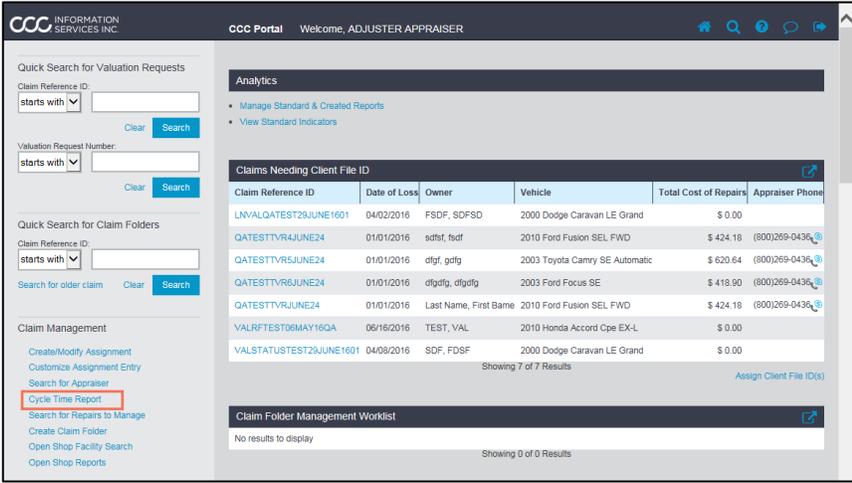
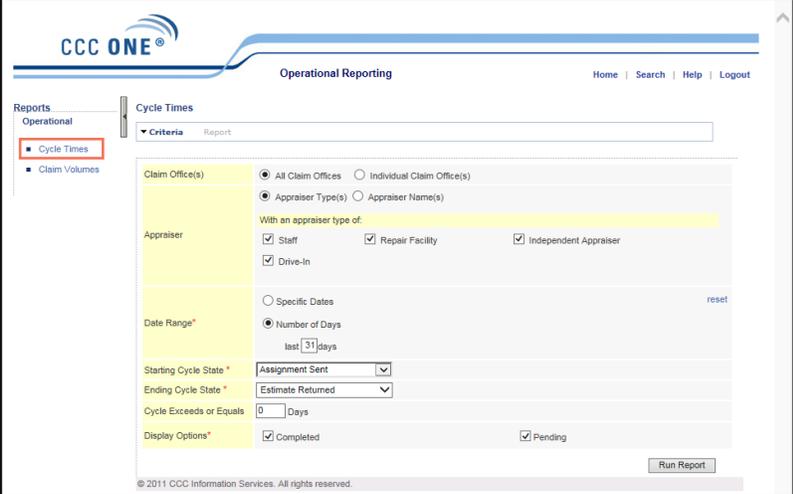


How to Run a Cycle Time Report

Overview

Cycle Time Reporting allows users to view real-time the status of claims that are currently active, as well as the metrics between designated claim events.

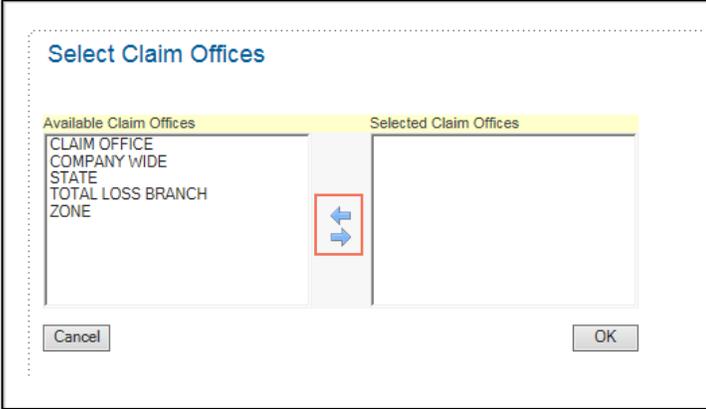
Running a Cycle Time Report

Step	Action																																																
1	<p>From the CCC Portal Home Page, click the Cycle Time Report link:</p>  <p>The screenshot shows the CCC Portal interface. On the left sidebar, under 'Claim Management', the 'Cycle Time Report' link is highlighted with a red box. The main content area displays a table of claims with columns: Claim Reference ID, Date of Loss, Owner, Vehicle, Total Cost of Repairs, and Appraiser Phone. The table contains 7 rows of data.</p> <table border="1" data-bbox="787 766 1388 955"> <thead> <tr> <th>Claim Reference ID</th> <th>Date of Loss</th> <th>Owner</th> <th>Vehicle</th> <th>Total Cost of Repairs</th> <th>Appraiser Phone</th> </tr> </thead> <tbody> <tr> <td>LNVALQATEST2JUNE1601</td> <td>04/02/2016</td> <td>FSD, FSD</td> <td>2000 Dodge Caravan LE Grand</td> <td>\$ 0.00</td> <td></td> </tr> <tr> <td>QATESTVJR4JUNE24</td> <td>01/01/2016</td> <td>sdfst, fsdf</td> <td>2010 Ford Fusion SEL FWD</td> <td>\$ 424.18</td> <td>(800)269-0436</td> </tr> <tr> <td>QATESTVJR5JUNE24</td> <td>01/01/2016</td> <td>dfgf, gdfg</td> <td>2003 Toyota Camry SE Automatic</td> <td>\$ 620.64</td> <td>(800)269-0436</td> </tr> <tr> <td>QATESTVJR6JUNE24</td> <td>01/01/2016</td> <td>dfgdfg, dfgdfg</td> <td>2003 Ford Focus SE</td> <td>\$ 418.90</td> <td>(800)269-0436</td> </tr> <tr> <td>QATESTVJR7JUNE24</td> <td>01/01/2016</td> <td>Last Name, First Name</td> <td>2010 Ford Fusion SEL FWD</td> <td>\$ 424.18</td> <td>(800)269-0436</td> </tr> <tr> <td>VALRFTEST06MAY16QA</td> <td>06/16/2016</td> <td>TEST, VAL</td> <td>2010 Honda Accord Cpe EX-L</td> <td>\$ 0.00</td> <td></td> </tr> <tr> <td>VALSTATUSTEST2JUNE1601</td> <td>04/08/2016</td> <td>SDF, FDSF</td> <td>2000 Dodge Caravan LE Grand</td> <td>\$ 0.00</td> <td></td> </tr> </tbody> </table>	Claim Reference ID	Date of Loss	Owner	Vehicle	Total Cost of Repairs	Appraiser Phone	LNVALQATEST2JUNE1601	04/02/2016	FSD, FSD	2000 Dodge Caravan LE Grand	\$ 0.00		QATESTVJR4JUNE24	01/01/2016	sdfst, fsdf	2010 Ford Fusion SEL FWD	\$ 424.18	(800)269-0436	QATESTVJR5JUNE24	01/01/2016	dfgf, gdfg	2003 Toyota Camry SE Automatic	\$ 620.64	(800)269-0436	QATESTVJR6JUNE24	01/01/2016	dfgdfg, dfgdfg	2003 Ford Focus SE	\$ 418.90	(800)269-0436	QATESTVJR7JUNE24	01/01/2016	Last Name, First Name	2010 Ford Fusion SEL FWD	\$ 424.18	(800)269-0436	VALRFTEST06MAY16QA	06/16/2016	TEST, VAL	2010 Honda Accord Cpe EX-L	\$ 0.00		VALSTATUSTEST2JUNE1601	04/08/2016	SDF, FDSF	2000 Dodge Caravan LE Grand	\$ 0.00	
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2	<p>This opens the Criteria page for the Cycle Time Report:</p>  <p>The screenshot shows the 'Criteria' page for the Cycle Time Report. The 'Cycle Times' link in the left sidebar is highlighted with a red box. The main content area contains various filters and options for generating the report, including 'Claim Office(s)', 'Appraiser', 'Date Range', 'Starting Cycle State', 'Ending Cycle State', 'Cycle Exceeds or Equals', and 'Display Options'. A 'Run Report' button is visible at the bottom right.</p>																																																

Continued on next page

How to Run a Cycle Time Report, Continued

Running a Cycle Time Report, continued

Step	Action						
4	<p>Select the Individual Claim Office(s) radio button:</p>  <p>Note: The default setting is All Claim Offices.</p> <p>To Select Individuals Claim Office(s)</p> <table border="1"> <thead> <tr> <th>Step</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Click the radio button for Individual Claim Office(s)</td> </tr> <tr> <td>2</td> <td>Click the add office link.</td> </tr> </tbody> </table> 	Step	Action	1	Click the radio button for Individual Claim Office(s)	2	Click the add office link.
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1	Click the radio button for Individual Claim Office(s)						
2	Click the add office link.						
3	<p>Click the Claim Office you want to select and use the directional arrows to select it:</p> 						
4	Click OK when finished						

Continued on next page

How to Run a Cycle Time Report, Continued

Running a Cycle Time Report, continued

Step	Action
5	<p>Select Appraiser Type(s) or Appraiser Name(s).</p> <p>Appraiser Type: Use the check boxes to indicate which appraisers (Staff, Repair Facility, Independent Appraisers or Drive-Ins) you wish to review.</p> <div data-bbox="315 520 1086 695" style="border: 1px solid black; padding: 5px;"> <p><input checked="" type="radio"/> Appraiser Type(s) <input type="radio"/> Appraiser Name(s)</p> <p>With an appraiser type of:</p> <p>Appraiser <input checked="" type="checkbox"/> Staff <input checked="" type="checkbox"/> Repair Facility <input checked="" type="checkbox"/> Independent Appraiser</p> <p><input checked="" type="checkbox"/> Drive-In</p> </div> <p>Appraiser Name: Use the add appraiser link to search for and select appraisers.</p> <div data-bbox="315 791 963 932" style="border: 1px solid black; padding: 5px;"> <p><input type="radio"/> Appraiser Type(s) <input checked="" type="radio"/> Appraiser Name(s)</p> <p>Appraiser(s)</p> <p>add appraiser</p> </div>
6	<p>Select the Date Range criteria.</p> <p>Search by Specific Dates: Use the text boxes or calendar icon to indicate the from and to period you wish to search.</p> <div data-bbox="315 1089 993 1257" style="border: 1px solid black; padding: 5px;"> <p><input checked="" type="radio"/> Specific Dates</p> <p>Date Range* from 06 / 01 / 2016 </p> <p>to 06 / 30 / 2016 </p> <p><input type="radio"/> Number of Days</p> </div> <p>Search by Number of Days: Use the text box to indicate the number of past days you wish to search. The default is 31 days.</p> <div data-bbox="315 1356 855 1478" style="border: 1px solid black; padding: 5px;"> <p><input type="radio"/> Specific Dates</p> <p>Date Range* <input checked="" type="radio"/> Number of Days</p> <p>last <input type="text" value="31"/> days</p> </div> <p>Note: Cycle time reports are meant to show the state of current claims. If you need to look at claims over 30 days old or want to review trending then CCC ONE® Analytics should be used to provide that information.</p>

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How to Run a Cycle Time Report, Continued

Running a Cycle Time Report, continued

Step	Action																																		
7	<p>Use the drop down lists to select the Starting Cycle State and Ending Cycle State:</p> <table border="1"> <tr> <td>Starting Cycle State *</td> <td>Assignment Sent</td> </tr> <tr> <td>Ending Cycle State *</td> <td>Estimate Returned</td> </tr> </table> <p>Note: The default is Assignment Sent to Estimate Returned.</p> <table border="1"> <thead> <tr> <th>Cycle State</th> <th>Definition</th> </tr> </thead> <tbody> <tr> <td>Claim Folder Created</td> <td>The date claim folder is created.</td> </tr> <tr> <td>Original Assignment Sent</td> <td>The date the original assignment was sent either from an insurance company or from within CCC ONE® Workflow - Claim Management.</td> </tr> <tr> <td>Assignment Sent</td> <td>The date the latest assignment was sent to the current owner.</td> </tr> <tr> <td>Assignment Retrieved</td> <td>The date the first assignment is retrieved from the current owner after the most recent assignment is sent.</td> </tr> <tr> <td>Estimate Returned</td> <td>The date the current owner returns the first estimate, even if there are multiple E01s.</td> </tr> <tr> <td>Supplement Returned</td> <td>The date the latest supplement is returned by current owner.</td> </tr> <tr> <td>Image Upload</td> <td>The date the current owner uploads the first digital image.</td> </tr> <tr> <td>Estimate Reviewed</td> <td>The date the first estimate sent by current owner is reviewed.</td> </tr> <tr> <td>Supplement Reviewed</td> <td>The date the latest supplement sent by current owner is reviewed, regardless of whether it is accepted or declined.</td> </tr> <tr> <td>Estimate Approved</td> <td>The date the first estimate by current owner is approved.</td> </tr> <tr> <td>Supplement Approved</td> <td>The date the latest supplement by current owner is approved.</td> </tr> <tr> <td>Payment Request Submitted</td> <td>The date the current owner submits the first payment request.</td> </tr> <tr> <td>Payment Request Approved</td> <td>The date the latest payment request is approved sent by current owner.</td> </tr> <tr> <td>Claim Folder Closed</td> <td>The latest claim folder closed date</td> </tr> </tbody> </table>	Starting Cycle State *	Assignment Sent	Ending Cycle State *	Estimate Returned	Cycle State	Definition	Claim Folder Created	The date claim folder is created.	Original Assignment Sent	The date the original assignment was sent either from an insurance company or from within CCC ONE® Workflow - Claim Management.	Assignment Sent	The date the latest assignment was sent to the current owner.	Assignment Retrieved	The date the first assignment is retrieved from the current owner after the most recent assignment is sent.	Estimate Returned	The date the current owner returns the first estimate, even if there are multiple E01s.	Supplement Returned	The date the latest supplement is returned by current owner.	Image Upload	The date the current owner uploads the first digital image.	Estimate Reviewed	The date the first estimate sent by current owner is reviewed.	Supplement Reviewed	The date the latest supplement sent by current owner is reviewed, regardless of whether it is accepted or declined.	Estimate Approved	The date the first estimate by current owner is approved.	Supplement Approved	The date the latest supplement by current owner is approved.	Payment Request Submitted	The date the current owner submits the first payment request.	Payment Request Approved	The date the latest payment request is approved sent by current owner.	Claim Folder Closed	The latest claim folder closed date
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How to Run a Cycle Time Report, Continued

Running a Cycle Time Report, continued

Step	Action
8	Enter the number of days the Cycle Exceeds or Equals in the selected cycle:
9	Use the check boxes to indicate that you want claim folders with a Completed or Pending state in the Display Options section:
10	Click the Run Report button:
11	The Report results are listed: <p>Note: Each claim folder can be opened and reviewed. Claims are sorted by the starting cycle date and the ending cycle date. As with all reports, you can choose to print or save the report.</p>

Continued on next page

How to Read a Cycle Time Report

		1		2			3
		Assignment Sent to Estimate Returned		Claim Totals			
		Completed	Pending	Completed	Pending	Total	
-	CLAIM OFFICE	-	3	0	1	1	
-	Staff	-	3	0	1	1	
-	ADAMS, MIRIAM	-	3	0	1	1	
	AUTOCLAIM0627201602190575	-	3	-	-	-	
Total			3	0	1	1	

1. Cycle State Results

Term	Definition
Completed	The Claims that completed the selected cycle state within the set parameters. The number listed is the average number of days for claims that Exceeds or Equals the parameter set. It is the sum of completed claims for that cycle state divided by the total number of claims completed for that cycle state range.
Pending	The Claims that have not completed this cycle state. The number listed is the number of days (and counting) for the designated cycle state on the claim. Since there is no end date, it is the current date minus the start date. (For example, if the Start Date is 7/01/16 and the current date is 7/10/16, then the Pending Days equals 9.)
Totals	The average number of days that it took the collective claims for the cycle state to complete or remain in a pending state.

2. Claim Totals

Term	Definition
Completed	The number of Claims that have completed the entire claim cycle within the set parameters.
Pending	The number of Claims that have not completed the entire claim cycle within the set parameters.
Totals	The total number of Claims that have been completed and / or are still pending for the set parameters.

3. Total

The sum of completed and pending claim folders for each claim office. The total at the bottom is the sum of all claim folders in the report.