



## CCC ONE® Estimating Request for Supplement Job Aid

### Purpose

This Job Aid describes the changes to Supplement Request Processing for the Loss Takers that use Assignment Entry.

**Note:** If the Original Estimate appraiser and new appraiser is CCC ONE, then the user can reassign using the **Request for Supplement** check box. Except when, the Supplement or New Estimate appraiser is an Open Shop, and the Original Estimate appraiser is a shop of any kind.

### Current Process

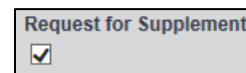
Let's begin by reviewing the current process. Staff Appraisers use the following general steps to handle Supplement Requests in Estimating.

Step	Action
1	Loss Taker creates Supplement Request and sends it.
2	Appraiser logs onto Estimating.
3	The Estimate has no lines; therefore, the Appraiser must download the Workfile from CCC.
4	The Appraiser writes the Supplement and sends it back.

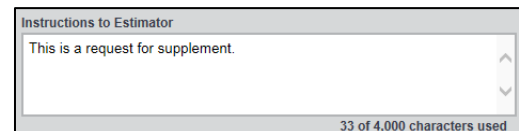
**Note:** Specific steps may differ based on company workflow.

### New Option

**IF**, The Loss Taker checks the **Request for Supplement** checkbox



**AND** adds Supplement Notes into the **Instructions to Estimator** Assignment Entry field for any additional information that needs to be communicated about the supplement request to the appraiser.



**Note:** Instructions to Estimator is the only information communicated to the appraiser when the Request for Supplement checkbox is selected.

**THEN**, the next time the Appraiser logs in, a Claim Office Message with the *Instructions to Estimator* will appear in their Messages or in the Notes Tab as a Note. The latest Workfile will be "pushed" down to the Workfiles View as a Supplement Assignment. In other words, it will come down automatically, eliminating the need for a Library Retrieval (Download from CCC Library Request).

### Supplement Assignment in CCC ONE

Once the Supplement Request has been sent, the Appraiser will receive two items. They are:

- Message
- Original Workfile

All the Appraiser must do it open the file and begin work.