days\*

Appraiser(s)	Action
<a href="#">+ Add Appraiser</a>	

Adjuster(s)	Action
<a href="#">+ Add Adjuster</a>	

[Clear](#) [Search](#)

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## Salvage Public Portal Searches, Continued

### Search Results

The results of your search display after you click the Search button. Click on a **Claim Reference ID** to open the corresponding Claim Folder and view its contents.

**Search Results**

[Back to Criteria](#)

The Search Results page provides key data regarding the status of a Salvage Claim.

Salvage Assignment Status Search Results

<input type="checkbox"/>	Claim Reference ID ▼	Salvage Coordinator	Originally Sent	Assignment Status	Salvage Vendor	Lot Number	Salvage Status Date	Current Salvage Status	Salvage Assignment Type	Salvage Assignment Created
<input type="checkbox"/>	testsk_0430	APPRAISER, ADJUSTER		Confirmed		42131165	09/06/2016	New Assignment Accepted	Auction	04/30/2015
<input type="checkbox"/>	CLAIMCT1117TC1	JOHNSON, BARRY	11/17/2015	Confirmed	COPART SALVAGE AUTO AUCTIONS	42036285	08/12/2015	Vendor Received Title From State	Auction	11/17/2015

**Note:** Depending on which type of Search you choose to use, you will see additional options below your Search results, e.g. Assigning Salvage Coordinator.

Showing 2 of 2 Results  
[Results List Options](#) | [Save Search](#)

### Results List Options

You can configure the columns that are displayed in your Search Results. To do this, click the **Results List Options** link that appears below your Search Results (see image above). A popup window opens.

**Results List Options**

Use these arrows to change the order of Selected Columns.

To add a column, click on the column name under the Available Columns section and then click the right arrow. To remove a column, click its name under the Selected Columns section and click the left arrow.

Available Columns	Selected Columns
Vehicle Owner	Claim Reference ID
	Salvage Coordinator
	Originally Sent
	Assignment Status
	Salvage Vendor
	Lot Number
	Salvage Status Date
	Current Salvage Status
	Salvage Assignment Type
	Salvage Assignment Created
	Net Settlement amount

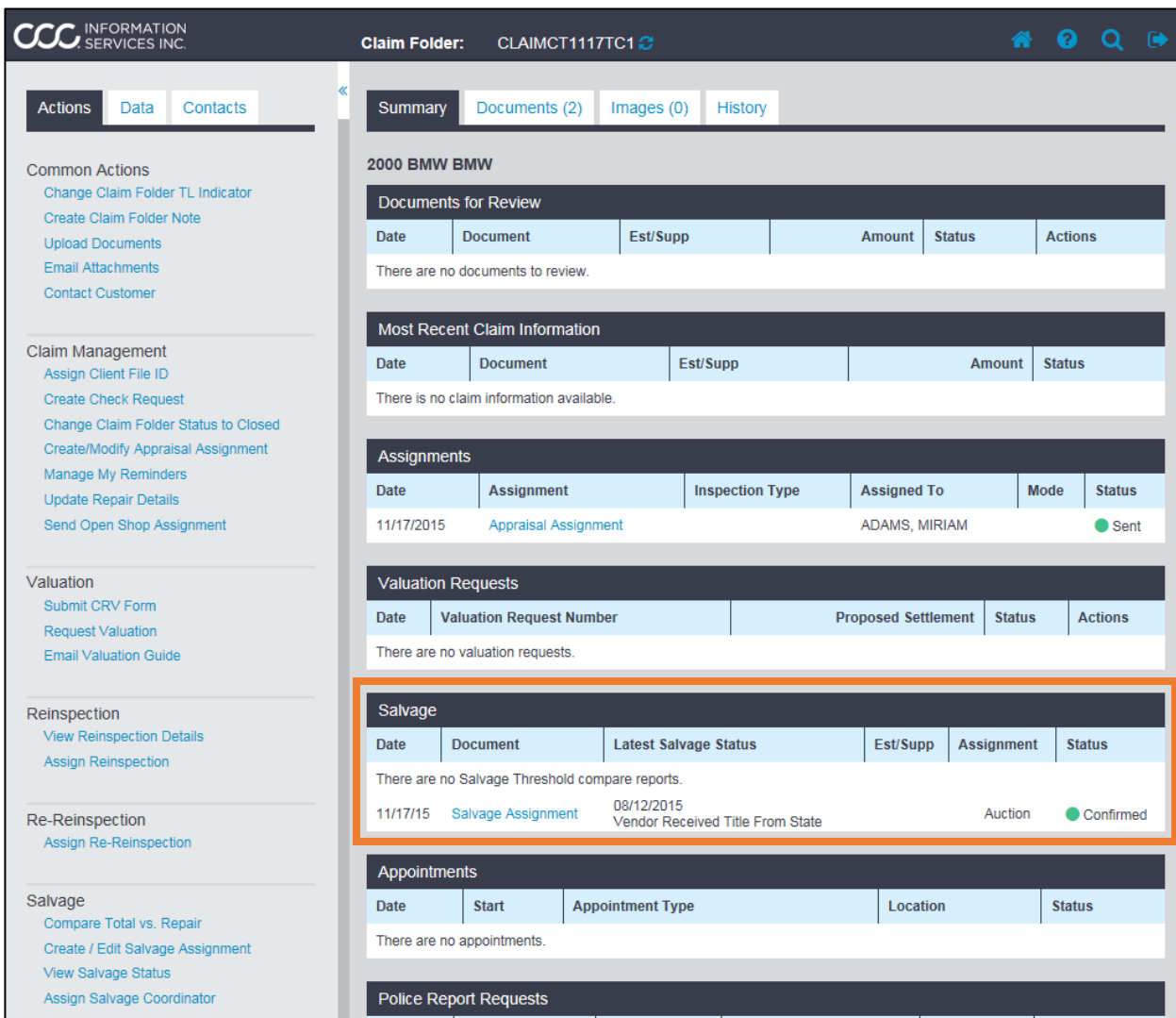
Close Apply Apply & Save

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## Salvage Public Portal Searches, Continued

### Salvage Claim Folder

Once you locate the desired Claim among your Search Results, click on its corresponding Claim Reference ID to open the Claim Folder. The Summary page, which contains Salvage information, opens.



**Claim Folder:** CLAIMCT1117TC1

**Actions** | **Data** | **Contacts**

**Common Actions**

- Change Claim Folder TL Indicator
- Create Claim Folder Note
- Upload Documents
- Email Attachments
- Contact Customer

**Claim Management**

- Assign Client File ID
- Create Check Request
- Change Claim Folder Status to Closed
- Create/Modify Appraisal Assignment
- Manage My Reminders
- Update Repair Details
- Send Open Shop Assignment

**Valuation**

- Submit CRV Form
- Request Valuation
- Email Valuation Guide

**Reinspection**

- View Reinspection Details
- Assign Reinspection

**Re-Reinspection**

- Assign Re-Reinspection

**Salvage**

- Compare Total vs. Repair
- Create / Edit Salvage Assignment
- View Salvage Status
- Assign Salvage Coordinator

**Summary** | **Documents (2)** | **Images (0)** | **History**

**2000 BMW BMW**

**Documents for Review**

Date	Document	Est/Supp	Amount	Status	Actions
There are no documents to review.					

**Most Recent Claim Information**

Date	Document	Est/Supp	Amount	Status
There is no claim information available.				

**Assignments**

Date	Assignment	Inspection Type	Assigned To	Mode	Status
11/17/2015	Appraisal Assignment		ADAMS, MIRIAM		Sent

**Valuation Requests**

Date	Valuation Request Number	Proposed Settlement	Status	Actions
There are no valuation requests.				

**Salvage**

Date	Document	Latest Salvage Status	Est/Supp	Assignment	Status
There are no Salvage Threshold compare reports.					
11/17/15	Salvage Assignment	08/12/2015 Vendor Received Title From State		Auction	Confirmed

**Appointments**

Date	Start	Appointment Type	Location	Status
There are no appointments.				

**Police Report Requests**