

DRP Invitation Response

Introduction

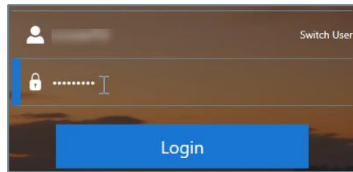
CCC® Connect allows an Insurance Company to send a Shop an invitation to join their Direct Repair Program (DRP). This invitation will display in the cccone.com Action Center under notifications. This job aid describes how to locate the invitation and respond using the Action Center on cccone.com.

Login

If already logged into the CCC ONE desktop, go to the Action Center icon **to be automatically signed** into cccone.com.

Otherwise, open a browser window, then navigate to cccone.com.

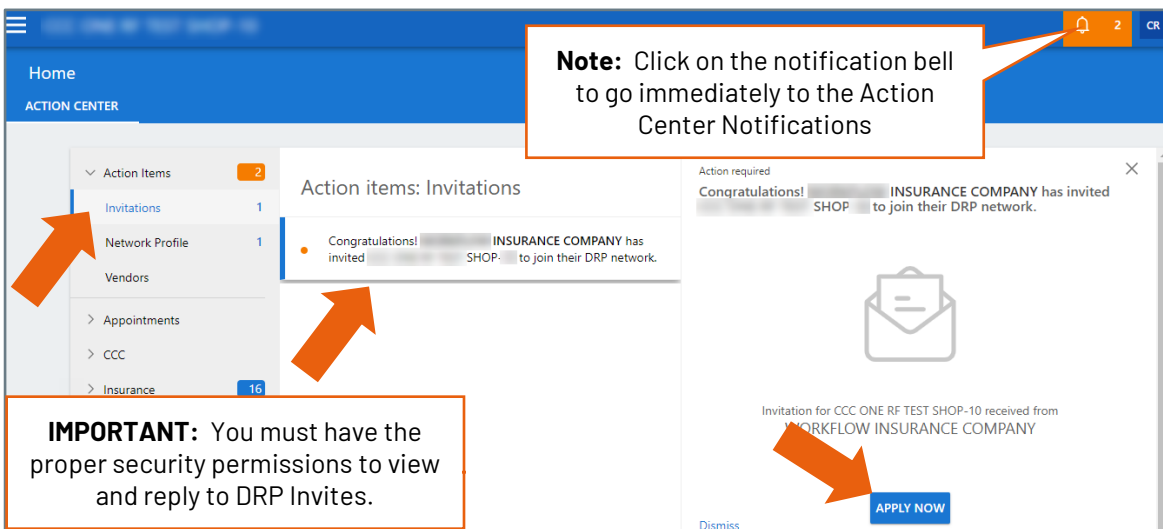
If you go directly to the browser, you will have to enter your CCC® Estimating or CCC® Repair Workflow username and password.



Action Center: Invites

Once logged into cccone.com, you are automatically brought to the **Action Center Notifications** page if you have invites waiting. Go to the left panel and choose **Invitations** and the most recent will display.

Either click on an invite to view it OR if already displayed, click on **Apply Now** in the preview to complete your application.



Note: Click on the notification bell to go immediately to the Action Center Notifications

IMPORTANT: You must have the proper security permissions to view and reply to DRP Invites.

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Apply Now

Use the following steps to review the invitation and apply.

Step	Action
1	Read the information contained in the message.
2	To accept the invitation from the Insurer, click on Apply Now to begin the application process.

The Application Process window displays. There are three parts: Fill Questionnaire, Fill Rates, and Agree to Terms.

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

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DRP Invitation Response, Continued

Complete Questionnaire

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

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

INSURANCE COMPANY

Application Process

Fill Questionnaire Fill Rates Agree to Terms

Questionnaire *Required Field

1. List of any other training and/or certificates *
I-car Gold ▾

2. How many Direct Repair Programs are you a participant of? *
NA

3. Who is your used part supplier? *
NA

4. Do you have a Quality Control Program? *
No ▾

5. Do you used remanufactured parts? *

Save for Later

Questions are Insurer-specific so make sure to review each

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

Click the right arrow when ready to move to the Fill Rates Section.

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

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 to the next section.

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Complete Fill Rates Section

Unlike the Questionnaire section, if this is a NEW DRP Invite, the Rates section is pre-populated. If this is an updated Invite, then confirm the rates as needed. You cannot change rates in this section.

The screenshot shows the 'INSURANCE COMPANY' application process. The 'Application Process' bar indicates that the 'Fill Rates' step is the current active step. Below this, the 'Rates' section is displayed as a table with the following data:

	Current Effective Rate Effective 02/19/2020	Effective 02/18/2020 Until 02/19/2020	Effective 02/18/2020 Until 02/18/2020	Effective 02/05/2020 Until 02/18/2020
Body Labor Rate	\$1	\$1	\$1	\$1
Paint Labor Rate	\$3	\$3	\$3	\$3

Annotations on the screenshot include:

- A callout box pointing to the scrollbar area: "A scrollbar will display if there are more rates than currently in view."
- A callout box pointing to the "Save for Later" button: "If you need to finish later, click here to save your changes."

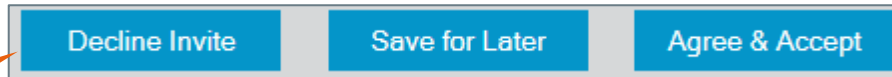
When ready, click the right arrow to move to the **Agree to Terms** section.

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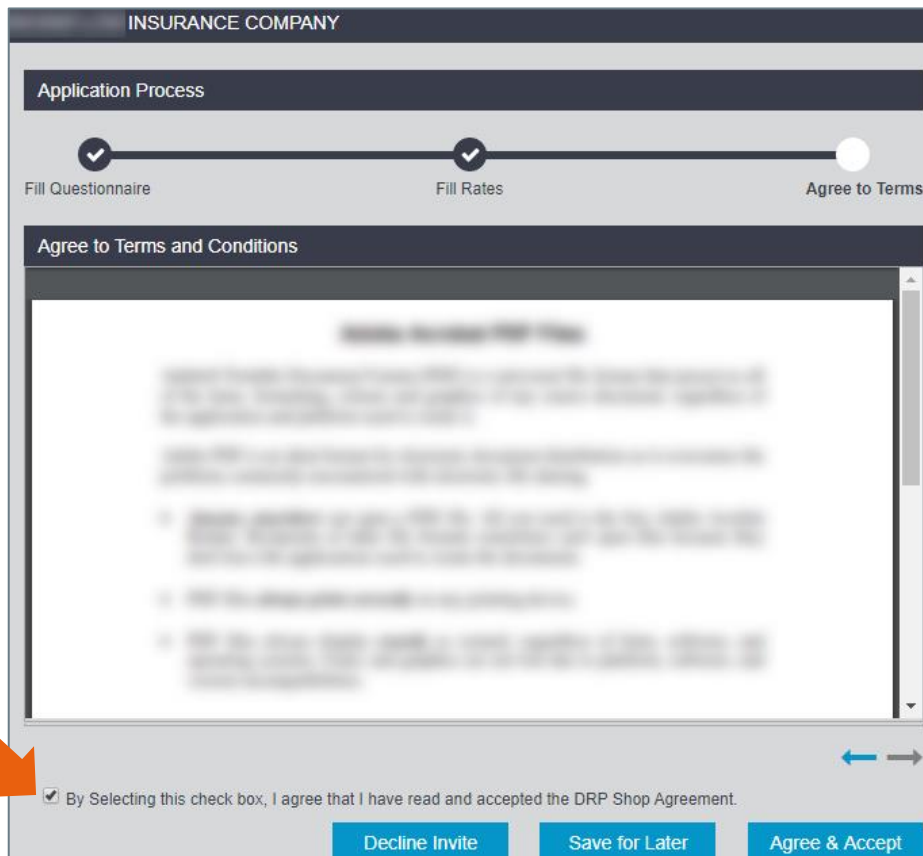
Agree to Terms

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



NOTE: If you select Decline, you are declining to participate in the DRP network.

To join the DRP, you must request a NEW

A screenshot of a web application interface for an insurance company. At the top, it says "INSURANCE COMPANY". Below that is a section titled "Application Process" with a progress bar. The progress bar has three steps: "Fill Questionnaire" (checked), "Fill Rates" (checked), and "Agree to Terms" (not checked). Below the progress bar is a section titled "Agree to Terms and Conditions" which contains a large, blurred text area representing the terms and conditions. At the bottom of this section, there is a checkbox that is checked, with the text "By Selecting this check box, I agree that I have read and accepted the DRP Shop Agreement." Below the checkbox are three buttons: "Decline Invite", "Save for Later", and "Agree & Accept". An orange arrow points to the checked checkbox.

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

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



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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

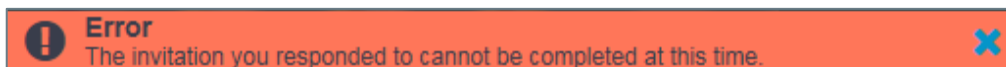
It is also important to remember that each Insurer can determine what fields are in the form, so invites may differ from carrier to carrier.

Check for Accuracy

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

Viewing the DRP Invite

Once you have applied, 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.
