Updating Events

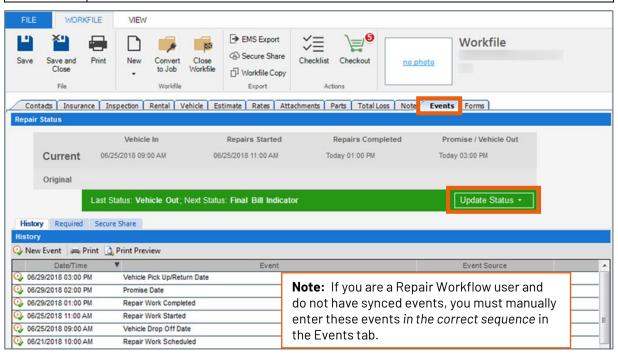
Introduction

This job aid describes how to update Repair Events from 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	Select Update Status to complete each required Event Status.	



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

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.

Once you have added statuses 1-5, continue to Step #2.

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Updating Events, Continued

Procedure,

continued

