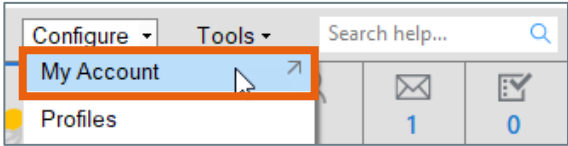
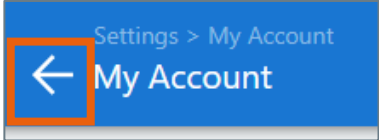
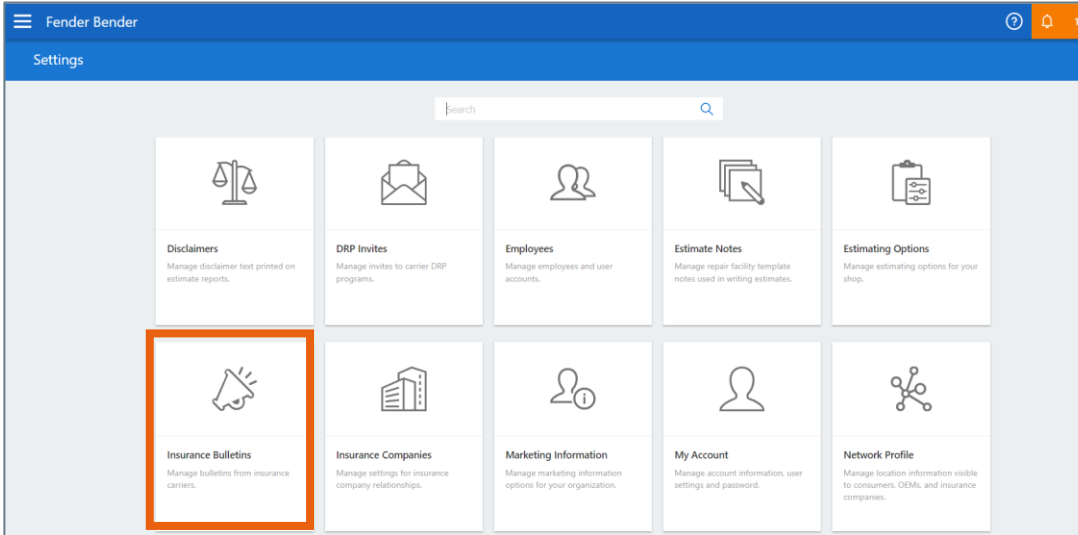


CCC® Scheduling: Insurance Appointment Configuration

Introduction Insurance Scheduling allows certain insurance companies to add estimating appointments to your calendar. Follow this guide to configure CCC ONE® to properly receive Insurance Appointments.

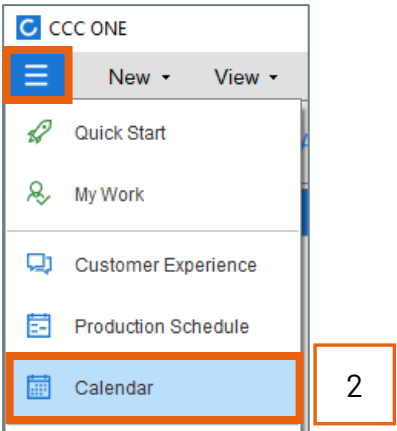
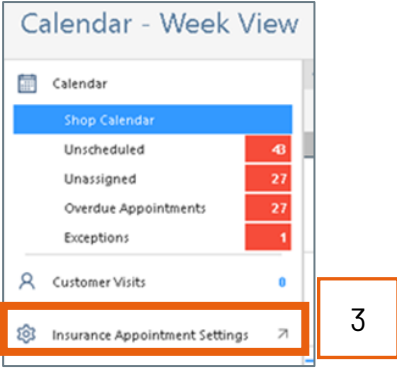
Accessing Insurance Configuration – cccone.com To access the Insurance appointment settings, start by logging in to CCC ONE®. Then, follow these steps to go to the **Insurance Settings** page.

| Step | Action |
|------|--|
| 1 | <p>Select Configure, then click on My Account. The My Account window will open in cccone.com.</p>  |
| 2 | <p>Click the back arrow to access the Settings.</p>  |
| 3 | <p>Select Insurance Companies icon from the Settings page.</p>  |

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CCC® Scheduling: Insurance Appointment Configuration, Continued

Accessing Insurance Configuration - CCC Estimating Desktop To access the configure setting, start by logging in to CCC ONE®:

| Step | Action |
|------|--|
| 1 | <p>Select the menu icon.</p>  |
| 2 | <p>Select Calendar from the drop-down menu. The Calendar view opens.</p> |
| 3 | <p>Click the Insurance Appointment Settings link from the left-side panel of the Calendar view. The configurations page opens automatically, logging you into cccone.com.</p>  |

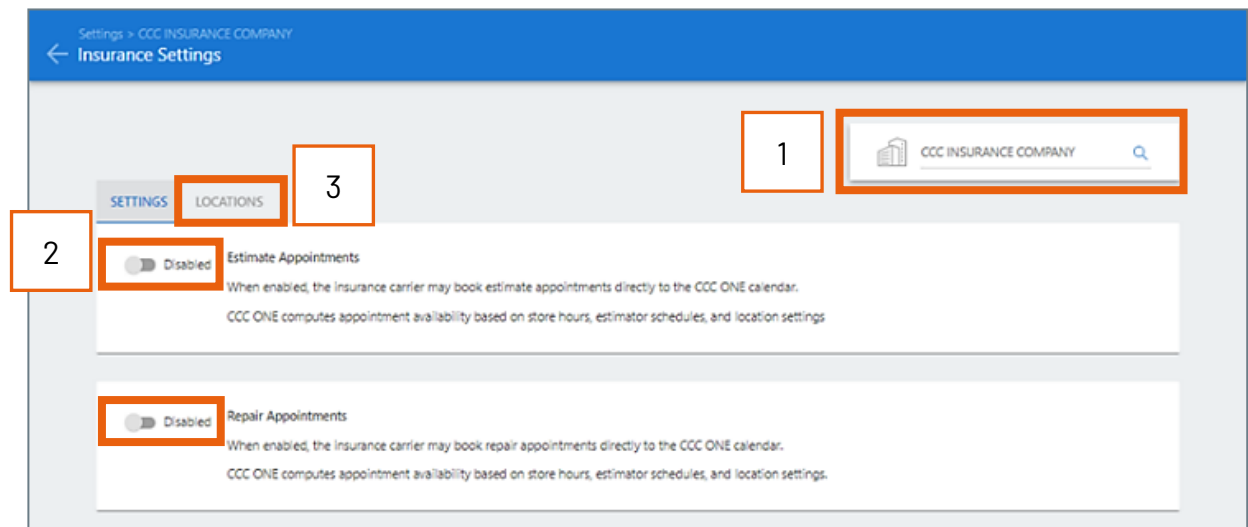
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CCC® Scheduling: Insurance Appointment Configuration, Continued

Enable Appointments

Follow the steps below to Enable Estimate and Repair Appointments:

| Step | Action |
|------|---|
| 1 | On the Insurance Settings configuration page in the Settings section, select an Insurance Company in the search field. |
| 2 | Move the slider to Enable the Estimate Appointments and Repair Appointments . A repair facility location must be configured to receive Appointments. |
| 3 | Select Locations . |



Continued on next page

CCC® Scheduling: Insurance Appointment Configuration, Continued

Location Settings Follow the steps below to configure Estimator Scheduling rules, Max Appointments Per Day/Week, and Non-drivable vehicle scheduling:

| Step | Action |
|------|---|
| 1 | The Estimator scheduling function allows shops to route insurance assignments to specific estimators. If they have a preference, they can select a Primary Estimator from the drop-down, as well as a Secondary Estimator . Note: If the shop does not have a preference on which estimator is assigned the insurance job, they can keep this preference set to Any Available Estimator . |
| 2 | The Scheduling Rules allow shops to determine how flexible they want the availability to be on their calendar. Max Appointments per Day/Week from the insurance company can be set using the sliders. The default is set to No Limit . |
| 3 | The Non-drivable vehicle settings allow shops to Enable or Disable Non-drivable vehicle scheduling. When Enabled, the insurance carrier may schedule appointments for non-drivable vehicles for this location. |
| 4 | Click Save , when finished editing the location settings. |

The screenshot shows the configuration interface for Estimator Scheduling, Scheduling Rules, and Non-drivable vehicles. It includes the following elements:

- Estimator scheduling:** A section with a user icon and the text "CCC ONE will automatically book appointments with estimators based on the following coverage rules." It features two dropdown menus: "Primary Estimator" (set to "Demo User2") and "Secondary Estimator" (set to "Chad Smith"). A callout box labeled "1" points to the Secondary Estimator dropdown.
- Scheduling Rules:** A section with a calendar icon and the text "CCC ONE will limit the number of appointments available to the insurance carrier based on defined capacity thresholds." It features two dropdown menus: "Max Appointments Per Day" (set to "No Limit") and "Max Appointments Per Week" (set to "No Limit"). A callout box labeled "2" points to the Max Appointments Per Day dropdown.
- Non-drivable vehicles:** A section with a toggle switch labeled "Enabled" and the text "When enabled, the insurance carrier may schedule appointments for non-drivable vehicles for this location." A callout box labeled "3" points to the toggle switch.
- Buttons:** At the bottom right, there are "SAVE" and "CANCEL" buttons. A callout box labeled "4" points to the SAVE button.

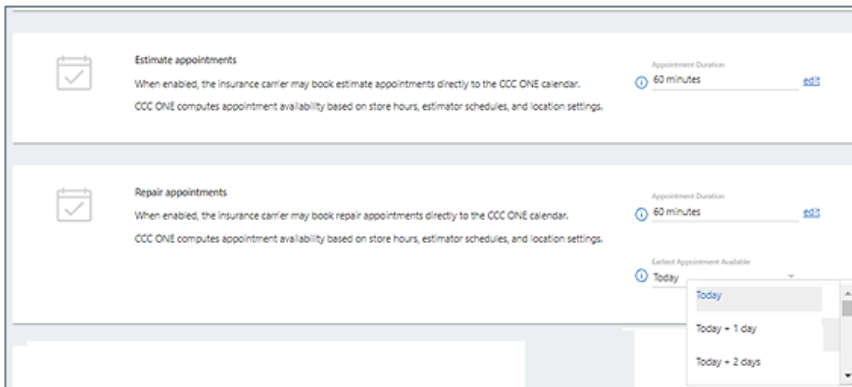
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CCC® Scheduling: Insurance Appointment Configuration, Continued

Insurance Appointment Configuration

Follow the steps below to return to the **Location Settings** page:

| Step | Action |
|------|--|
| 1 | Select the Location Name . |
| 2 | Click Edit to return to the Location Settings for the selected location. |



Having **Estimate appointments** configured for the shop allows customers and/or insurance carriers the ability to send them estimate appointments directly within CCC ONE. The appointment duration can be set from 15 minutes up to 2 hours depending on the shop's needs.

Having **Repair appointments** configured for the shop allows customers and/or insurance carriers the ability to send you repair appointments directly within CCC ONE. The appointment duration can be set from 15 minutes up to 2 hours depending on the shop's needs. In addition to the repair appointment duration setting, CCC also allows the shop to indicate when they will be able to accept their next repair appointment.

The **Earliest appointment available** setting allows the shop to adjust how soon the insurance company can send them new repair appointments. If the shop has limited capacity, they may consider increasing their earliest appointment available setting. Choosing **Today + X days** means the earliest the insurance company could assign the shop a new repair appointment would be X days from today. For example, if today was Monday and your setting for repair appointments is **Today + 2 days**, the earliest your shop would be able to receive a repair appointment would be Wednesday.

Important: Changing this setting back to Today once the shop has availability for new appointments will help ensure that the shop does not miss out on new work from that insurance company.