## Using the Rental Car Feature in CCC° Estimating

# **Introduction** If the Insurance Companies have a relationship with Enterprise Rent-A-Car and/or Hertz<sup>°</sup>, you can enable CCC<sup>°</sup> 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**

EnablingUse the following steps to enable CCC° Estimating to communicate updatesCommunicationUse the following steps to enable CCC° Estimating to communicate updatesUpdatesUse the following steps to enable CCC° Estimating to communicate updates

| Step | Action  |
|------|---|
| 1    | Go to <b>Profiles</b> and open the <b>Repair Facility Profile</b> .   |
|      | Profile Settings       ×         File       Help         Save @ Save and Close       •         Fender Bender       •         •  |
| 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 <b>Terms of Use</b> will automatically display. Click on <b>I Accept</b> to complete the process.   |
|      | Terms of Use     Print Preview     REPAIR FACILITY CUSTOMER AUTHORIZATION     PLEASE READ THE FOLLOWING LICENSE AGREEMENT VERY     CAREFULLY.     THE FOLLOWING INFORMATION SETS FORTH THE TERMS AND     CONDITIONS UNDER WHICH CCC Intelligent Solutions INC. ("CCC") WILL     MAKE AVAILABLE CERTAIN DATA TO ENTERPRISE HOLDINGS, INC.     ("ENTERPRISE"). BY SELECTING THE "I ACCEPT" BUTTON, REPAIR     FACILITY CUSTOMER ("CUSTOMER") IS REPRESENTING TO CCC THAT     CUSTOMER AUTHORIZES CCC TO SEND SUCH DATA TO ENTERPRISE.     Customer and CCC have entered into a Master License Agreement whereby CCC     licenses products and services to Customer and Customer sends CCC auto physical     damage claim, repair (including estimated labor hours and repair status) and Customer |



# **Activate Insurance Company Relationships**

ActivatingOnce you enable the relationship, you must select which Insurance CompaniesInformationto activate for sharing information. Follow the instructions in the table to<br/>complete these steps.

| Step | Action   |  |  |  |  |  |  |  |  |
|------|--|--|--|--|--|--|--|--|--|
| 1    | Click the <b>Edit</b> button.  |  |  |  |  |  |  |  |  |
|      | Rental         Share repair status information with the following rental car companies:            Erterprise Rent.A.Car          Hertz         Rental            Share repair status information for selected insurance companies:             Print Print Poselect All             Share repair status information for selected insurance companies:             V             V             V             V             V             V             V             V             V             V             O2             Au             V             Au             V             Au             Q         Q         Q |  |  |  |  |  |  |  |  |
| 2    | Select the Insurance Company(s) to activate it for rental car companies.<br><b>Note:</b> You can use <b>Select/Deselect All</b> feature to add or remove the insurance company.  |  |  |  |  |  |  |  |  |
| 3    | When finished, click <b>OK</b> . <b>Note:</b> Your selections will display as <b>green</b> 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 OutThe Vehicle Out Date field is displayed on the Production Schedule DashboardDelay Promptand 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.

| All |                 | •                   | 🔍 Search            | 🚔 Print 👻        | 🛕 Print Prev   | iew 🔹   |            |            |            |             |             |             |             |  |
|-----|-----------------|---------------------|---------------------|------------------|--|---|------------|------------|------------|-------------|-------------|-------------|-------------|--|
|     | RO Number       | Owner Name 🔺        | Vehicle             | Current<br>Phase | Parts Lat  |   | Mon<br>1/7 | Tue<br>1/8 | Wed<br>1/9 | Thu<br>1/10 | Fri<br>1/11 | Sat<br>1/12 | Sun<br>1/13 |  |
| ۴ [ | 💹 <u>10186</u>  | Abraham, John       | 2012 GMC TERRAIN    | <u>New Plan</u>  | 0  | 0 🚺   |            |            |            |             |             |             |             |  |
| ٣ [ | XX <u>7905</u>  | ACME CAR RE         | 2010 CADI CTS-V     | <u>New Plan</u>  | 0  | 56 🚹  |            |            |            |             |             |             | ×           |  |
| ۳ [ | XX 0927131      | Akepati, Varun      | 2005 FORD FIVE HU   | <u>New Plan</u>  | Delay Reas   | on  |            |            |            |             |             |             |             |  |
| 8   | N <u>7911</u>   | ANDERSON, R         | 2007 FORD FOCUS ST  | [Scheduled]      | Vehicle Out date for repair order 7911 has been modified. Select a delay reason or<br>"Cancel" the update. |   |            |            |            |             |             |             |             |  |
| ۴ ( | 🔀 <u>10123</u>  | Amolds, Joe         | 1999 PONT GRAND A   | <u>New Plan</u>  |  | Reason:   |            |            |            |             |             |             |             |  |
| ۴ ( | XX 10048        | ASSIGNED IAB        | 2009 HOND ACCORD    | <u>New Plan</u>  | Reason:  |   |            |            |            |             |             |             |             |  |
| ۳ ( | XX <u>10178</u> | Athletes First, Inc | 2012 GMC TERRAIN    | [Scheduled]      |  |   |            |            |            |             |             |             |             |  |
| ۴ [ | <u>1087</u>     | Bandari, Geetha     | 2010 HOND ACCORD    | New Plan         | Authorization - Waiting on Insurance<br>Customer - Unable to Contact                                       |   |            |            |            |             |             |             |             |  |
| ۴ ( | <u>10073</u>    | BEECH, XAVIER       | 2002 CHRY TOWN &    | New Plan         |  | Other Paint - Weather Delayed Parts - On Backorder Parts - Returned LKQ (Wrong, Damaged, or Rejected) Parts - Returned OEM (Wrong, Damaged, or Rejected) Parts - Searching for LKQ Parts - Waiting on Delivery Sublet - Waiting on Vendor Vehicle - Additional Damage Found |            |            |            |             |             |             |             |  |
| 7   | <u>10057</u>    | BENTS, DAVID        | 2002 Satum VUE 4X2  | [Scheduled]      |  |   |            |            |            |             |             |             |             |  |
| ۴ ( | XX <u>74489</u> | Berry, Jason        | 2007 TOYO CAMRY CE  | New Plan         |  |   |            |            |            |             |             |             |             |  |
| ۴ ( | 💹 <u>eb0918</u> | Brockman, Rich      | 2008 HOND CIVIC EXL | New Plan         | 0  |   |            |            |            |             |             |             |             |  |
| 7   | <u>10029</u>    | BROWN, JESSE        | 2013 AUDI A3 PREMI  | Disassemble      | 11   |   |            |            |            |             |             |             |             |  |
| ٣   | EB092605        | Bulnes, Edwin       | 2012 GMC TERRAIN    | [Scheduled]      | 1 Vehicle - Rework Required  |   |            |            |            |             |             |             |             |  |

