

# 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.

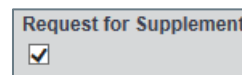
**Current Process** **Staff Appraisers** use the following general steps to handle Supplement Requests in Estimating.

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.

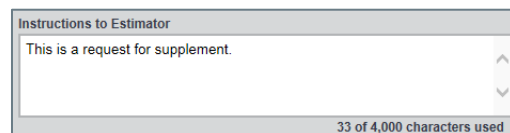
**Note:** Specific steps may differ based on company workflow.

## Other 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.



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).



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

**Supplement Assignment in CCC ONE** Once the **Supplement Request** has been sent, the Appraiser will receive two items. They are:

- |           |                     |
|-----------|---------------------|
| • Message | • Original Workfile |
|-----------|---------------------|