

Using the Rental Car Feature in CCC[®] Estimating

Introduction

If the Insurance Companies have a relationship with Enterprise Rent-A-Car and/or Hertz[®], you can enable CCC[®] Estimating to share updates to the Repair Order with them automatically.

The following criteria need be met in order to share repair order status updates automatically:

- The claim is an Insurance company workfile.
- The Estimate or Supplement is locked.

This document describes how to enable and use the Rental Agency feature in CCC[®] Estimating.

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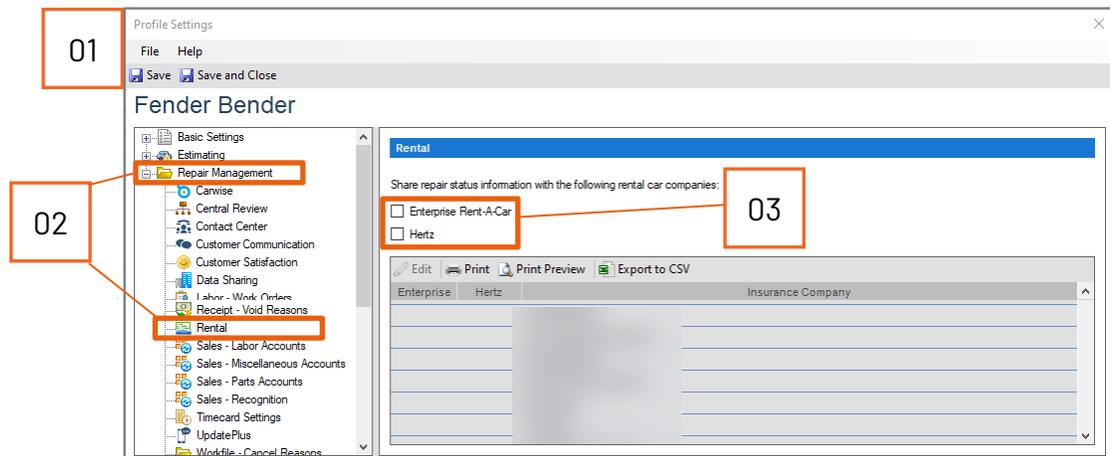
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Enable Rental Feature in the Profile

Procedure

Use the following steps to enable CCC® Estimating to communicate updates to Enterprise Rent-A-Car or Hertz and the insurance Companies.



Step	Action
1	Go to Profiles and open the Repair Facility Profile .
2	Expand Repair Management to select Rental .
3	Select the Enterprise Rent-A-Car and/or Hertz checkbox to enable sharing repair status information with them.
4	The Terms of Use will automatically display. Click on I Accept to complete the process.

Terms of Use

REPAIR FACILITY CUSTOMER AUTHORIZATION

PLEASE READ THE FOLLOWING LICENSE AGREEMENT VERY CAREFULLY.

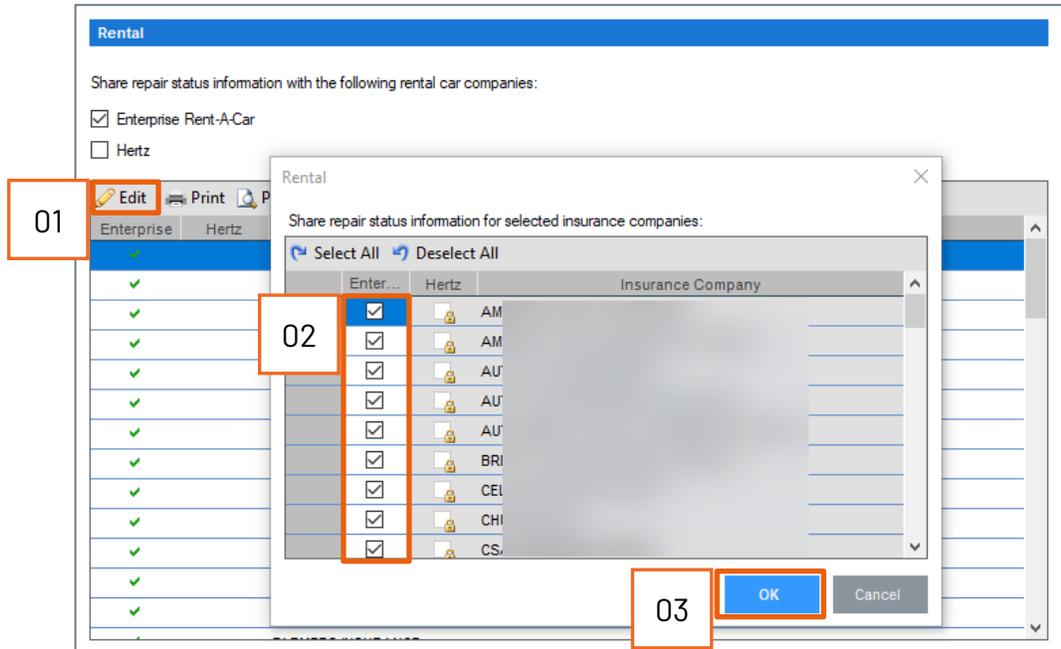
THE FOLLOWING INFORMATION SETS FORTH THE TERMS AND CONDITIONS UNDER WHICH CCC Intelligent Solutions INC. ("CCC") WILL MAKE AVAILABLE CERTAIN DATA TO ENTERPRISE HOLDINGS, INC. ("ENTERPRISE"). BY SELECTING THE "I ACCEPT" BUTTON, REPAIR FACILITY CUSTOMER ("CUSTOMER") IS REPRESENTING TO CCC THAT CUSTOMER AUTHORIZES CCC TO SEND SUCH DATA TO ENTERPRISE.

Customer and CCC have entered into a Master License Agreement whereby CCC licenses products and services to Customer and Customer sends CCC auto physical damage claim, repair (including estimated labor hours and repair status) and Customer

Activate Insurance Company Relationships

Procedure

Once you enable the relationship, you must select which Insurance Companies to activate for sharing information.



Step	Action
1	Click the Edit button.
2	Select the Insurance Company(s) to activate it for rental car companies. Note: You can use Select/Deselect All feature to add or remove the insurance company.
3	When finished, click OK .

Note: Your selections will display as **green** checkmarks.

When Updates Are Sent to Rental Agency

Update Criteria If the Rental feature is enabled and the claim is for an Insurance Company on the list, updates will be sent for the following reasons:

- When Repair Order is Closed
- When Repair Order is Cancelled
- When Vehicle Out Date is delayed

Vehicle Out Delay Prompt The Vehicle Out Date field is displayed on the Production Schedule Dashboard and on the Repair Plan Workfile tab.

Anytime there is a change to the **Vehicle Out Date**, the system will prompt you to give a reason for the delay. Select the appropriate reason, enter a note if needed, and then click **OK** to save the reason.

The screenshot shows a table of repair orders with columns for RO Number, Owner Name, Vehicle, Current Phase, Parts %, Labor %, Info, and a weekly schedule from Mon 1/7 to Sun 1/13. A dialog box titled 'Delay Reason' is overlaid on the table, showing a message: 'Vehicle Out date for repair order 7911 has been modified. Select a delay reason or "Cancel" the update.' Below the message is a 'Reason:' dropdown menu and a 'Notes:' text area. The dropdown menu is open, showing a list of reasons: Authorization - Waiting on Customer, Authorization - Waiting on Insurance, Customer - Unable to Contact, Other, Paint - Weather Delayed, Parts - On Backorder, Parts - Returned LKQ (Wrong, Damaged, or Rejected), Parts - Returned OEM (Wrong, Damaged, or Rejected), Parts - Searching for LKQ, Parts - Waiting on Delivery, Sublet - Waiting on Vendor, Vehicle - Additional Damage Found, and Vehicle - Rework Required.

RO Number	Owner Name	Vehicle	Current Phase	Parts %	Labor %	Info	Mon 1/7	Tue 1/8	Wed 1/9	Thu 1/10	Fri 1/11	Sat 1/12	Sun 1/13
10186	Abraham, John	2012 GMC TERRAIN ...	New Plan	0	0								
7905	ACME CAR RE...	2010 CADI CTS-V	New Plan	0	56								
0927131	Akepati, Varun	2005 FORD FIVE HU...	New Plan										
7911	ANDERSON, R...	2007 FORD FOCUS ST	[Scheduled]										
10123	Amolds, Joe	1999 PONT GRAND A...	New Plan										
10048	ASSIGNED IAB...	2009 HOND ACCORD...	New Plan										
10178	Athletes First, Inc	2012 GMC TERRAIN ...	[Scheduled]										
1087	Bandari, Geetha	2010 HOND ACCORD...	New Plan										
10073	BEECH, XAVIER	2002 CHRY TOWN & ...	New Plan										
10057	BENTS, DAVID	2002 Satum VUE 4X2 ...	[Scheduled]										
74489	Berry, Jason	2007 TOYO CAMRY CE	New Plan										
eb0918	Brockman, Rich...	2008 HOND CIVIC EXL	New Plan	0									
10029	BROWN, JESSE	2013 AUDI A3 PREMI...	Disassemble	11									
EB092605	Bulnes, Edwin	2012 GMC TERRAIN ...	[Scheduled]	1									