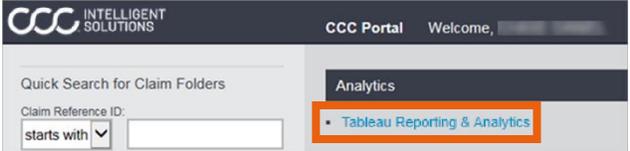
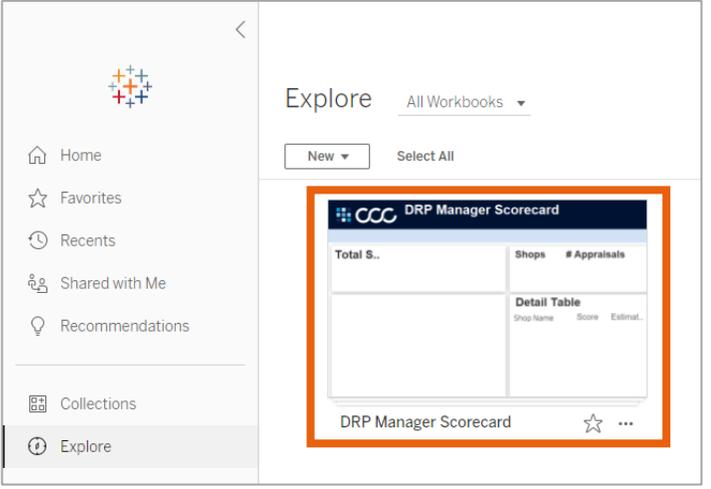


CCC® Scorecard - DRP Manager Scorecard

Introduction The CCC® Scorecard is designed to bring transparency to the Direct Repair Program (DRP) by providing insights into shop performance.

This job aid provides guidance to DRP managers on how to best utilize the DRP Manager Scorecard to track shop performance across their entire network. Managers can use this to get a holistic view of training opportunities, whether their program needs to be altered due to ease of obtaining high scores, etc.

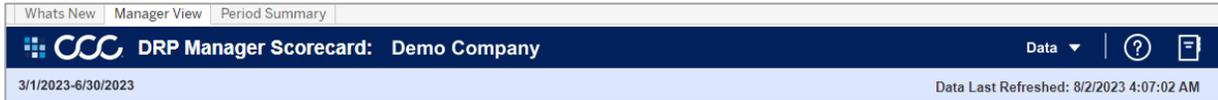
Access Scorecard Dashboards

Step	Description
1	Enter your User ID and Password to login to the CCC® Portal.
2	Click the Tableau Reporting & Analytics link in the Analytics section of the CCC Portal home page. A new Analytics window opens. 
3	Click Explore on the left side panel.
4	Select All Workbooks from the dropdown.
5	Select the DRP Manager Scorecard . 

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CCC® Scorecard - DRP Manager Scorecard, Continued

Dashboard Filters



- Select the **Book** icon to view the glossary.
- Select the **Question Mark** icon to enable a help overlay for dashboard tips.
- Shows the **Current Period** date range for the time period selected.
- Shows the **Data Last Refreshed** date and time. New claim data is brought into the scorecard every Sunday. Hierarchy and configuration changes update daily.

Select the **Data** dropdown for the ability to filter data by hierarchy or shop information.

Select one or multiple of the following filter options then click **Apply**.

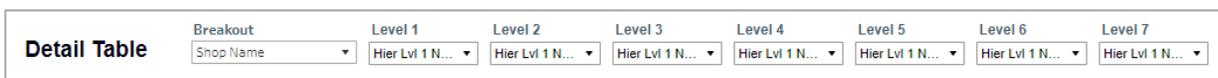
Repair Facility Filters

- **Shop Name:** Select shop name(s) from the dropdown.
- **State:** Select States(s) from the dropdown.
- **CBSA (Core Bases Statistical Area):** Select CBSA(s) from the dropdown.
- **MSO (Multi-Shop Operator) Name:** Select MSO(s) from the dropdown.
- **Active Flag:** Select Yes (Y) to display shops that are currently active in the carrier's DRP program or select No (N) to display shops that were once in the carrier's DRP program but have been removed during one of the scoring periods. Alternatively, you can select All to view both.



Detail Table:

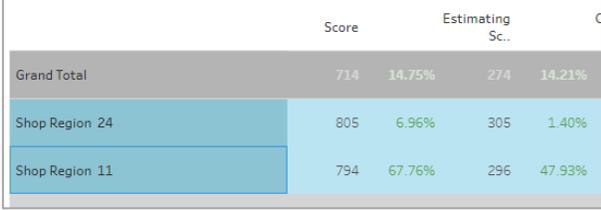
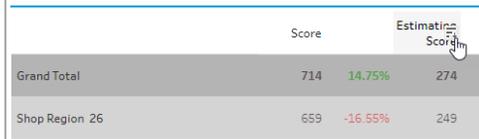
- **Breakout:** Select a detail category from the dashboard to view by **Hierarchy, Shop Name, MSO, State, or CBSA.**
- **Hierarchy 1-7:** Filtering based on the insurance carrier's defined hierarchy for the DRP coordinator and their management. Each carrier will have different names and number of filters available in this section based on implementation in CLEAR management solution.



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CCC® Scorecard - DRP Manager Scorecard, Continued

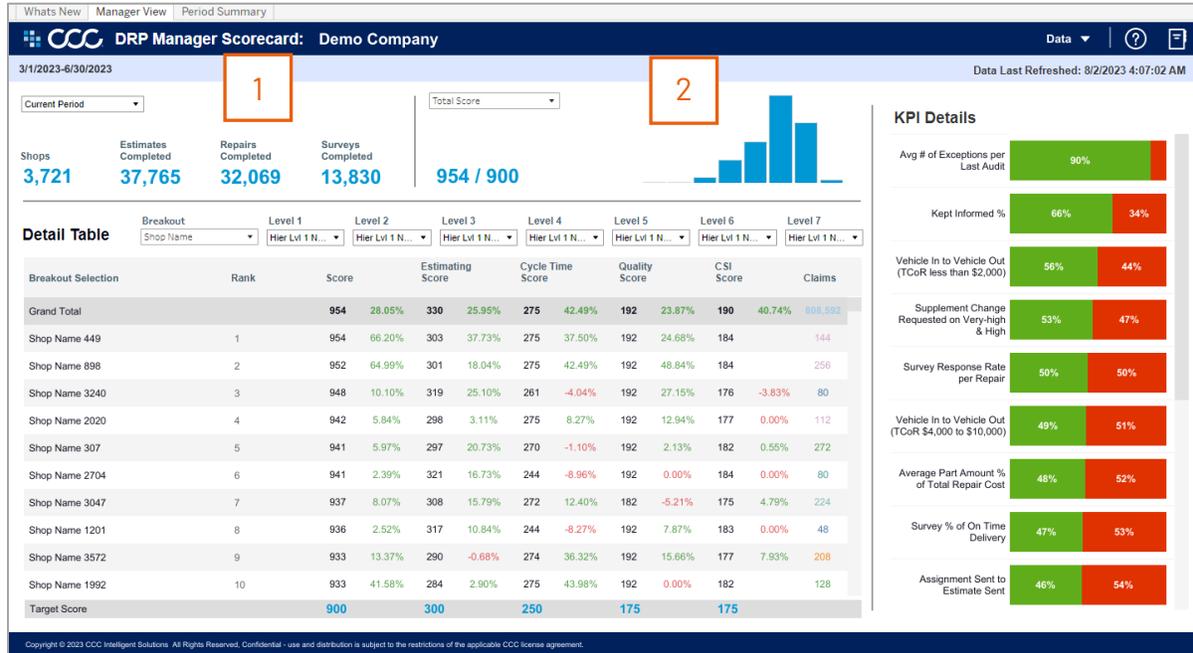
Dashboard Navigation

Step	Action																																																																								
1	<p>Hover over a value and a tooltip will display showing the prior vs current period values for each quadrant in a bar chart.</p>  <table border="1" data-bbox="722 394 1398 653"> <thead> <tr> <th>Score</th> <th>Estimating Score</th> <th>Cycle Time Score</th> <th>Quality Score</th> <th>CSI Score</th> <th>Claims</th> </tr> </thead> <tbody> <tr> <td>954</td> <td>38.05%</td> <td>330</td> <td>25.95%</td> <td>275</td> <td>42.49%</td> <td>192</td> <td>23.87%</td> <td>190</td> <td>40.74%</td> <td>808,592</td> </tr> <tr> <td>954</td> <td>66.2%</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>144</td> </tr> <tr> <td>952</td> <td>64.5%</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>256</td> </tr> <tr> <td>948</td> <td>10.1%</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>80</td> </tr> <tr> <td>942</td> <td>5.8%</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>112</td> </tr> <tr> <td>941</td> <td>5.97%</td> <td>297</td> <td>20.73%</td> <td>270</td> <td>-1.10%</td> <td>192</td> <td>2.13%</td> <td>182</td> <td>0.55%</td> <td>272</td> </tr> </tbody> </table>	Score	Estimating Score	Cycle Time Score	Quality Score	CSI Score	Claims	954	38.05%	330	25.95%	275	42.49%	192	23.87%	190	40.74%	808,592	954	66.2%									144	952	64.5%									256	948	10.1%									80	942	5.8%									112	941	5.97%	297	20.73%	270	-1.10%	192	2.13%	182	0.55%	272
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2	<p>Select one or multiple shops to filter the dashboard to display results related to your selection.</p>  <table border="1" data-bbox="787 682 1388 892"> <thead> <tr> <th></th> <th>Score</th> <th>Estimating Sc..</th> <th>C</th> </tr> </thead> <tbody> <tr> <td>Grand Total</td> <td>714</td> <td>14.75%</td> <td>274</td> <td>14.21%</td> </tr> <tr> <td>Shop Region 24</td> <td>805</td> <td>6.96%</td> <td>305</td> <td>1.40%</td> </tr> <tr> <td>Shop Region 11</td> <td>794</td> <td>67.76%</td> <td>296</td> <td>47.93%</td> </tr> </tbody> </table>		Score	Estimating Sc..	C	Grand Total	714	14.75%	274	14.21%	Shop Region 24	805	6.96%	305	1.40%	Shop Region 11	794	67.76%	296	47.93%																																																					
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4	<p>Select to sort shop data in ascending or descending order.</p>  <table border="1" data-bbox="909 934 1388 1073"> <thead> <tr> <th></th> <th>Score</th> <th>Estimating Score</th> </tr> </thead> <tbody> <tr> <td>Grand Total</td> <td>714</td> <td>14.75%</td> <td>274</td> </tr> <tr> <td>Shop Region 26</td> <td>659</td> <td>-16.55%</td> <td>249</td> </tr> </tbody> </table>		Score	Estimating Score	Grand Total	714	14.75%	274	Shop Region 26	659	-16.55%	249																																																													
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CCC® Scorecard - DRP Manager Scorecard, Continued

DRP Manager Scorecard

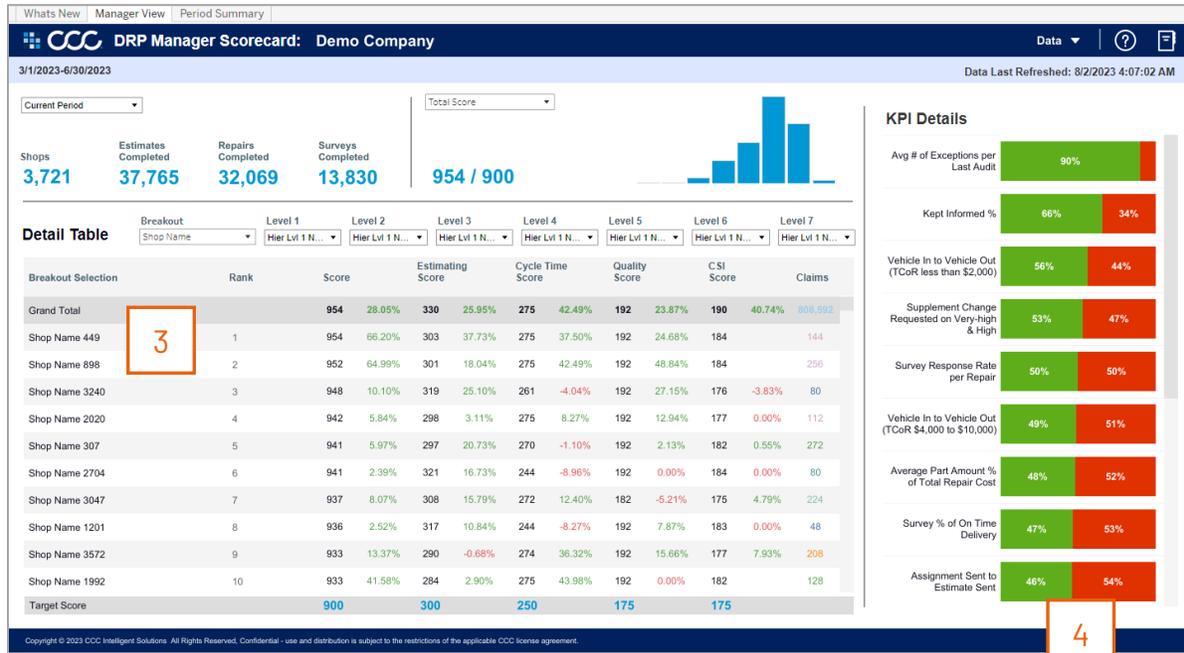


Stage	Description
1	<ul style="list-style-type: none"> Select the dropdown to filter the dashboard by different time periods. By default, Current Period is selected. Select a listed time period of Current Period, Current YTD, Prior Month, Rolling 3 Months, or Rolling 12 Months from the dropdown. Shops displays the number of shops that have an active DRP relationship during the selected time interval. An overview of how many Estimates, Repairs, and Surveys were completed in the selected time period based on the filters applied.
2	<ul style="list-style-type: none"> Select an option to view the distribution of shops by Customer Satisfaction, Cycle Time, Estimating, Quality, or Total Score. Selecting a value in this distribution will filter the shops in the view. Displays a distribution of scores by Count of Shops. Allows for easy identification of how well shops are doing in the program relative to a given quadrant. How many shops are scoring highly vs. on the low end. A user can also click on a given bar in the chart to filter the dashboard to shops within that quadrant's range of scores. If you want to identify shops that scored under 100 points for Estimating, you can click and drag to select multiple bins to filter the dashboard. <p>Note: If looking at current YTD, the prior period will be the prior year. Rolling 3 months would then compare to 3 months prior to the rolling 3 months and so on.</p>

Continued on next page

CCC® Scorecard - DRP Manager Scorecard, Continued

DRP Manager Scorecard, continued



Stage	Description
3	<p>This crosstab view shows the weighted scores for the selected breakout values along with a Grand Total value. Here you can also see period-over-period variance for each shop by quadrant and Total Score. Based on the period selected, the prior period will reflect a similar time period from the prior year.</p> <p>The Target Score shows an individual carrier’s target values for the total score and each quadrant. The Total Score will not be visible if multiple carriers are selected.</p>
4	<p>Displays the KPI name along with the percentage of repair facilities that had an exception and did not.</p> <p>The red signifies the # of shops with an exception for the given KPI where as the green notes the number of shops without an exception. Clicking on the red or green color for a given KPI can help you identify which shops or which staff members are seeing the most trouble with a given KPI. Also, helps the insurance company identify which KPIs are a constant struggle across their program.</p> <p>Note: An exception is when a shop fails to meet or exceed the local market target for a given KPI.</p>

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CCC® Scorecard - DRP Manager Scorecard, Continued

Period Summary

The Period Summary view provides Shop scores in the selected period along with the carrier's configured hierarchy, KPI values, and State/CBSA.

Stage	Description
1	Click Yes from the Show Crosstab section to populate the Period Summary view. Note: It is recommended that you switch the Show Crosstab to No when switching back to the Manager View tab, otherwise it will load claim detail every time you click a new shop.
2	Select Yes to remove exception details when downloading the data out of Tableau. When No is selected, the crosstab returns two rows per claim. One row returns all KPI metrics that had an exception (Red) and another row with all metrics that met or exceeded the target (Green). When selecting yes, this level of granularity is removed and only one row per claim is returned.
3	Displays claim level detail related to the Shop Name. KPI values are colored based on whether or not this metric would be an exception compared to the target. Red values mean that the claim did not meet the target value and green notes that the claim met or exceeded the target.
4	Use the slider to view more metrics.
5	Click Download to export the details from this view for further analysis in an Excel® or CSV file format. 

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CCC® Scorecard - DRP Manager Scorecard, Continued

Additional Notes

For more details regarding the enhancements made to DRP Scorecard, please refer to the data changes document, which is available on the What's New tab by clicking **Here**.

The screenshot displays the CCC DRP Manager Scorecard interface. At the top, there are navigation tabs for 'Whats New', 'Manager View', and 'Period Summary'. The main header reads 'Whats New! DRP Manager Scorecard'. Below this, there are several key performance indicators (KPIs) and a 'Detail Table'.

KPI Details:

- Any # of Exceptions per Shift: 98%
- Waste in Vehicle Out (CCAR less than \$2,000): 98% / 95%
- Equipment Change Placement on Vehicle # of PDP: 91% / 87%
- Stores Reopened Rate per Floor: 95% / 98%
- Vehicle in to Vehicle Out (CCAR \$4,000 to \$10,000): 98% / 95%
- Average Fuel Amount # of Total Repair Cost: 61% / 64%
- Survey % of On Time Delivery: 67% / 63%
- Assignment Sent to Estimate Start: 98% / 98%

Detail Table:

Breakout	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6	Level 7				
Shop Name	Score	Score	Score	Score	Score	Score	Change				
Grand Total	954	25.01%	338	25.01%	275	43.88%	192	23.87%	199	48.74%	191
Shop Name 440	1	954	25.01%	338	27.77%	275	27.05%	192	24.05%	194	191
Shop Name 200	2	952	14.08%	301	15.04%	275	43.88%	192	43.88%	194	200
Shop Name 2000	3	948	10.16%	319	20.16%	261	6.56%	192	27.16%	176	3.03%
Shop Name 2009	4	942	5.84%	298	3.17%	275	8.27%	192	12.84%	177	0.00%
Shop Name 307	5	941	5.97%	297	20.77%	276	-1.16%	192	2.13%	192	0.00%
Shop Name 2704	6	941	2.39%	321	10.77%	244	-8.86%	192	0.00%	184	0.00%
Shop Name 2047	7	937	8.97%	308	15.79%	272	12.40%	192	-0.21%	175	4.79%
Shop Name 1201	8	938	2.52%	307	10.84%	244	-8.27%	192	7.87%	193	0.00%
Shop Name 2672	9	933	13.17%	290	-0.86%	274	36.32%	192	15.60%	177	7.02%
Shop Name 1900	10	933	41.05%	284	2.05%	275	43.88%	192	0.00%	192	139
Target Score		900		300		300		175		175	

Welcome to the new DRP Scorecard, powered by Tableau

With an improved layout, the new DRP Scorecard offers more interaction and better insights:

- 1. Overview** - View overall performance of your DRP network in the selected time period.
- 2. Score Distribution** - See distribution of shops by score for the selected attribute.
- 3. Detail Selection** - Select attributes to filter the Detail Table.
- 4. Detail Table** - View shop performance by the selected breakout value along with period over period change.
- 5. KPI Details** - See how many shops are (or are not) meeting designated performance thresholds.
- 6. Extras** - select "Data" to apply filters; click the book icon to view a glossary of commonly-used terms; choose the question mark icon to visualize an overlay of helpful tips.

[Click Here](#) for more detailed information on these updates.

For additional help, visit cccis.com/team to find your local CCC representative.