# CCC® Predictive MOI

## Introduction

CCC® Predictive MOI (Method of Inspection) is a service integrated with the CCC® Portal that uses the CCC Smart™ Claims service to analyze **a)** information captured at FNOL (First Notice of Loss) along with **b)** a vehicle image uploaded by an Appraiser/Adjuster to generate a recommendation for how to first inspect a vehicle.

After uploading the vehicle image, the Appraiser/Adjuster reviews the system's highly accurate recommendation to determine the best method of inspection. This predictive model is based on industry repair cost estimate data, customer rules, and key vehicle damage data.

| # | P-MOI Standalone | # | P-MOI with TvR |
|---|---|---|---|
| 1 | Estimates the repair cost | 1 | Determines total loss using photo of the vehicle |
| 2 | Fetches salvage value | 2 | Estimates the repair cost (optional) |
| 3 | Fetches regional value | 3 | Fetches salvage value (optional) |
| 4 | Computes total loss ratio | 4 | Fetches regional value (optional) |
| 5 | Applies Carrier's business rules | 5 | Computes total loss ratio (optional) |
| 6 | Determines the recommendation | 6 | Applies Carrier's business rules |
| | | 7 | Determines the recommendation |

The submitted vehicle damage photo and MOI recommendation are stored in the Claim Folder's History and are also accessible in the Virtual Inspection platform's Summary Details section.

This job aid explains how to upload a vehicle photo to the P-MOI service and retrieve the MOI recommendation via both the **Assignment Entry** page and **FNOL – Method of Inspection**.

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**Introduction** Follow these steps to upload a vehicle damage photo.

| Step | Action |
|---|---|
| 1 | Click the **Create/Modify Assignment** link under the Claim Management section in the left side panel of the CCC Portal's homepage. The Assignment Entry page opens. |
| 2 | Enter the appropriate Claim Reference ID and click the **Create/Modify Assignment** button. |
| 3 | If the Select JPG button/section is not visible by default, click the **Full Entry** link in the left side panel. |
| 4 | Enter the appropriate information in each section of the Assignment Entry form. Required fields are identified by an asterisk. |

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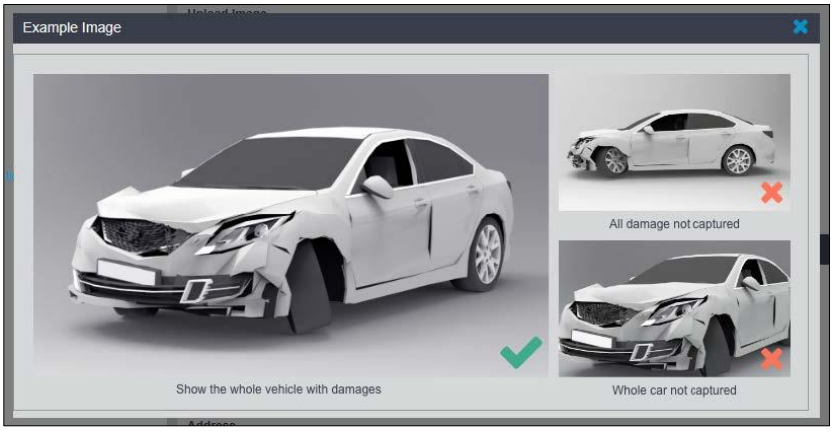
**Introduction**, continued

| Step | Action |
|---|---|
| 5 | Click the **Select JPG** button under the Vehicle Damage section to upload a vehicle damage photo.<br> <br>**Note**: Click the **View Examples** link to see examples in a popup window of acceptable and unacceptable vehicle photos. Photo criteria are listed on the screen (see image above).<br>  |
| 6 | Click the **Browse** button in the Upload Image File popup to browse your computer for an acceptable vehicle photo. |

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**Introduction**, continued

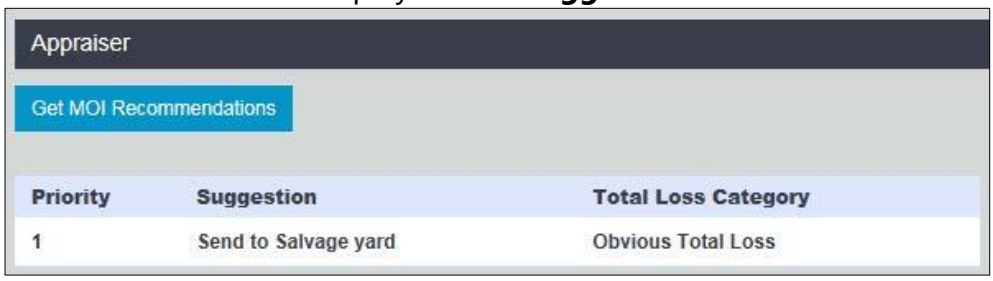
| Step | Action |
|---|---|
| 7 | Once you've selected an acceptable photo, click the **Upload** button.<br> |

**Retrieving Suggested MOI – Assignment Entry**

To retrieve the MOI recommendation, click the **Get MOI Recommendations** button under the Appraiser section on the Assignment Entry page.

**Note:** All required fields must be completed before a recommendation will be returned.

The recommendation displays in the **Suggestion** column:

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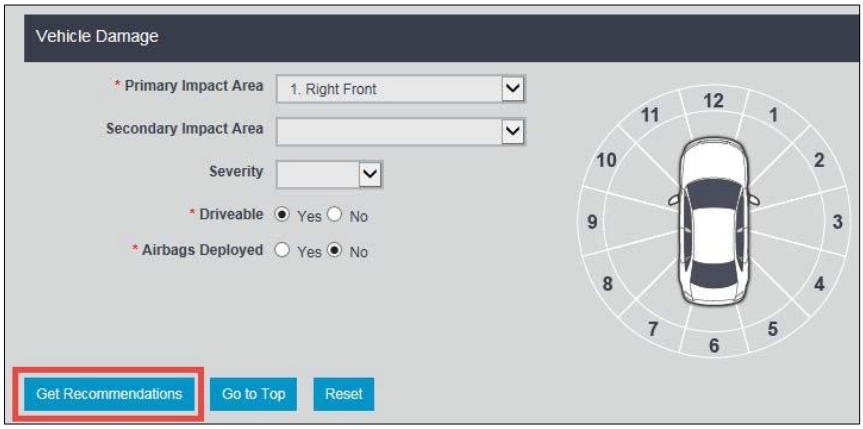
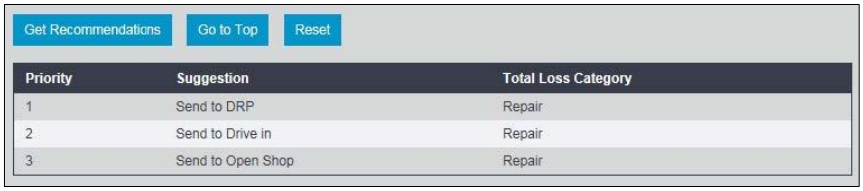
**Retrieving Suggested MOI – Assignment Entry**, continued

A P-MOI recommendation can also be retrieved during FNOL.

| Step | Action |
|---|---|
| 1 | Click the **FNOL – Method of Inspection** link under the **Predictive Solutions** section in the left side panel of the Portal's homepage. The Get MOI Recommendations page opens. |
| 2 | Enter the required information under the **Claim**, **Vehicle**, and **Vehicle Damage** sections. Required fields are marked with an asterisk. The photo upload option appears under the Vehicle section; upload the photo provided by the consumer.<br><br>**Note:** You must either enter a **valid VIN** or click the **Enter Vehicle** button under the Vehicle section and enter the vehicle's year, make, and model. |
| 3 | Click the **Get Recommendations** button toward the bottom of the page.<br>  <br>The recommendations appear in the **Suggestion** column:<br>  <br>**All Portal Recommendations:**<br>• DRP<br>• Quick Estimate<br>• Total Loss<br>• Drive In<br>• Staff |

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