

# Updating Events & Final Bill Event

**Introduction** This job aid describes how to update Repair Events and use the Final Bill Indicator when it is in the list of standard required Events for locking a workfile in CCC® ONE.

**Procedure** Open the workfile to the Events tab and follow these steps:

Step	Action
1	Click <b>Update Status</b> to complete each required Event Status.

**Note:** If you are a Repair Workflow user and do not have synced events, you must manually enter these events *in the correct sequence* in the Events tab.

Required Statuses	Update Status...
1. Vehicle Drop Off Date	When vehicle is dropped off for repairs.
2. Repair Work Started	When tech clocked onto repair, typically repair down.
3. Promise Date	For estimated (expected) repair completed date.
4. Repair Work Completed	When the vehicle is ready for pickup, passed QC.
5. Vehicle Pick Up/ Return Date	When the customer picks up their vehicle.
6. Final Bill Indicator	When ready to submit payment request.

**Note:** Some Insurers have unique Required Events. The Events at left are standard when they are not unique to that Insurer.

Once you have added statuses 1-6, continue to Step #2.

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## Updating Events & Final Bill Event, Continued

Procedure,  
continued

Step	Action
2	At this point, you can either click <b>Update Status</b> , and then <b>Complete with Comments</b> for the Final Bill Indicator...

The screenshot shows the 'Repair Status' window. At the top, there are tabs for 'Current' and 'Original'. Below these, a green bar displays 'Last Status: Vehicle Out; Next Status: Final Bill Indicator'. To the right of this bar is an 'Update Status' dropdown menu. Below the menu, two buttons are visible: 'Complete with Comments...' and 'Undo Last Status'. At the bottom left, there is a 'History' section with sub-tabs 'History', 'Required', and 'Communicated'. Below the 'History' sub-tab, there is a 'New Event' button, a 'Print' button, and a 'Print Preview' button.

Or click on **New Event** under the subtabs. The **New Event** window will display.

3 If you selected **Update Status**, the Final Bill Indicator is automatically selected.

The screenshot shows the 'New Event' window. The 'Event' dropdown menu is set to 'Final Bill Indicator'. Other fields include 'Code: FIB', 'Source:', 'Communicated: Yes', 'Required To:', 'Sequence: 6', 'Date/Time: 4:30 PM', and 'Comments:'.

If you clicked **New Event**, then you must select it from the drop list as shown below.

The screenshot shows the 'New Event' window with the 'Event' dropdown menu set to 'Final Bill Indicator'. Below the dropdown, there is a table listing events:

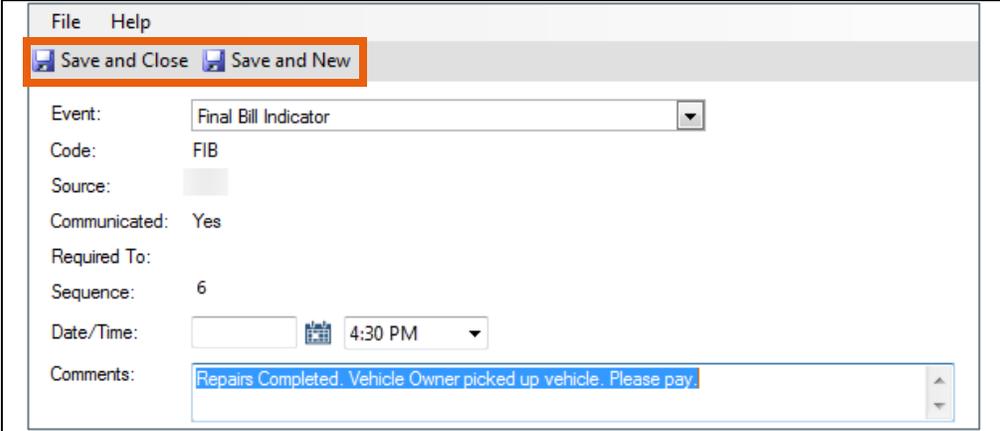
Event	Sequence	Source	Communicated
Vehicle In	1		Yes
Repairs Started	2		Yes
Promise Date	3		Yes
Repairs Completed	4		Yes
Vehicle Out	5		Yes
Final Bill Indicator	6		Yes

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## Updating Events & Final Bill Event, Continued

Procedure,  
continued

Step	Action
4	Enter the <b>Date/Time</b> and a <b>comment</b> .
5	Click <b>Save and Close</b> or <b>Save and New</b> .

The screenshot shows a software window with a menu bar containing 'File' and 'Help'. Below the menu bar, there are two buttons: 'Save and Close' and 'Save and New', both highlighted with an orange border. The main area of the window contains a form with the following fields: 'Event:' with a dropdown menu set to 'Final Bill Indicator'; 'Code:' with the text 'FIB'; 'Source:' with an empty text box; 'Communicated:' with the text 'Yes'; 'Required To:' with an empty text box; 'Sequence:' with the text '6'; 'Date/Time:' with a date picker icon and the text '4:30 PM'; and 'Comments:' with a text area containing the text 'Repairs Completed. Vehicle Owner picked up vehicle. Please pay.'

The Final Bill request is sent to the Insurance Company.

### Final Bill Indicator Requirements

It is important to note the following when using the Final Bill Event:

- The Final Bill Indicator event is sequenced after event #5 Vehicle Pickup/Return Date.
- Only enter the Final Bill Indicator AFTER the vehicle has been picked up by the customer, not before.
- Enter the Final Bill Indicator event with your final supplement for this claim.