

How to Create a PPV Post Valuation Change Request in the CCC® Portal - CCC ONE® Valuation - Fee Calculator Services

INTRODUCTION

This document explains how to create a Private Passenger Vehicle (PPV) Post Valuation Change Request in the CCC® Portal.

This job aid is specific to companies that have contracted for Fee Calculator.

Fee Calculator enables insurance companies to identify and include certain title, registration, and license plate fees as a part of the Private Passenger Vehicle (PPV) Valuation Request process based on information provided by the company to CCC.

If calculated, these fees will display in the Market Valuation Report (MVR) or other supporting fee documentation, depending on your company's configuration, and will be listed in the Post Valuation Change Request.



SUBMIT POST VALUATION CHANGE REQUEST

All required fields are denoted with a red asterisk *****.

1. Click **submit post valuation changes** from within the Claim Folder.

Example Claim Folder > Valuation Requests:

Date	Valuation Request Number	Proposed Settlement	Status	Actions
██████	██████	██████	Valued	submit post valuation changes view valuation detail view valuation summary view Spanish valuation summary

KEY DATA SCREEN

2. The **Key Data** screen opens.
 - **Claim Reference ID***: Cannot be modified.
 - **Valuation Office ID***: Cannot be modified.
 - **Loss Postal Code***: The last four digits of the nine digit zip code can be modified (see instructions on next page). The zip code +4 is required for fee calculation.
NOTE: The first 5 digits of the nine digit zip code cannot be edited via Post Valuation Change Request.
 - **Secondary Company*** (if included in your company's configuration) Can be modified.
3. When finished reviewing/editing the **Key Data** screen, click **Continue**.

Example Key Data Screen:

* Claim Reference ID	████████████████████	2
	All claim references must be 4 to 25 characters long	
* Valuation Office	████████████████████	
* Loss Postal Code	██████	
* Secondary Company	████████████████████	
		3
		Continue

TO EDIT THE LAST FOUR DIGITS OF THE NINE DIGIT ZIP CODE:

- a. Click **Continue** on the **Key Data** screen to open the **Claim Data** tab.
- b. In the **Vehicle Owner** section, click **Edit** next to the **Zip Code**.
- c. The **Key Data** screen opens with the last four digits of the **Loss Postal Code** enabled to be edited. Edit the last four digits as needed.
- d. Click **Continue** on the **Key Data** screen.

Example Key Data Screen:

The screenshot shows the 'Key Data' screen with the following fields: Claim Reference ID (with a note: 'All claim references must be 4 to 25 characters long'), Valuation Office, Loss Postal Code, and Secondary Company (a dropdown menu). A blue 'Continue' button is located at the bottom right, enclosed in a box labeled 'a'.

Example Claim Data Tab > Vehicle Owner:

The screenshot shows the 'Vehicle Owner' section with fields for Name (Last / Company, First), Address, City, State, and Postal Code. A blue 'Edit' button is located next to the Postal Code field, enclosed in a box labeled 'b'.

Example Key Data Screen:

The screenshot shows the 'Key Data' screen after editing. The 'Loss Postal Code' field is highlighted with a box labeled 'c'. The 'Continue' button at the bottom right is highlighted with a box labeled 'd'.

CLAIM DATA TAB

4. The **Claim Data** tab opens. On this page, the following fields cannot be modified:

- Vehicle Owner State
- First 5 Digits of Nine Digit Vehicle Owner Zip Code
- Loss Date

All other fields, including the company specific fields are modifiable on this page.

5. When finished reviewing/editing the **Claim Data** tab, click **Continue** to advance to the **Vehicle** tab.

Example Claim Data Tab:

Claim Data | Vehicle | Options | Condition | Refurbishments | Adjustments | Fees | Submit Request

Claim Info * are required

* Vehicle Owner Insured Claimant * Adjuster [dropdown] **4**

Total Loss Appraiser

Appraiser	Claim Office / Location
-----------	-------------------------

[change appraiser]

Vehicle Owner

* Name Last / Company [input] First [input]

Address Address [input]

City [input]

State [input] Postal Code [input] Edit

Phone ([input]) [input] - [input]

Loss

Loss is Third Party Leased Vehicle

* Date of Loss [input]

* Loss Type [dropdown] * Loss Category [dropdown]

Policy

Policy Number [input]

Deductible \$ [input]

5 Continue

NOTE: You can go directly to the Post Valuation section that you want to edit by clicking the appropriate section link at the top of the screen. If you make any changes on a screen, you will need to click **Continue** prior to leaving the screen.

Once you have made and saved your changes, you can go directly to the **Submit Request** page by clicking on the appropriate link.



VEHICLE TAB

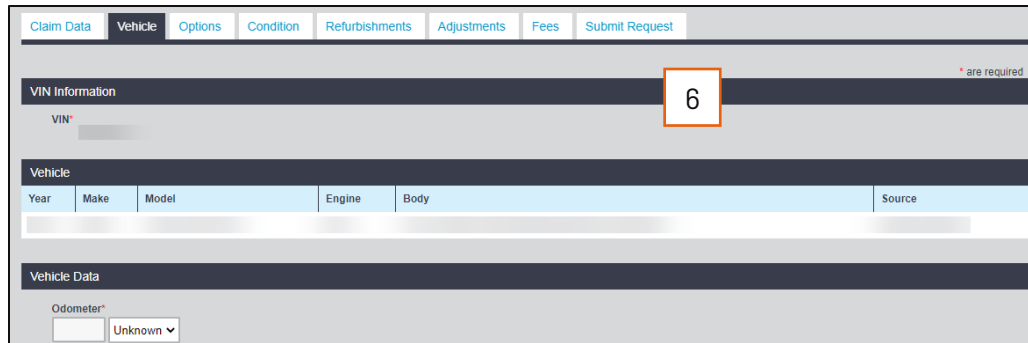
6. The **Vehicle** tab opens. On this page, the following fields can be modified:

- **Odometer***
- The fields that display within the **Registration Information** section

All other fields on the Vehicle tab cannot be modified. **NOTE:** Changes to the Loss Vehicle cannot be entered.

If the Vehicle information is entered incorrectly, a new Valuation Request should be entered.

Example Vehicle Tab:



The screenshot shows the 'Vehicle' tab selected in a navigation menu. The main content area is divided into sections: 'VIN Information' with a 'VIN*' field containing the number '6' (highlighted with a red box); 'Vehicle' with a table for 'Year', 'Make', 'Model', 'Engine', 'Body', and 'Source'; and 'Vehicle Data' with an 'Odometer*' field set to 'Unknown'. A red asterisk indicates required fields.

Vehicle Tab > Registration Information section:

- **Salvage Retained By: Carrier or Owner** using the radio buttons.
- **License Plates Are:** Select if the License Plates Are:

Transferable: License Plates are available to be transferred from the loss vehicle to a replacement vehicle for this claim.

- or -

Non-Transferable: License Plates are unavailable to be transferred from the loss vehicle to a replacement vehicle for this claim.

using the radio buttons.

Depending upon vehicle selection, location selection, and company preferences, additional fields may display in the Registration Information section such as but not limited to: Registration Date, Curb Weight, Gross Weight, MSRP, Plate Type, Number of Plates.

Example Vehicle Tab > Registration Information:



The screenshot shows the 'Registration Information' section. It contains two sets of radio buttons: 'Salvage Retained By*' with 'Carrier' selected and 'Owner' unselected; and 'License Plates Are*' with 'Transferable' selected and 'Non-Transferable' unselected. A red box highlights a '7' next to a 'Continue' button.

7. When finished reviewing/editing the **Vehicle** tab, click **Continue** to advance to the **Options** tab.



OPTIONS TAB

8. The **Options** tab opens. Vehicle Packages and Options can be modified by selecting an option category and then using the check boxes as needed.

NOTE: Package selections / removals will only allow for a maximum of 2 packages. If you exceed 2 packages, a warning message displays.

9. When finished reviewing/editing the **Options** tab, click **Continue** to advance to the **Condition** tab.

Example Options Tab:

Claim Data Vehicle **Options** Condition Refurbishments Adjustments Fees Submit Request

Vehicle Packages * are required 8 [Request Vehicle Equipment Information](#)

[\[change package selections\]](#)

Vehicle Options

*Transmission Type

Transmission Power Decor/Convenience Seating Radio Wheels Roof Safety/Brakes Exterior/Paint/glass Other - Cars All

Overdrive 4 Wheel Drive - std 9 [Continue](#)

CONDITION TAB

10. The **Condition** tab opens. Condition Ratings and Comments can be modified as needed using the radio buttons and text boxes. **NOTE:** The Condition Descriptions are View Only.

11. When finished reviewing/editing the **Condition** tab, click **Continue** to advance to the **Refurbishments** tab.

Example Condition Tab:

Vehicle Condition 10

Condition Type Major Wear Normal Wear Dealer Ready Exceptional Comments

Condition

Condition

11 [Continue](#)

REFURBISHMENTS TAB

12. The **Refurbishments** tab opens. Use the check boxes, text boxes and radio buttons to add or update refurbishments as needed. **NOTE:** Restored and Other Equipment cannot be modified.
13. When finished reviewing/editing the **Refurbishments** tab, click **Continue** to advance to the **Adjustments** tab.

Example Refurbishments Tab:

Refurbishments			
Description	Price (parts & labor)	Date(MM/YYYY)	Other
<input type="checkbox"/> Restored			12
<input type="checkbox"/> Rebuilt Transmission			
<input type="checkbox"/> Rebuilt Engine			
<input type="checkbox"/> New Tires			
<input type="checkbox"/> New Paint			
<input type="checkbox"/> Reconditioned Interior			
<input type="checkbox"/> Maintenance Item			
<input type="checkbox"/> Special Wheels			
<input type="checkbox"/> Other			

13 [Continue](#)

ADJUSTMENTS TAB

14. The **Adjustments** tab opens. Use the check boxes, links and text boxes as needed to adjust any of the fields on this page.

Note: If needed, enter Post Tax Adjustments to adjust Fee values.

For example, to adjust the dollar value amount of a fee from \$40 to \$20, enter the details in the Adjustment column and -\$20 in the Amount column.

15. When finished reviewing/editing the **Adjustments** tab, click **Continue** to advance to the **Fees** tab.

Example Adjustments Tab:

The screenshot shows a web interface for adjustments. At the top is a dark header 'Sales Tax'. Below it is a section 'Pre Tax Adjustments' with a table. The table has two columns: 'Adjustment' and 'Amount(US\$)'. The first row is 'Prior Damage' with a '\$' and an input field. Below this is another empty row with a '\$' and an input field. A blue link '+ Add More Pre Tax Adjustments' is below the table. Below this is a section 'Post Tax Adjustments' with a similar table. The first row is empty with a '\$' and an input field. Below this is another empty row with a '\$' and an input field. A blue link '+ Add More Post Tax Adjustments' is below the table. At the bottom right is a blue 'Continue' button. Two orange boxes are present: one labeled '14' around the 'Pre Tax Adjustments' header, and one labeled '15' around the 'Continue' button.

Example Fee Post Tax Adjustment:

The screenshot shows a close-up of the 'Post Tax Adjustments' section. It features a table with two columns: 'Adjustment' and 'Amount(US\$)'. The first row is 'Title, Registration and Other Fees' with a '\$' and the value '284.00'. The second row is 'Remove replacement sticker Fee' with a '\$' and the value '-20'. Below the table is a blue link '+ Add More Post Tax Adjustments'.

FEES TAB

16. A new tab, **Fees**, displays within the Post Valuation Change Request for companies with Fee Calculator enabled. This tab displays the fees that will be applied to the vehicle based on the information provided.

NOTE: If fees were not calculated in the Valuation or Post PPV Valuation Request due to missing or inputted data, the **Fees** tab will display any applicable errors.

Depending upon company preference, the information in this screen will appear as:

- **A single column** - to display the fees that will be applied – or –
- **As two columns** - the left column to display the fees that will be applied if the **Salvage Retention** radio button selection is configured by the carrier to **Carrier**, and the right column to display the fees that will be applied if the **Salvage Retention** radio button selection is configured by the carrier to **Owner**.

NOTE: The selected Salvage Retention option will be denoted as **Currently Selected** in the column heading, and the MVR will only include the fees based on the selected Salvage Retention option.

17. When finished reviewing the **Fees** tab, click **Continue** to advance to the **Submit Request** tab.

Example Fees Tab:

Update Valuation Request

Claim Data Vehicle Options Condition Refurbishments Adjustments Fees Submit Request

Title, Registration and Other Fees Included in Claim

Carrier Retained - Currently Selected

Title	
Name	Amount(US\$)
Certificate of Title	52.00

License Plate

License Plate	
Name	Amount(US\$)
Replacement plate	20.00
License plate transfer Fee	20.00
Total Amount	92.00

Carrier Retained

License Plate	
Name	Amount(US\$)
Replacement plate	20.00
Total Amount	20.00

16

17 Continue

SUBMIT REQUEST TAB

18. The **Submit Request** tab opens.

- **Valuation Request Note:** Can be modified.
- **Special Instructions:** Cannot be modified.

As needed, select the links at top of the page to review any previous screens and edit any of the information that has been specified/selected as needed.

19. Once everything is specified in your request, click **Submit Valuation Request** from the Submit Request screen.

20. Once you have successfully submitted your Post Valuation Change Request, you will receive a confirmation message. From this screen, you can:

- Open the **Claim Folder** to view the status of the request.
- **Request** a new valuation.
- Open the **CCC® Portal home page**.

Note: Any changes to data or content, including individual changes, require the **Continue** button to be clicked to save the information.

Version History

Version Number	Revision Date	Description
1.0	08/01/2021	Version history added for tracking; no other changes added.
2.0	08/17/2021	Other supporting fee documentation information added to applicable areas of document.
3.0	04/20/2023	Continue call out box on last page.