

CCC® Mobile Appraiser Pro – with Damage Selection

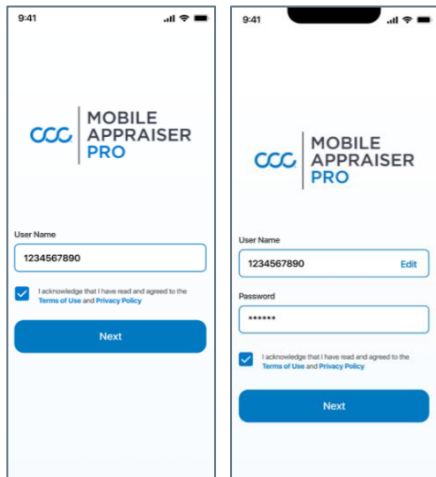
Introduction

The CCC® Mobile Appraiser Pro with Field STP product for staff users is a native application which can be used to capture vehicle damage photos of **Field Assignments** and **Drive In Assignments**.

Note: This user guide includes Straight Through Processing (STP) for AI supported estimates. **Intelligent Estimating** needs to be contracted and enabled to receive and AI generated estimate via Mobile Appraiser Pro.

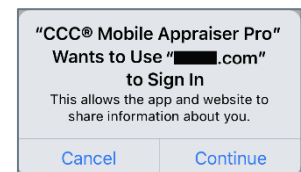
Login

Enter your **User Name** and **Password**. The login will be the same as the CCC One Desktop login. Select **Next** when finished.



Select the **checkbox** to acknowledge you have read and agree to the **Terms of use and Privacy Policy**.

Once completed, the CCC® Mobile Appraiser Pro application launches.



Note: If you enter your username and your organization uses Single Sign On (SSO), a pop-up will display asking for permission to open your organization's login screen; select **Continue**. A login screen will open to enter your organization's login credentials.

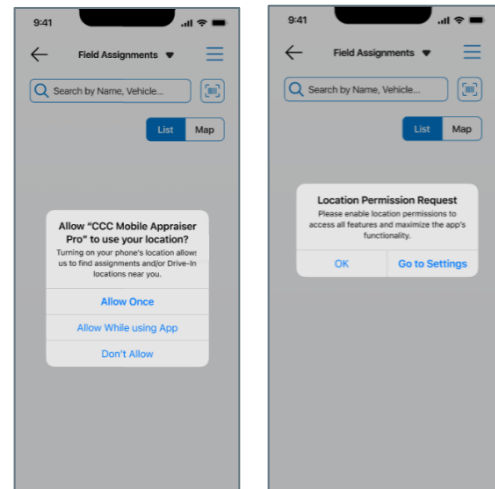
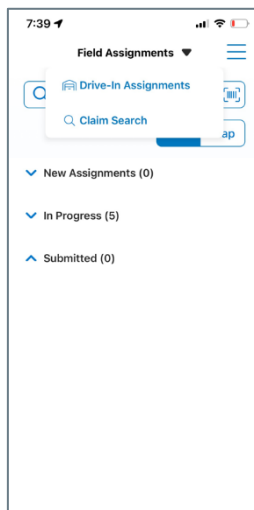
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CCC® Mobile Appraiser Pro – with Damage Selection, Continued

Field Assignments View

After the user logs in, a default screen for **Field Assignments** will open. Field Assignments will be grouped by “New”, “In Progress” or “Submitted”.

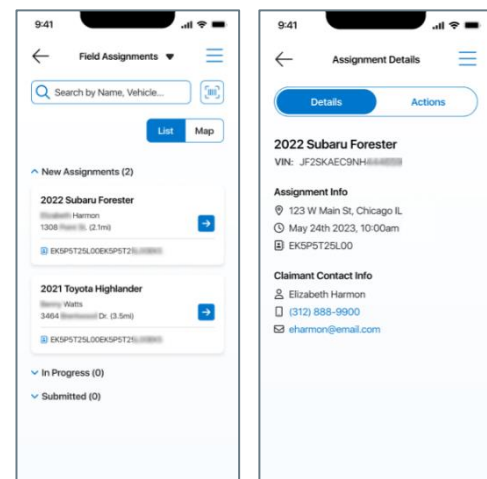
The **permission** pop-ups will open. When the phone’s location is turned on, this allows the app to find assignments and Drive-In locations close by. The **locations permissions** may need to be enabled in the settings to access all features in the app.



The user will have a choice to choose between **Drive-In Assignments** or **Claim Search**.

When a claim is selected, the **Assignment Details** will show vehicle information, assignment/appointment information and claimant contact information (if available).

Field Assignments will show the **individual** user who was **assigned** the claim. **Drive-In Assignments** are specified under the Drive-In in which the assignment was **sent** to.

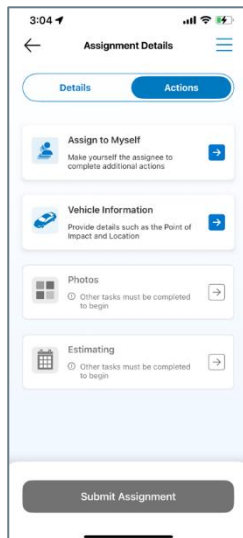


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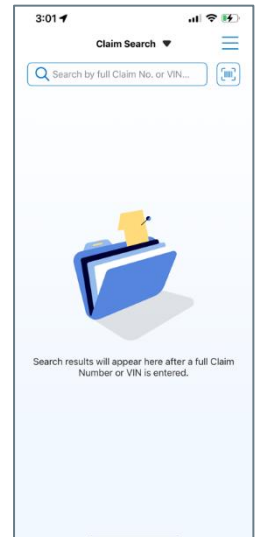
CCC® Mobile Appraiser Pro – with Damage Selection, Continued

Field Assignments View, Continued

Claim search functionality allows user to **search** additional claims by **Claim Number or VIN**.



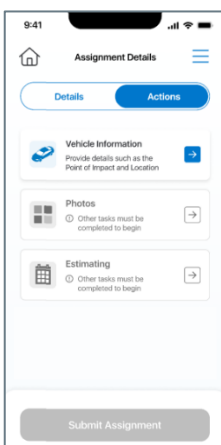
If **not** completed, the user will have the ability to **“Assign to Myself”**.



Note: These options are available based on your carrier’s configuration.

Vehicle Information Task Card

The **Actions** tab lists the **Vehicle Information**, **Photos** and **Estimating** modules. This will help the user know all the actions that need to be performed for **Estimating** to be enabled. These have to be **completed in order**.



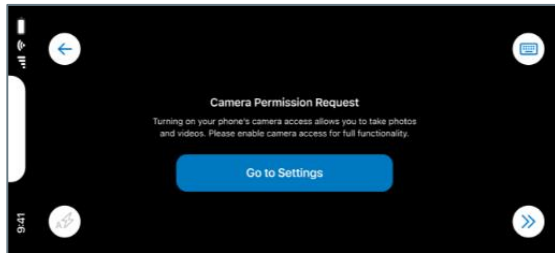
To start, select the first module, **Vehicle Information**.

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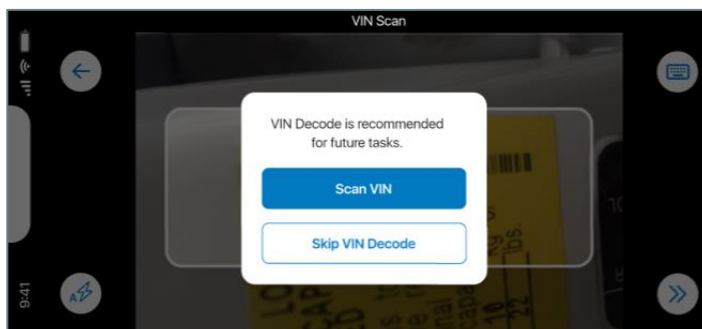
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VIN Decode

To scan the **VIN**, a camera **permission** screen opens if the permissions need to be turned on. This allows the user to take photos and videos. Select **Go to Settings**.



Number	Description
1	The back arrow allows you to go back.
2	The flash for taking a picture of the VIN number.
3	The keyboard allows you to enter the VIN manually.
4	The forward arrows will take you to the next screen.



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VIN Decode, Continued

If the user selects the **keyboard**, the **Manual Decode** opens. The user has the option to choose **Decode**.

The image shows two screenshots of the 'Manual Input' screen. The left screenshot shows a message 'Unable to Decode the VIN. Please verify the entered VIN number and try again.' with a keyboard overlay. The right screenshot shows a message 'Please provide the vehicle's VIN below.' with a keyboard overlay and a 'VIN Decode is recommended for future tasks.' message. Both screens have 'Continue' and 'Skip VIN Decode' buttons at the bottom.

Input screen
Skip VIN

The **VIN photo** will appear if scanned. Select and confirm the correct **trim** of the vehicle. Select **Next** when finished.

The image shows two screenshots of the 'Vehicle Information' screen. The left screenshot shows the 'VIN and Trim Selection' section with a 'VIN Photo' and a 'VIN' field. The right screenshot shows the same section with a 'VIN Photo' and a 'VIN' field. Both screens have a 'Next' button at the bottom.

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Odometer Entry

The user will upload an image of the **Odometer** reading. If the photo upload is **clear**, the Odometer information will populate. If the photo **cannot** be read, the user will need to **manually** enter the information. Select **Next** when upload is complete.

Note: If using an Android, the odometer reading will also need to be entered manually.



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License Plate Photo

The user will **upload** an image of the **License Plate** and enter the details. When complete, select **Next**.

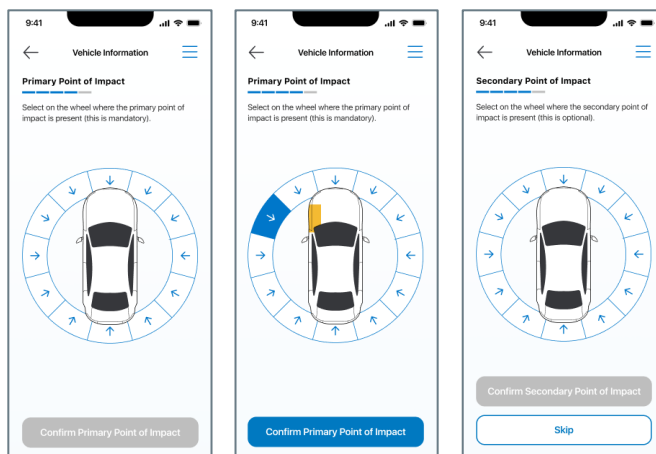


The first screenshot shows the 'Vehicle Information' screen with the 'License Plate Number & Photo' section. The second screenshot shows a photo of a car's license plate. The third screenshot shows the 'Next' button highlighted with an orange box.

Point of Impact

Select up to **two** points of impact, a **primary** and **secondary** impact. Select on the wheel where the primary point of impact is present (**this is mandatory**).

After Primary point of impact is selected press **Confirm Primary Point of Impact**. The user can select **Skip** if they choose **not** to select **another** point of impact.



The first screenshot shows the 'Primary Point of Impact' screen with a car diagram and a 'Confirm Primary Point of Impact' button. The second screenshot shows the 'Primary Point of Impact' screen with a car diagram and a 'Confirm Primary Point of Impact' button. The third screenshot shows the 'Secondary Point of Impact' screen with a car diagram and a 'Skip' button.

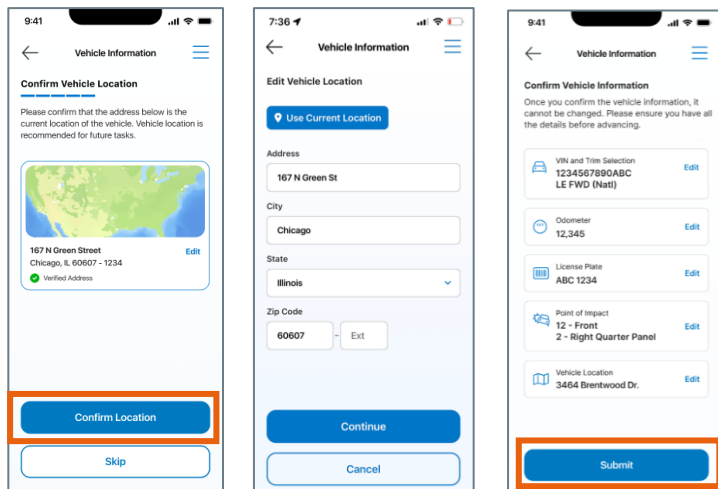
Note: The first and second POI selected are considered primary and secondary, respectively. Select the impact location again to deselect it.

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Confirm Vehicle Location

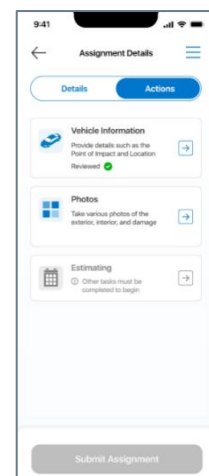
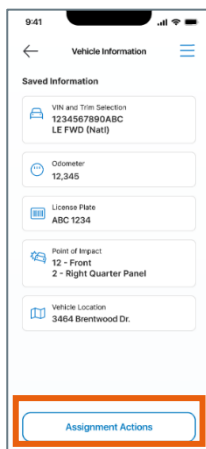
On the **Confirm Vehicle Location** screen, select the **Confirm Location** button if correct. The user can go in and **edit** information. When finished, select **Submit**.



Assignment Details

The **Actions** tab lists the **Vehicle Information**, **Photos** and **Estimating** (if enabled) modules. This will help the user know all the actions that need to be performed. These have to be completed in order. A status will be shown based on the user's interaction with the Preliminary Estimate.

Select **Submit Assignment** when all sections are complete.



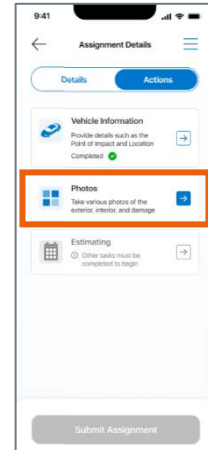
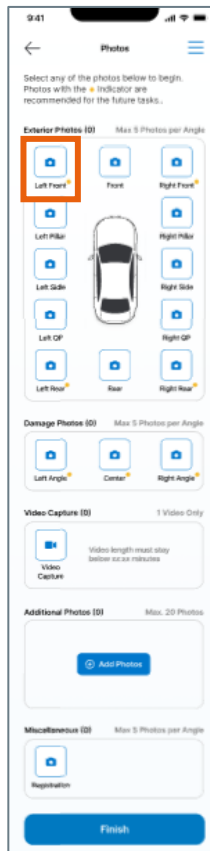
Once an action has been completed, the information is saved. Select the **Assignment Actions** button to return to the **Assignment Details** screen **Actions** tab.

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CCC® Mobile Appraiser Pro – with Damage Selection, Continued

Photo Capture

Under the **Assignment Details** Actions tab, **Photos** is the next section to complete. Select the **Photos** section to begin.



Select any of the photos below to begin. Photos with the **yellow** indicator are recommended for the **Estimate**. **Five** images can be uploaded for each area of the car.



Step	Action
1	Returns to the image selection
2	Allows multiple capture of the same image (up to 5)
3	Skips to next photo
4	Enables/Disables Flash

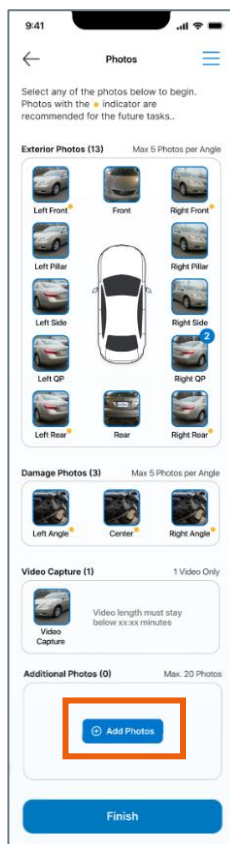
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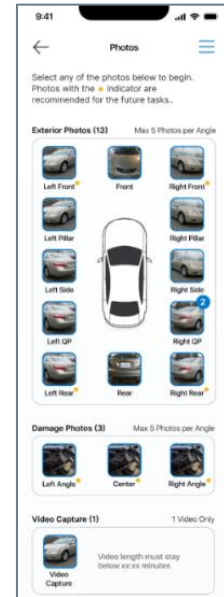
Photo Capture, Continued

After the Exterior Photos and Damage Photos sections are complete. The user has the options to **upload a video** and additional **photos** of the damage.

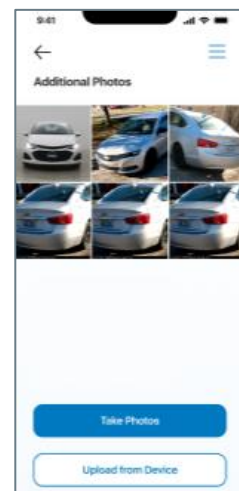
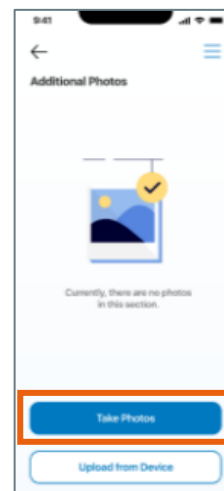
Video Capture allows for a **30 second video** to be uploaded.



When adding **additional photos**, select the **Add Photo** button.



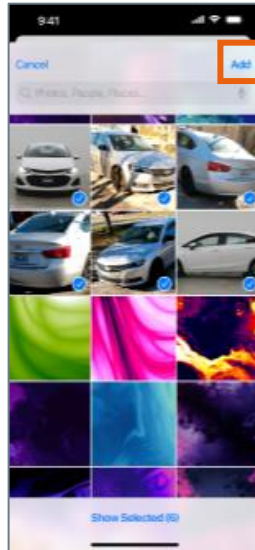
The **Additional Photos** screen will open. If there are photos already saved, they will show here. Select **Take Photos** to start. The camera will open for the user to start taking pictures.



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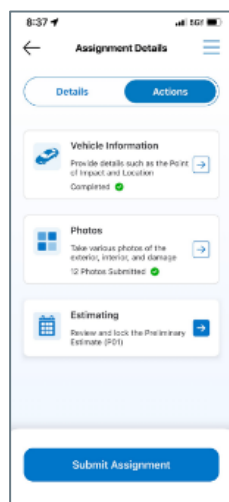
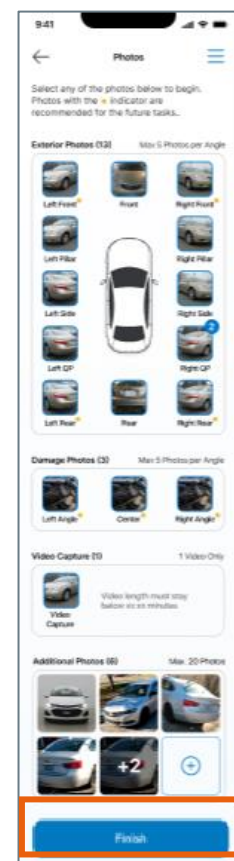
CCC® Mobile Appraiser Pro – with Damage Selection, Continued

Photo Capture, Continued



If **Upload from Device** is selected, the **photo library** will open on the phone. Select the images of the damaged vehicle and select **Add**.

After all the photos are submitted, select **Finish**.



After the photos are submitted, the **Actions** tab screen will show again. The photos have been **saved**.

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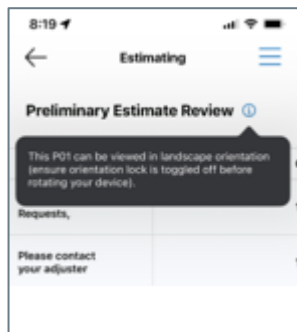
CCC® Mobile Appraiser Pro – with Damage Selection, Continued

Estimating

Estimating is next under the Actions tab. This is where operations will be selected and to view or lock the **Preliminary Estimate**.

When a Preliminary Estimate (P01) is generated, the Estimating card will **refresh**; indicating that an **P01** is ready for review. The app will display Damage Selection and parts selection. This allows appraisers to make changes to it. Once the appraiser submits the changes, the P01 gets generated. The appraiser can **review and lock** the P01 in the app. **Intelligent Estimating** needs to be enabled.

The table details can be viewed by swiping back and forth when in **Portrait** mode.



P01 can be viewed in **landscape** orientation.

Part Description	Labor	Paint	Qty	Est. Price \$
2018 Bumper Cover	1.2			0.00
Replace LT Side Duct w/o Hybrid w/o Pre-Crash	0.1		1	1.00
Repair Bumper cover w/o Hybrid w/o pre sensor	3.5	0.9	1	1.00
Add for Clear Coat				
20 Replace RT Upper support	Incl.	2.8	1	200.00
Replace LT Upper support	0.1	1.0	1	300.00

Category	Amount
Parts	\$940.92
Labor	\$1,315.20
Materials	\$527.00
Other	\$99.00
Customer Pay	\$500.00
Insurance Pay	\$2,514.23
P01 Total:	\$3,014.23

Buttons: Skip Without Locking, Lock P01

Part Description	Labor	Paint
2018 Bumper Cover	1.2	
Replace LT Side Duct w/o Hybrid w/o Pre-Crash	0.1	
Repair Bumper cover w/o Hybrid w/o pre sensor	3.5	0.9
Add for Clear Coat		
20 Replace RT Upper support	Incl.	2.8
Replace LT Upper support	0.1	1.0

Category	Amount
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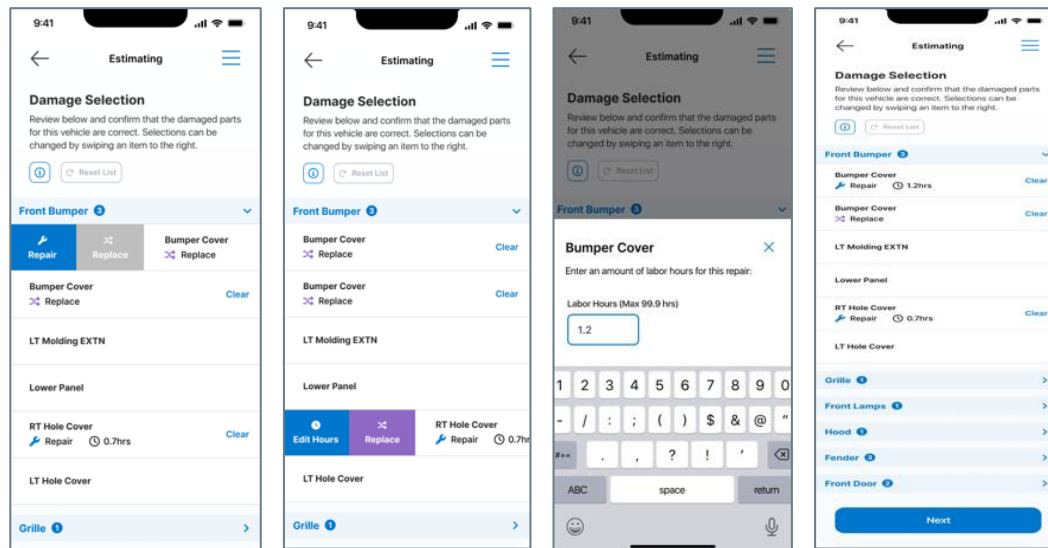
Buttons: Lock P01, Skip Without Locking

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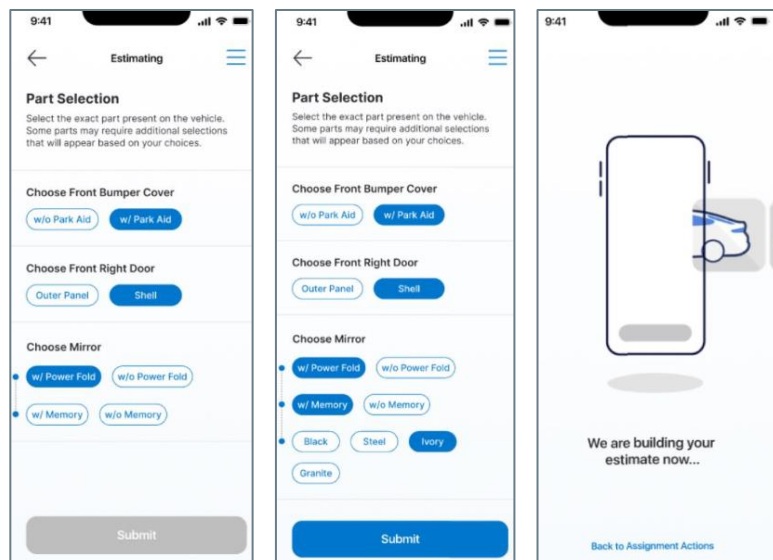
CCC® Mobile Appraiser Pro – with Damage Selection, Continued

Estimating, Continued

Damage Selection gives Insurance Appraisers the ability to capture vehicle data and then the system will generate an AI suggested Parts list. The system will generate AI predicted damage selection with the options to Repair or Replace parts. Selections can be changed by swiping an item to the right.



The user will choose the exact part (s) for the vehicle. More selections will be available based on the parts. This section should be completed before moving forward.



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CCC® Mobile Appraiser Pro – with Damage Selection, Continued

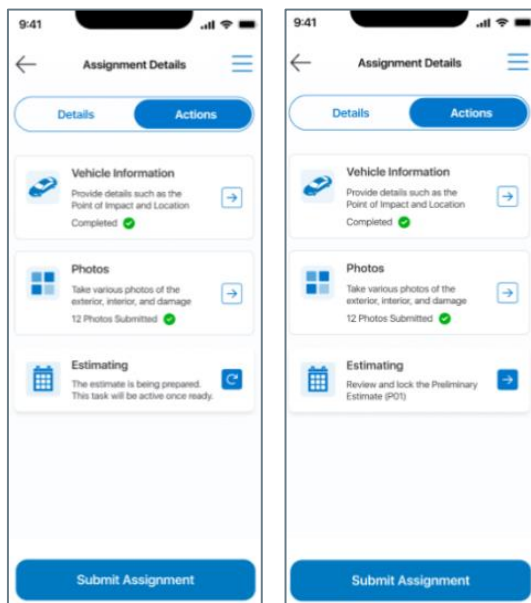
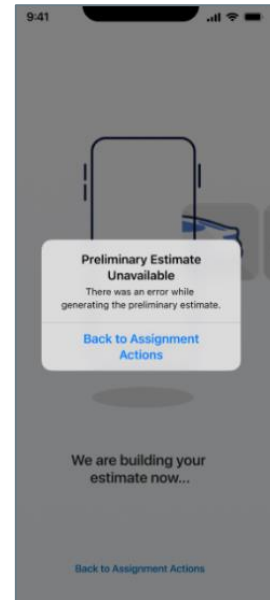
Estimating, Continued

If the P01 generation fails or the user leaves before the P01 is prepared the system will display the pop up with a failure message and display the option to go back to assignment.

The user can go back to the Home screen while the P01 generation is in process.

The system will display the Estimating card with a refresh icon until the P01 is available.

Once the Damage selection and Parts selection is complete, the system will trigger the P01 generation.



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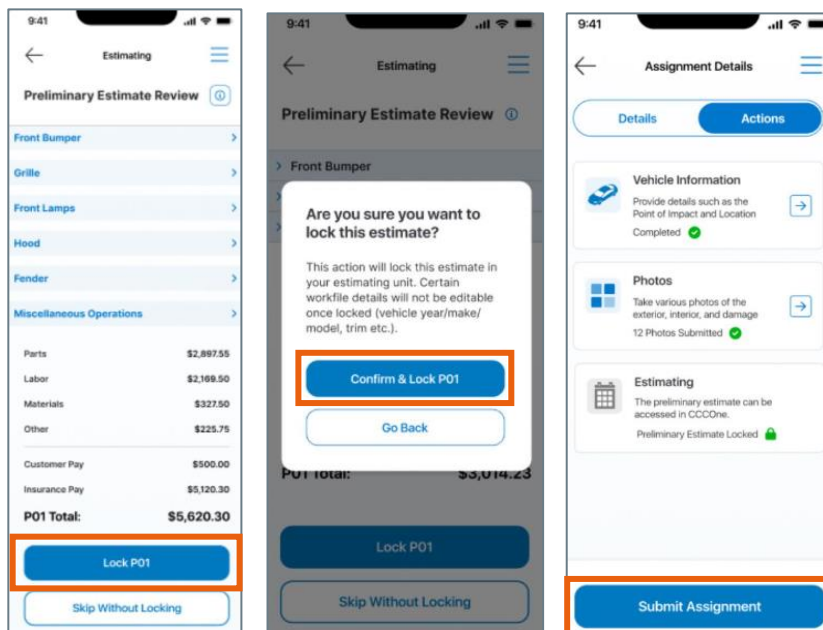
CCC® Mobile Appraiser Pro – with Damage Selection, Continued

Estimating, Continued

When finished, select the **Lock P01 button**. A pop up will appear and select the **Confirm & Lock P01** button.

Note: The lock functionality can be skipped by selecting the Skip Without Locking button. The user will have access to this same Preliminary Estimate in CCC One Estimating.

After the Preliminary Estimate review is complete, select **Submit Assignment**.



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CCC® Mobile Appraiser Pro – with Damage Selection, Continued

Closing

The assignment now appears in the **Submitted** area of the **Field Assignments** section.

Note: The claim will remain in the “Submitted” section for 3 days before being removed from the list.

