Using the Rental Car Feature in CCC® Estimating

Introduction   If the Insurance Companies have a relationship with Enterprise Rent-A-Car and/or Hertz®, you can enable CCC® Estimating to share updates to the Repair Order with them automatically.

The following criteria need be met in order to share repair order status updates automatically:

- The claim is an Insurance company workfile.
- The Estimate or Supplement is locked.

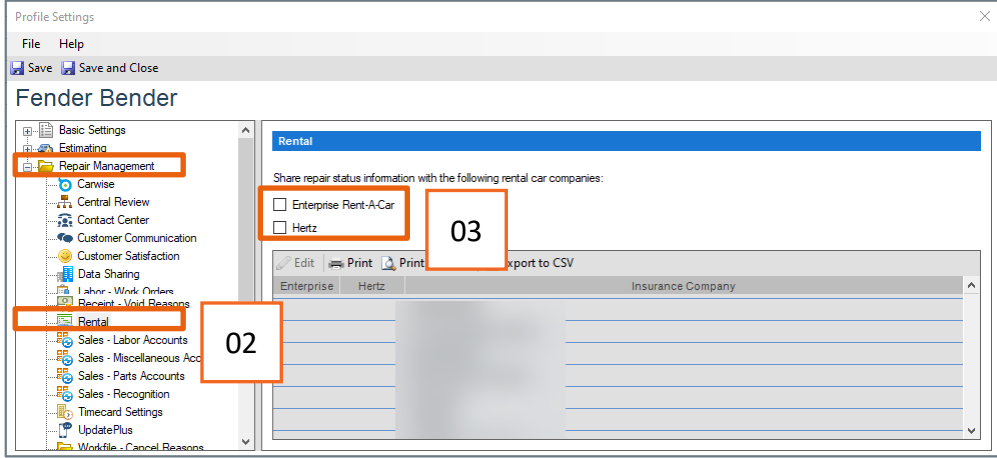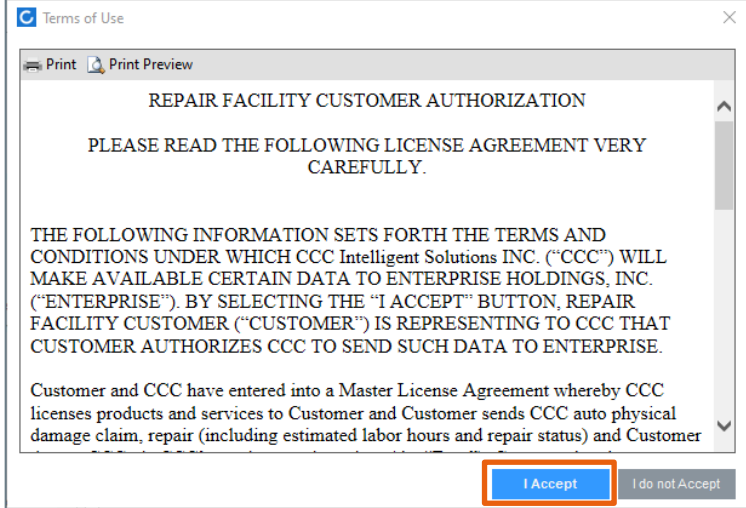This document describes how to enable and use the Rental Agency feature in CCC® Estimating.

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Enable Rental Feature in the Profile
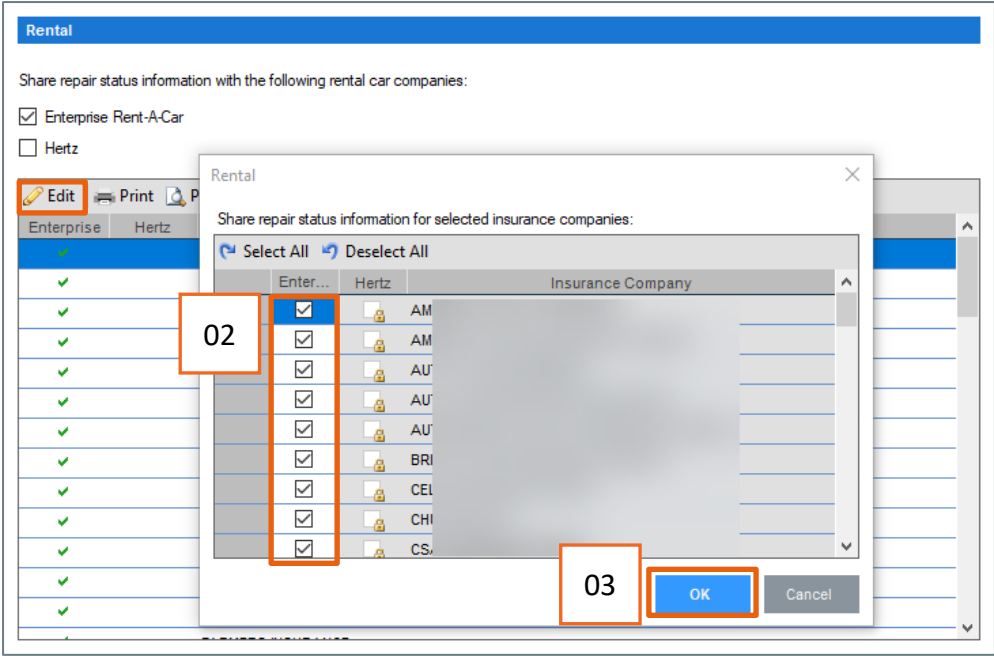
Enabling Communication Updates

Use the following steps to enable CCC® Estimating to communicate updates to Enterprise Rent-A-Car or Hertz and the insurance Companies.

Step	Action
1	Go to **Profiles** and open the **Repair Facility Profile**.
2	Expand **Repair Management** to select **Rental**.
3	Select the Enterprise Rent-A-Car and/or Hertz checkbox to enable sharing repair status information with them.
4	The **Terms of Use** will automatically display. Click on **I Accept** to complete the process.

CCC LEARNING SERVICES

Activate Insurance Company Relationships

Activating Information Sharing

Once you enable the relationship, you must select which Insurance Companies to activate for sharing information. Follow the instructions in the table to complete these steps.

Step	Action
1	Click the **Edit** button.
2	Select the Insurance Company(s) to activate it for rental car companies. **Note:** You can use **Select/Deselect All** feature to add or remove the insurance company.
3	When finished, click **OK**. **Note:** Your selections will display as **green** checkmarks.

When Updates Are Sent to Rental Agency

Update Criteria If the Rental feature is enabled and the claim is for an Insurance Company on the list, updates will be sent for the following reasons:

- When Repair Order is Closed
- When Repair Order is Cancelled
- When Vehicle Out Date is delayed

Vehicle Out Delay Prompt The Vehicle Out Date field is displayed on the Production Schedule Dashboard and on the Repair Plan Workfile tab.

Anytime there is a change to the **Vehicle Out Date**, the system will prompt you to give a reason for the delay.

Select the appropriate reason, enter a note if needed, and then click **OK** to save the reason.