

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.

The screenshot shows the software interface with the 'Events' tab selected. A green bar at the bottom of the repair status section contains the text 'Last Status: Vehicle Out ; Next Status: Final Bill Indicator' and an 'Update Status' button with a dropdown arrow, which is highlighted with an orange box. Below this is a 'History' section with a table of events. A note box is overlaid on the right side of the history table.

Date/Time	Event	Event Source
06/29/2018 03:00 PM	Vehicle Pick Up/Return Date	
06/29/2018 02:00 PM	Promise Date	
06/29/2018 01:00 PM	Repair Work Completed	
06/25/2018 11:00 AM	Repair Work Started	
06/25/2018 09:00 AM	Vehicle Drop Off Date	
06/21/2018 10:00 AM	Repair Work Scheduled	

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.

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

Step	Action
2	At this point, you can either select Update Status , then Complete with Comments or select New Event under the subtabs, the New Event window will display.

4 Enter the **Date/Time** and a **comment**.

5 Select **Save and Close** or **Save and New**.