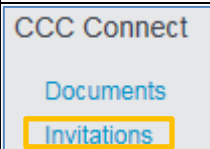





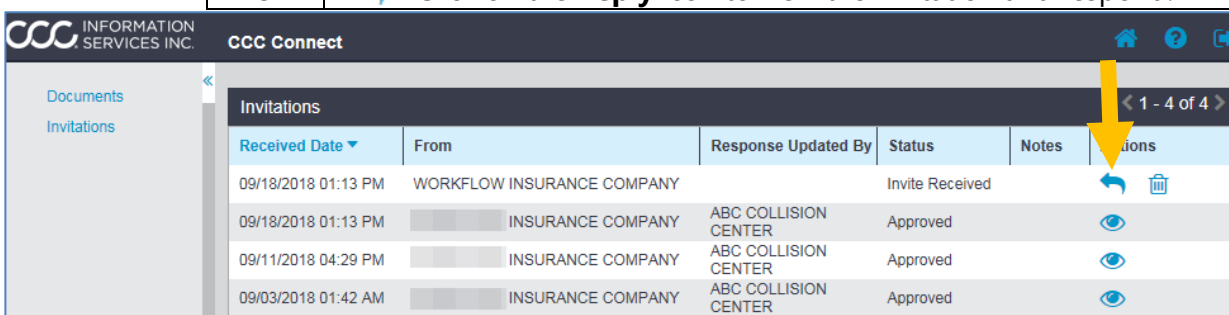
## Job Aid: DRP Invitation Response






**Introduction** CCC® Connect allows an Insurance Company to send your Shop an invitation to join their Direct Repair Program (DRP). This job aid describes how to locate the invitation and respond via CCC® Workflow Appraiser Management.

### Location Invitation Message

Use the following steps to locate the DRP Invite from the Insurer.

Step	Action
1	Login to CCC® Portal with your username and password.
2	 <p>Go to the left side panel and locate CCC Connect, then click on <b>Invitations</b>. All of the invitations display with their status.</p> <p> <b>New invitations</b> display for you to reply.</p> <p> <b>Submitted responses</b> to invitations also display.</p>
3	 Click on the <b>Reply</b> icon to view the invitation and respond.



Invitations					
Received Date	From	Response Updated By	Status	Notes	Actions
09/18/2018 01:13 PM	WORKFLOW INSURANCE COMPANY		Invite Received		 
09/18/2018 01:13 PM	INSURANCE COMPANY	ABC COLLISION CENTER	Approved		
09/11/2018 04:29 PM	INSURANCE COMPANY	ABC COLLISION CENTER	Approved		
09/03/2018 01:42 AM	INSURANCE COMPANY	ABC COLLISION CENTER	Approved		

### Status Definitions


The Status column is updated based on the current activity or state of the invitation. The following table shows the definitions of each status.

If Status is ...	Then the Invitation ...
Invite Received	Has been received but you have not viewed or submitted a reply.
Submitted	Is ready for review, submitted for approval, or registration is pending.
Insurance Company Declined	Has been cancelled or the Approver Declined.
Approved	Has been approved and the request is complete.

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## Job Aid: **DRP Invitation Response**, Continued

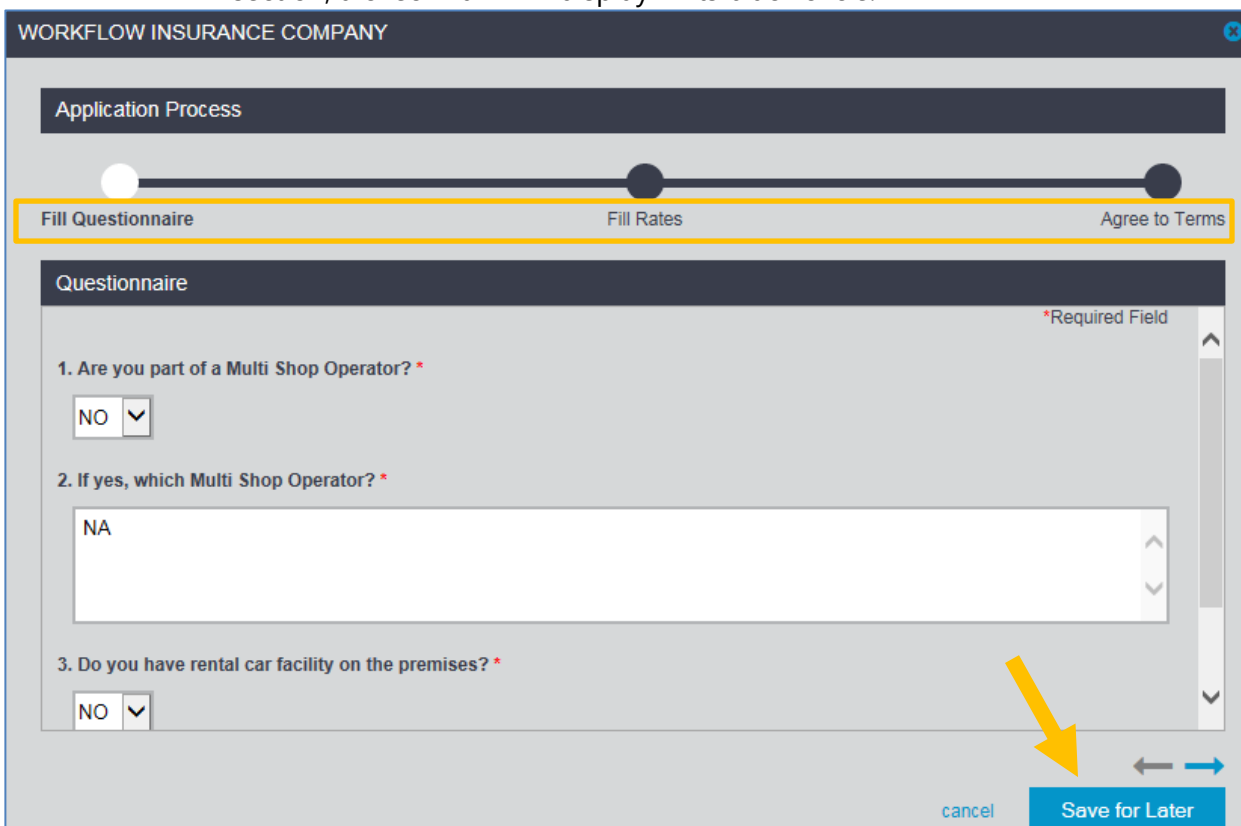
### Status Definitions

 Use the following steps after you have clicked on the Reply icon to accept the invitation and apply. A popup window displays with the form that must be completed.

The Application Process window displays. There are three parts:

- Fill Questionnaire
- Fill Rates
- Agree to Terms

The circle above the part currently displayed is white. As you complete each section, a checkmark will display in its black circle.



Use the tools at the bottom of the form to move from page to page. You can also save your work to continue later or cancel and exit without saving.

Now let's take a look at each part more closely.

*Continued on next page*

## Job Aid: DRP Invitation Response, Continued

### Complete Questionnaire

The Fill Questionnaire section displays first. This section auto populates answers based on your CCC Network Profile.



**IMPORTANT: All fields are mandatory.** If you do not complete a field, the form will not submit. Incomplete fields will be highlighted in red.

You can update or edit the answers as needed. Each Insurer's questions may be different.



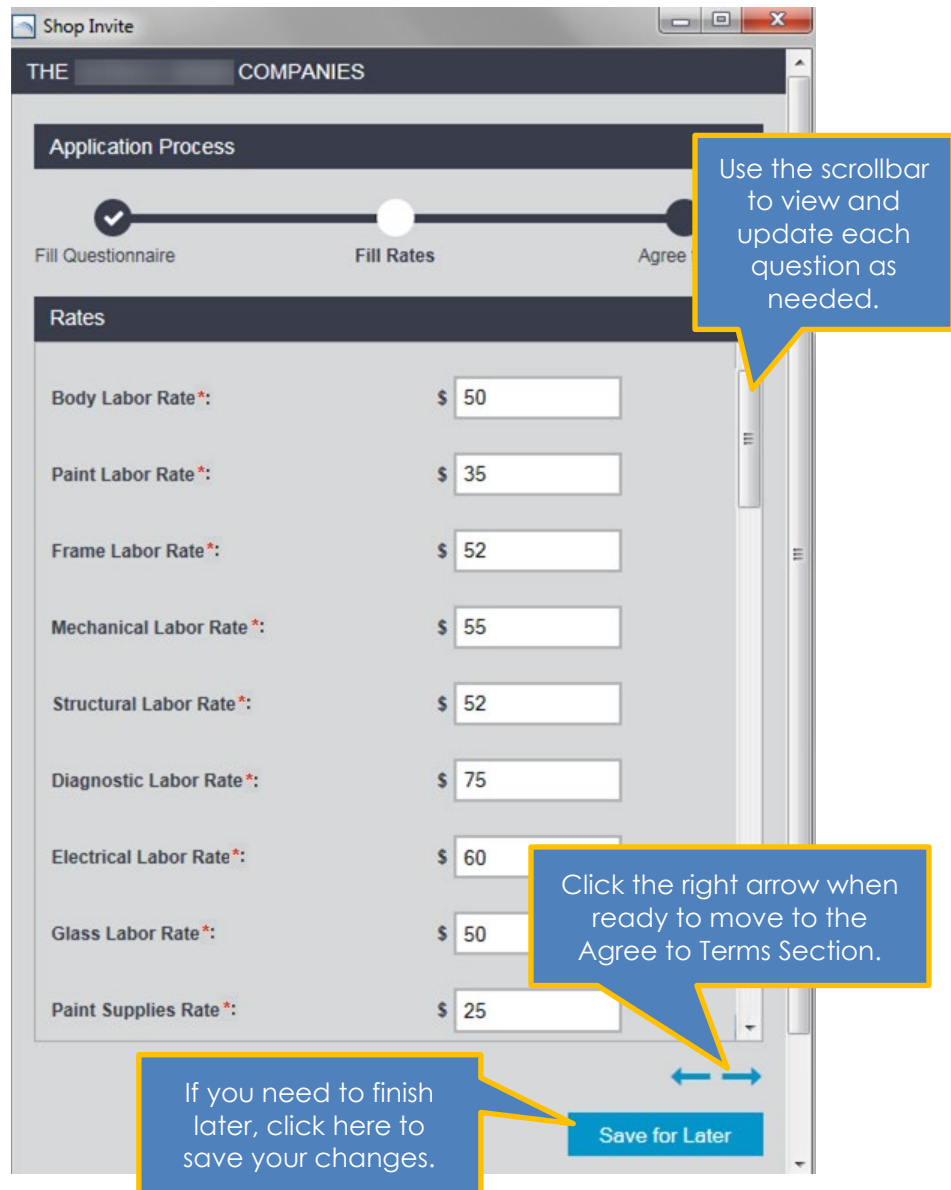
When finished with the Questionnaire, click the right arrow to continue on to the next section.

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## Job Aid: **DRP Invitation Response**, Continued

### **Complete Fill Rates Section**

Unlike the Questionnaire section, ***if this is a NEW DRP Invite, the Rates section will be blank.*** You must enter your rates into the appropriate categories. If this is an updated Invite, then confirm or update the rates as needed.



Shop Invite

THE COMPANIES

Application Process

Fill Questionnaire ☒ Fill Rates ☒ Agree ☐

Rates

Body Labor Rate*:	\$ 50
Paint Labor Rate*:	\$ 35
Frame Labor Rate*:	\$ 52
Mechanical Labor Rate*:	\$ 55
Structural Labor Rate*:	\$ 52
Diagnostic Labor Rate*:	\$ 75
Electrical Labor Rate*:	\$ 60
Glass Labor Rate*:	\$ 50
Paint Supplies Rate*:	\$ 25


Save for Later

Use the scrollbar to view and update each question as needed.

Click the right arrow when ready to move to the Agree to Terms Section.

If you need to finish later, click here to save your changes.

For new Invites, add your rates to the appropriate categories.

 When ready, click the right arrow.

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## Job Aid: DRP Invitation Response, Continued

### Agree to Terms

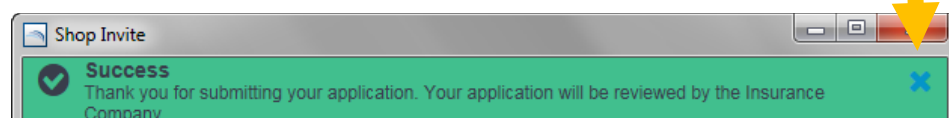
The last section is **Agree to Terms**. Read the Contract carefully. You have three options here. You can:



To finish the application, check the box to agree to the terms, then click on **Agree & Accept**.

**NOTE:** If you select **Decline**, you are declining to participate in the DRP network. To join the DRP, you must **request a NEW invitation** from the Insurer.

The Success message will display. Click the **X** to close the window and return to the Insurance Messages Inbox.



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## Job Aid: **DRP Invitation Response**, Continued

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### **Final Notes**     ***All Fields Mandatory***

Remember that all fields are required. The form will not submit if you leave anything blank.

### ***Insurer Invites May Differ***

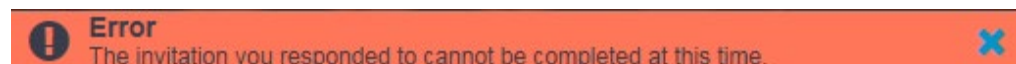
It is also important to remember that each Insurer can determine what fields are in the form, so invites may differ from carrier to carrier.

### ***Check for Accuracy***

Once you have selected Agree & Accept, you cannot change your Responses. Make sure to check each section before finishing the application.

### ***Viewing the **DRP Invite*****

Once you have submitted the application, you can still VIEW the message. However, the system will not let you apply again. If you click **Apply Now** again, you will see:



### ***CCC Network Profile***

Keeping your Network Profile updated will make the applications easier to complete.

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