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

INTRODUCTION

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

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

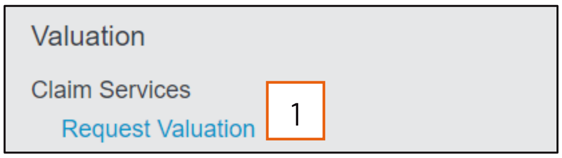
Fee Calculator enables insurance companies to identify and include certain title, registration, and license plate fees as a part of the Private Passenger Vehicle (PPV) Valuation Request process based on information provided by the company to CCC.

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 VALUATION REQUEST

Valuation Requests can be submitted from the CCC® Portal homepage or from within a Claim Folder in the CCC® Portal. **NOTE:** All required fields are denoted with a red asterisk *.

1. Click **Request Valuation** from the CCC® Portal homepage or from within a Claim Folder in the CCC® Portal.

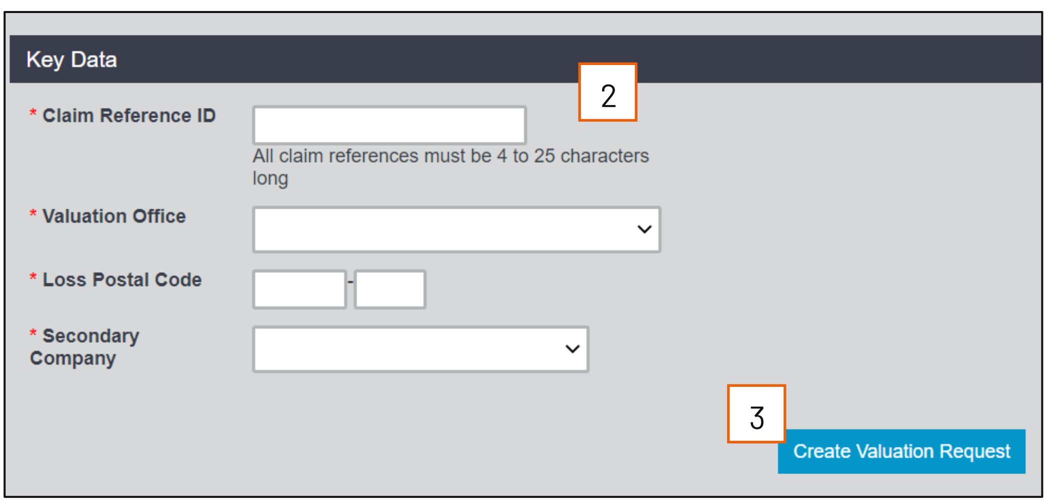


KEY DATA SCREEN

2. The **Key Data** screen opens. Specify the:
   - **Claim Reference ID*** (must be 4 to 25 characters long)
   - **Valuation Office***
   - **Loss Postal Code*:** The zip code +4 must be populated in order to create the valuation request. The zip code +4 is required for fee calculation.
   - **Secondary Company*** (if included in your company's configuration)

3. When finished populating the **Key Data** screen, click **Create Valuation Request**.

Example Key Data Screen:



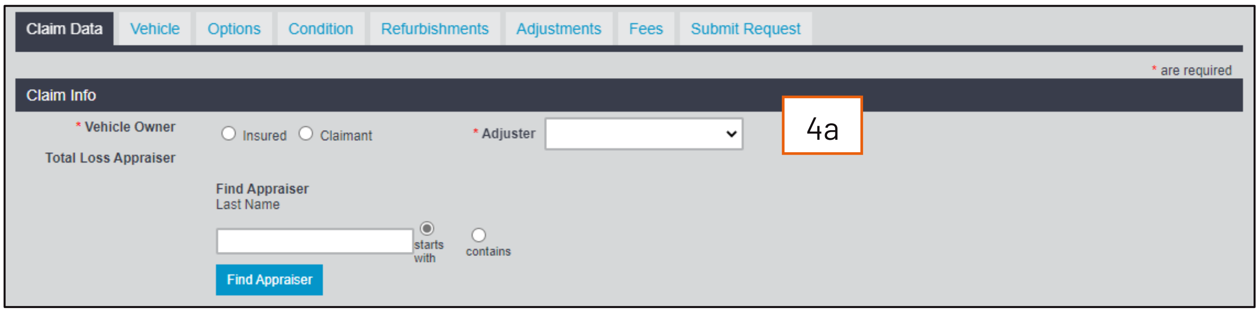
CLAIM DATA TAB

4. The **Claim Data** tab opens. Specify the following information:

   a. **Claim Info:**

   - **Vehicle Owner*** : Insured or Claimant
   - **Adjuster***
   - **Appraiser**

Example Claim Data Tab > Claim Info:



   b. **Vehicle Owner**:

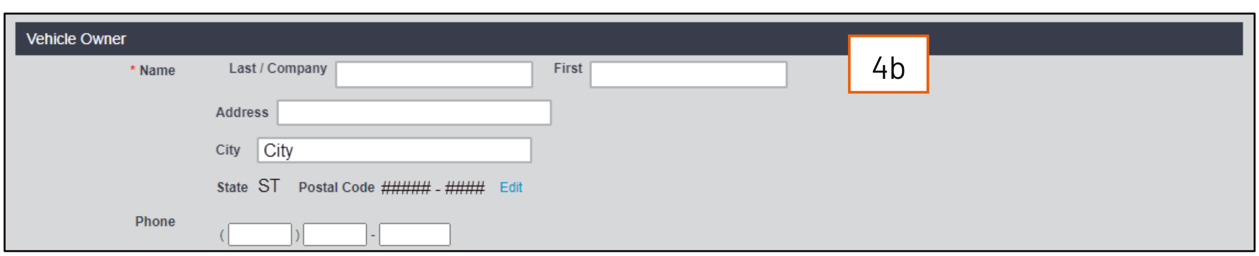
   - **Last Name** or **Company Name***
   - **First Name**
   - **Address**
   - **Vehicle Owner's Postal Code** (Populated on Key Data screen)

     NOTE: If a 5 digit zip code is entered in the Loss Postal Code field on the Key Data screen, and the Vehicle Owner's full address is entered in the Claim Data tab, the system will attempt to auto-populate the +4 zip code after the valuation request is submitted.

     If the +4 zip code is able to be auto-populated by the system, it will display on the Claim Data tab, Key Data screen, and within the MVR. If the Vehicle Owner zip code +4 is <u>not</u> able to be populated, fees may not be calculated for the valuation request.

   - **Phone Number**

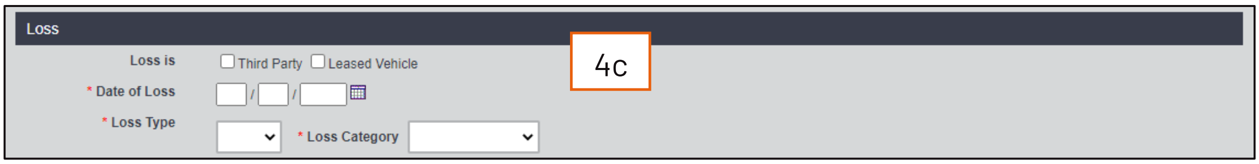
Example Claim Data Tab > Vehicle Owner:



   c. **Loss**:

- If applicable, specify if Loss is **Third Party** or **Leased Vehicle**
- **Date of Loss***
- **Loss Type***
- **Loss Category***

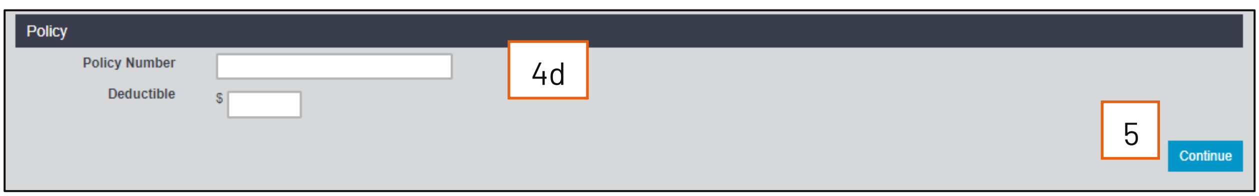
Example Claim Data Tab > Loss:



d. **Policy**:
- **Policy Number**
- **Deductible**

5. When finished populating the **Claim Data** tab, click **Continue**.

Example Claim Data Tab > Policy:



VEHICLE TAB

6. The **Vehicle** tab opens. Specify the following information:

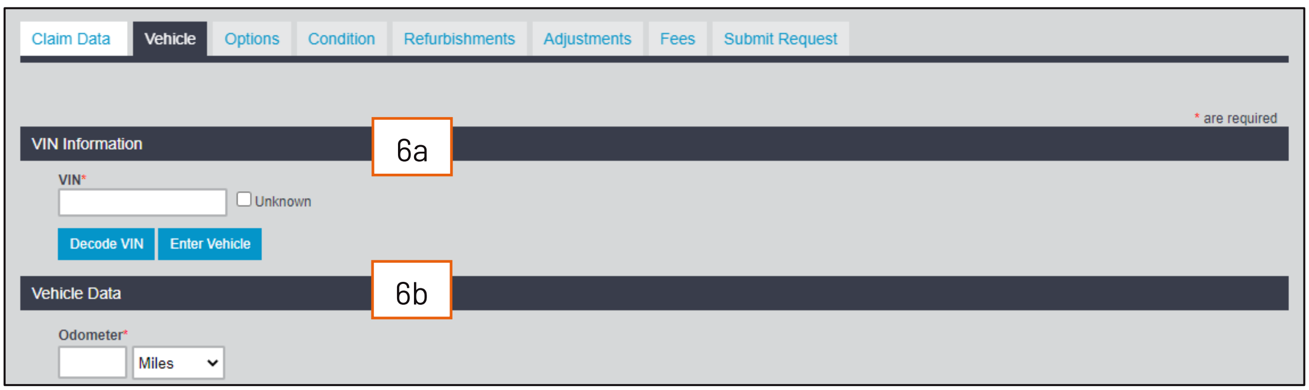
a. **VIN Information:**

- Enter a valid **VIN*** and click **Decode VIN** to fill in the Vehicle Information - or -
- Select the **Unknown** checkbox and click **Enter Vehicle**. Manually specify/select the Year, Make and Model fields. Then, click **Find Vehicle**. A matching list of vehicles populates. Select the appropriate **vehicle**.

b. **Vehicle Data:**

- **Odometer***

Example Vehicle Tab > VIN Information & Vehicle Data:



c. **Registration Information:**

- **Salvage Retained By*:** Carrier or Owner

NOTE: Default value may be configured by Carrier. In such case, the adjuster should review and confirm the default setting is appropriate for the given claim.

- **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.

  NOTE: Default value may be configured by Carrier. In such case, the adjuster should review and confirm the default setting is appropriate for the given claim.

Example Vehicle Tab > Registration Information:

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.

NOTE: The Registration Information fields are optional, however, if these fields are left blank or not populated appropriately, the corresponding fees may not be calculated. If additional fields are displayed, some of these fields may be pre-populated with information based on the standard vehicle data for the vehicle provided by insurer.

7. When finished populating the **Vehicle** tab, click **Continue**.

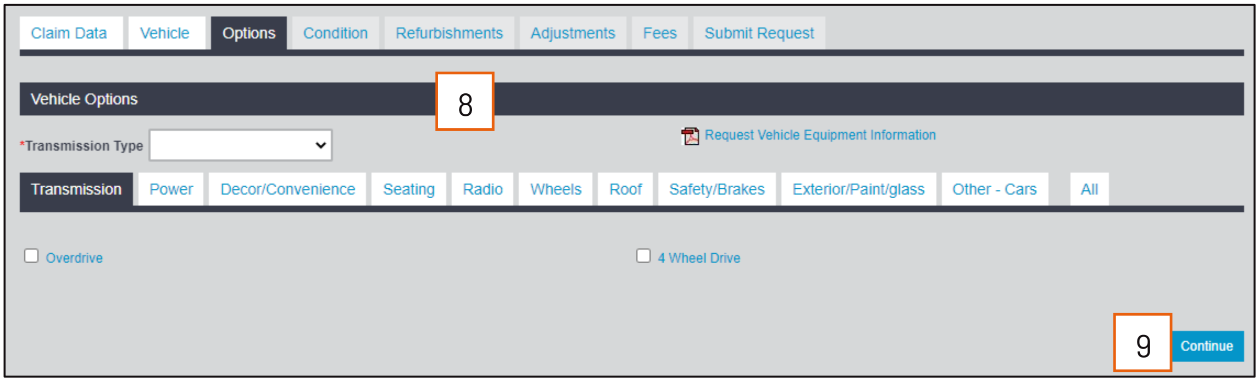
OPTIONS TAB

8. The **Options** tab opens. This tab displays available options specific to the selected vehicle. Specify the following information:

Vehicle Options:

- **Transmission Type***: **NOTE:** Transmission Type is NOT selected as a part of the Standard Options.
- **Options**: Use the **check boxes** to select the applicable options to include in the Valuation. If needed, click the option links to display option images and definitions. Click Close to collapse the option description.

Example Options Tab:



If a valid VIN was entered on the Vehicle screen:

Some options may be marked as **std**, **avail**, **inst**, **highlighted**, or **blank** (see Legend below). The CCC ONE® **Vehicle Equipment Report** (VER) can be viewed in PDF format from the link on this screen. The VER contains vehicle configuration data from multiple 3rd party data providers. The information identifies pricing, standard equipment, available equipment and available packages. **NOTE:** It may take a few seconds to retrieve the Vehicle Equipment Information.

Legend

✓	Equipment is currently selected in the valuation request.
std	Manufacturer indicates the equipment is standard.
avail	Manufacturer indicates the equipment is available.

inst	Manufacturer indicates the equipment is installed.
	Manufacturer indicates the equipment is standard or installed, but the equipment is not currently selected in the valuation request.
(blank)	Equipment not available for the vehicle from the manufacturer.

LEGEND NOTE: Check marks are only present on the Valuation - Vehicle Equipment information when the request is made during the Valuation Request process. The Installed indicator is only available for companies that have the necessary contract. Only select manufacturers provide installed information.

9. When finished populating the **Options** tab, click **Continue**.

CONDITION TAB

10. The **Condition** tab opens. Specify the following information:

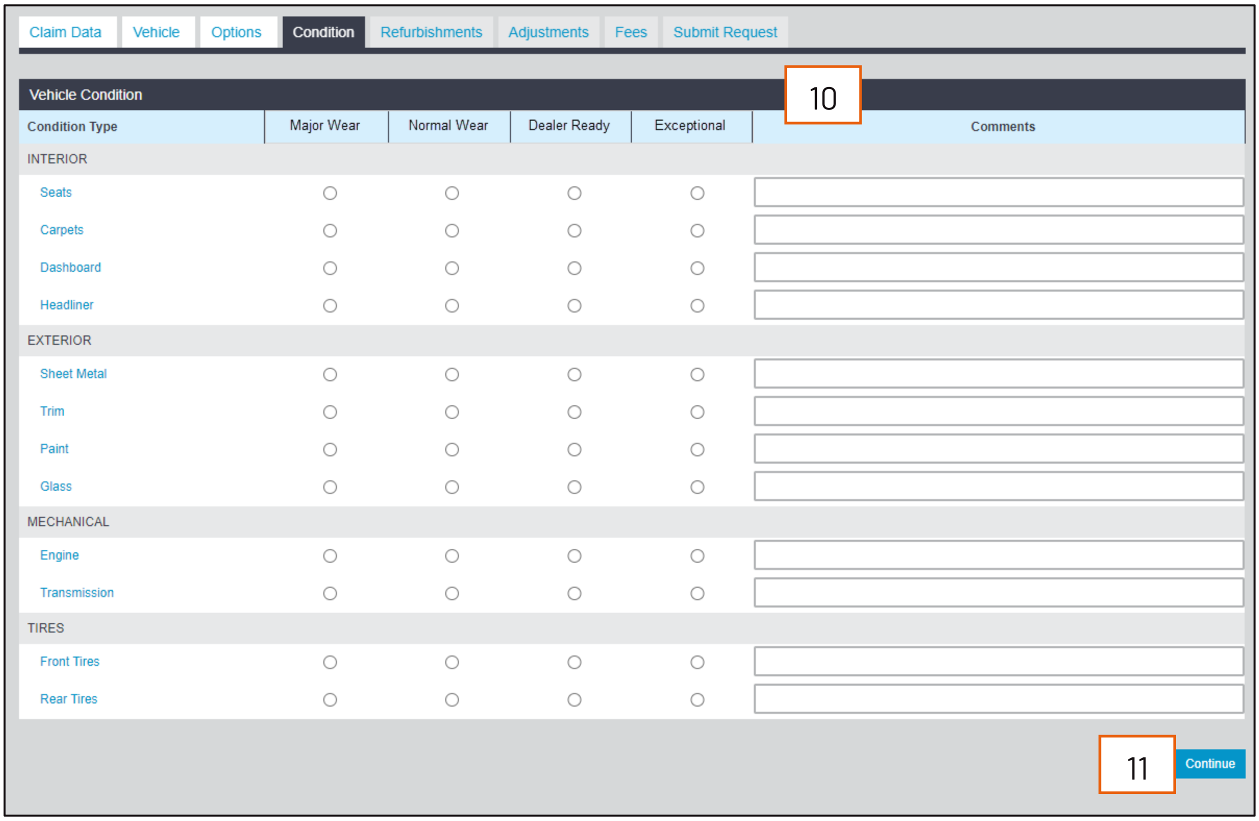
Vehicle Condition:

- Use the radio buttons to select the **Condition** for each section.
- Enter any applicable condition **Comments**.
- Click on the **links** in each section for condition descriptions specific to each section.

  NOTE: You can select from the Condition Type column links at the top of the matrix to designate all conditions to a specific type.

11. When finished populating the **Condition** tab, click **Continue**.

Example Condition Tab:



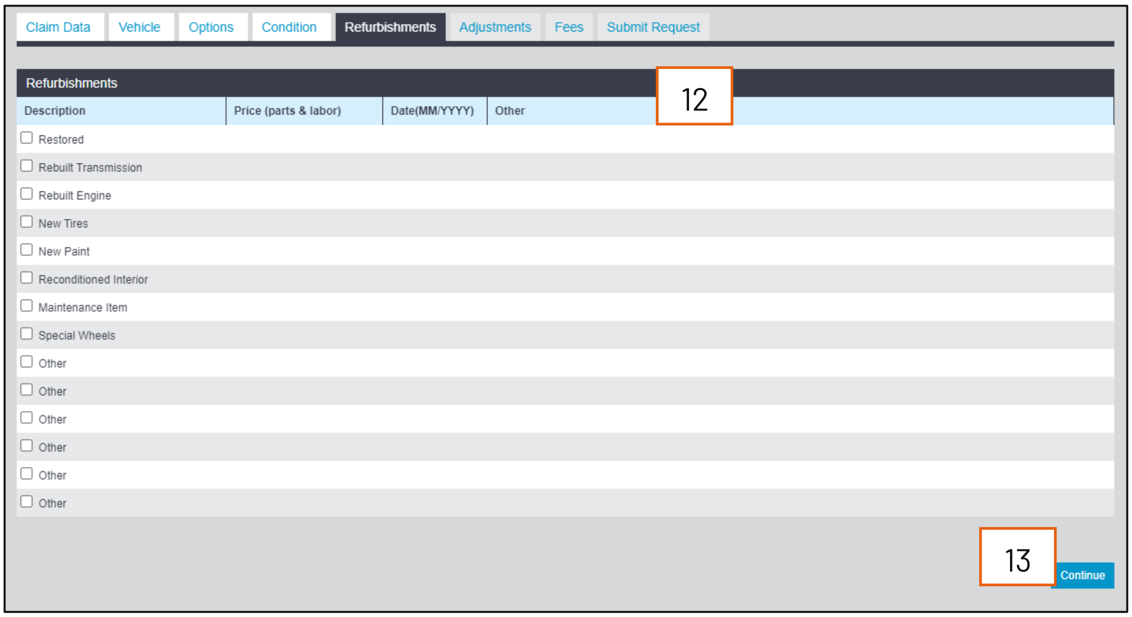
REFURBISHMENTS TAB

12. The **Refurbishments** tab opens. Specify information, as appropriate, regarding refurbishments:
    - **Restored**
    - **Rebuilt Transmission**
    - **Rebuilt Engine**
    - **New Tires**
    - **New Paint**
    - **Reconditioned Interior**
    - **Maintenance Items**
    - **Special Wheels**
    - **Other**

To edit: Select the checkbox next to the appropriate item, specify the appropriate information in the text box(es) and designate type or numbers by selecting the radio buttons as required.

13. When finished populating the **Refurbishments** tab, click **Continue**.

Example Refurbishments Tab:



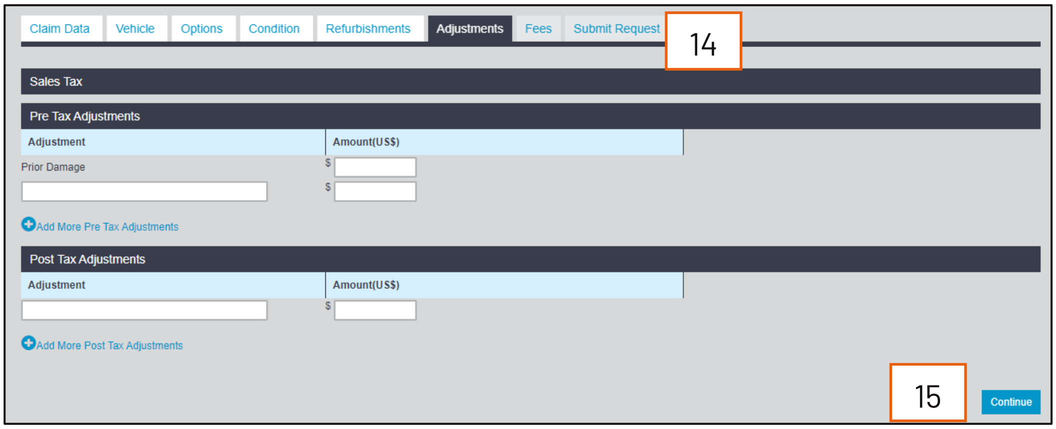
ADJUSTMENTS TAB

14. The **Adjustments** tab opens. Specify any **Pre Tax Adjustments** and/or **Post Tax Adjustments** as needed into the appropriate fields.

    NOTE: If a deductible was specified on the Claim Data screen, it will also be listed on the Adjustments screen.

15. When finished populating the **Adjustments** tab, click **Continue**.

Example Adjustments Tab:



FEES TAB

NOTE: A new tab, **Fees**, displays within the Valuation Request for companies with Fee Calculator enabled. During the Valuation Request process, this tab is disabled. It is enabled during the Post Valuation Change Request Process.

SUBMIT REQUEST TAB

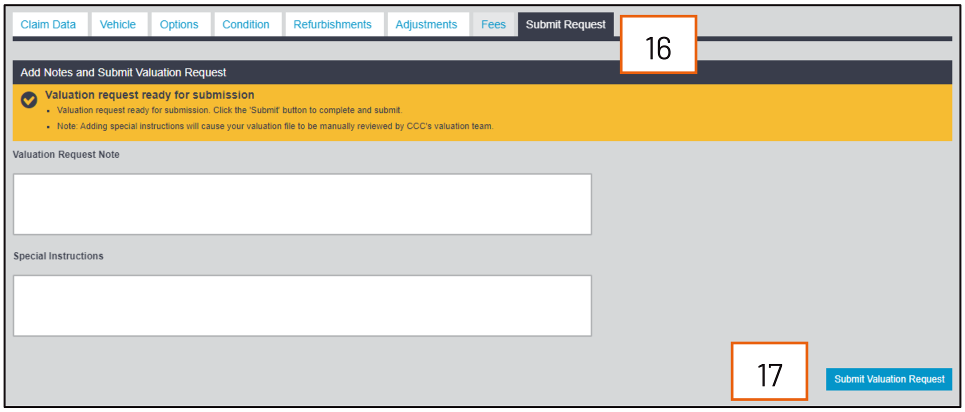
16. The **Submit Request** tab opens. Specify, as needed:
    - **Valuation Request Note**
    - **Special Instructions**

      NOTE: Adding special instructions will cause your valuation file to be manually reviewed by CCC's valuation team.

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.

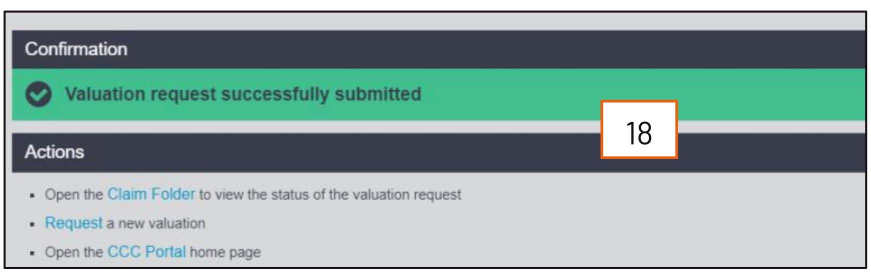
17. Once everything is specified in your request, click **Submit Valuation Request** from the Submit Request screen.

Example Submit Request Tab:



18. Once you have successfully submitted your request, you will receive a confirmation message. From this screen, you can:
    - Open the **Claim Folder** to view the status of the valuation request.
    - **Request** a new valuation.
    - Open the **CCC® Portal home page**.

Example Confirmation Screen



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.