Updating Events & Final Bill Event

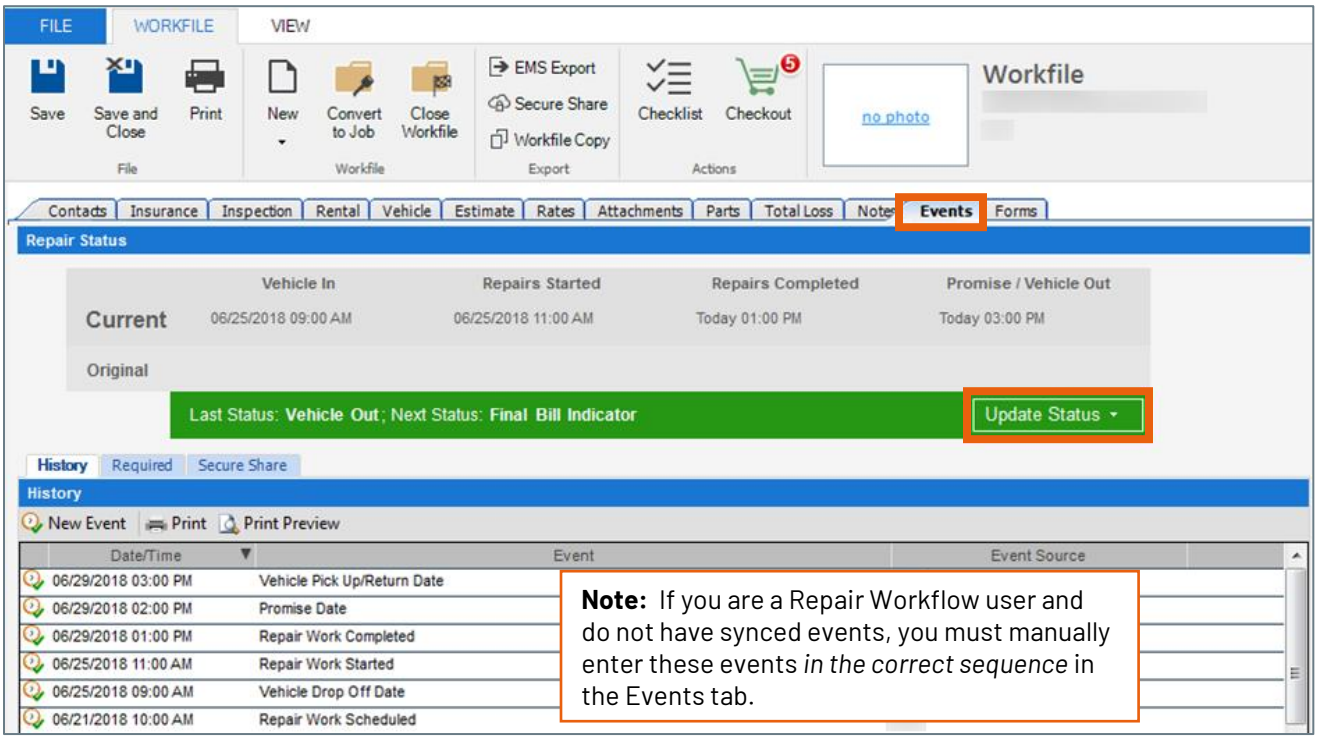
Introduction

This job aid describes how to update Repair Events and use the Final Bill Indicator when it is in 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	Click **Update Status** to complete each required Event Status.



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.

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.
6. Final Bill Indicator	When ready to submit payment request.

Once you have added statuses 1-6, continue to Step #2.

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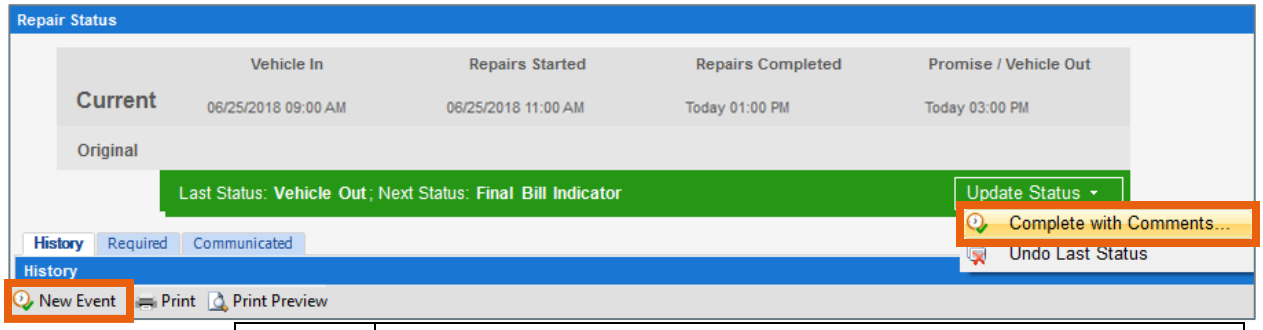
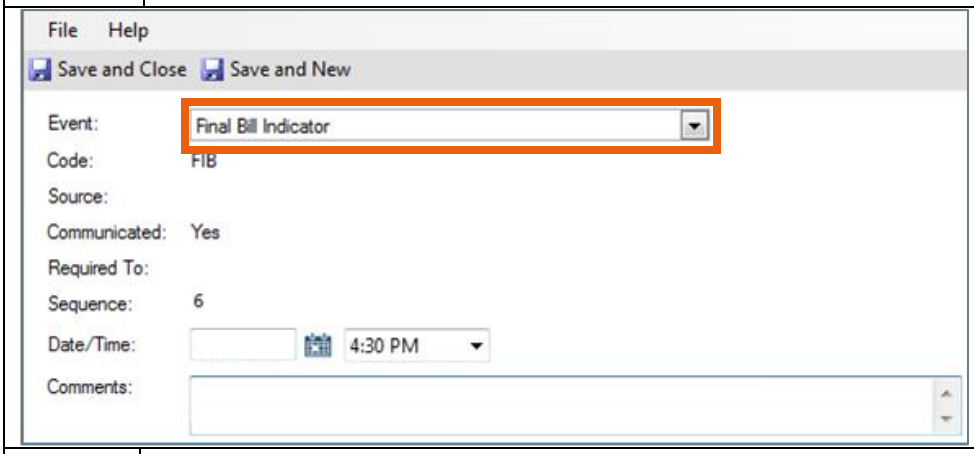
Updating Events & Final Bill Event, Continued

Procedure, continued

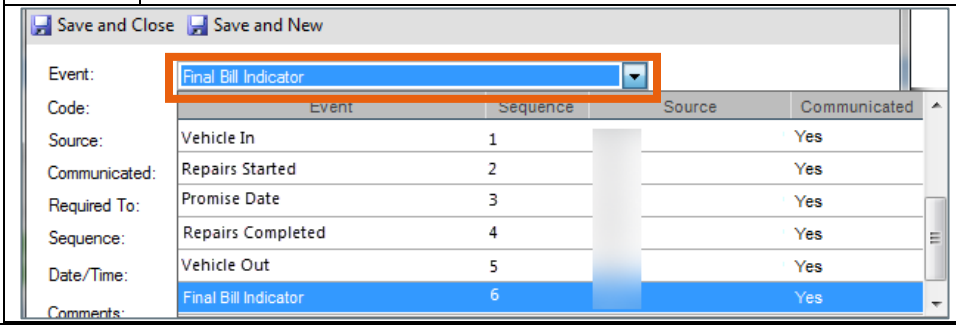
Step	Action
2	At this point, you can either click **Update Status**, and then **Complete with Comments** for the Final Bill Indicator…



	Or click on **New Event** under the subtabs. The **New Event** window will display.
3	If you selected **Update Status**, the Final Bill Indicator is automatically selected.



	If you clicked **New Event**, then you must select it from the drop list as shown below.



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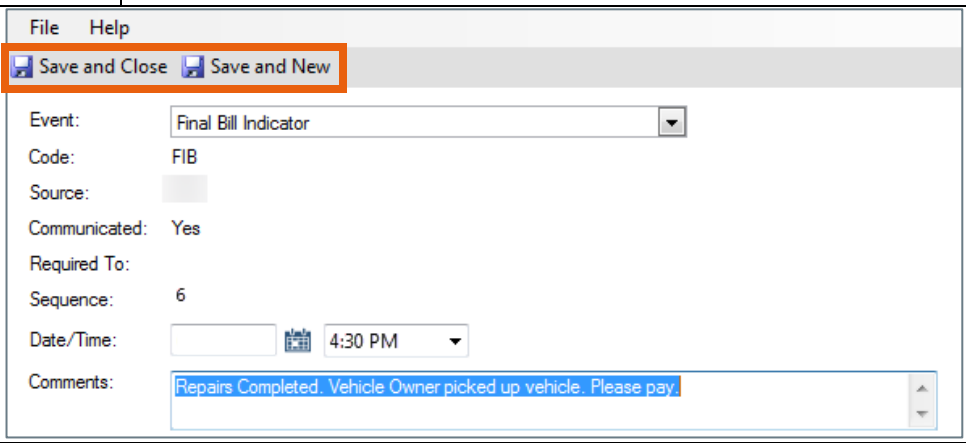
Procedure, continued

Step	Action
4	Enter the **Date/Time** and a **comment**.
5	Click **Save and Close** or **Save and New**.



The Final Bill request is sent to the Insurance Company.

Final Bill Indicator Requirements

It is important to note the following when using the Final Bill Event:

- The Final Bill Indicator event is sequenced after event #5 Vehicle Pickup/Return Date.
- Only enter the Final Bill Indicator AFTER the vehicle has been picked up by the customer, not before.
- Enter the Final Bill Indicator event with your final supplement for this claim.

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