

Post Valuation Changes - FA0

Q: I need to submit post valuation changes to the original valuation request. How can I do that?

A: Post valuation changes can be submitted via the CCC® Portal or by calling CCC® Valuation Services Operations. The table below explains which type of post valuation changes can be accomplished via CCC® Portal Post Valuation Change Request, which can be accomplished by calling CCC® Valuation Services Operations, and which require a new valuation request submission.

Note: Every item on this list can be completed by calling CCC® Valuation Services Operations.

	CCC® Portal Post Valuation Change Request	Call CCC® Valuation Services Operations	Submit New Valuation Request
Valuation request is greater than 6 months old			✓
Claim Reference ID			✓
Valuation Office			✓
First 5 digits of Loss Postal Code			✓
<i>If your company is contracted for Fee Calculator:</i> Last 4 digits of 9 digit Loss Postal Code	✓		
<i>If included in your company's configuration:</i> Secondary Company Code	✓		
Adjuster or Appraiser Information	✓		
Vehicle Owner Name, Street address, or Phone Number	✓		
Vehicle Owner State			✓
Date of Loss			✓
Loss Type or Loss Category	✓		
Policy Number or Deductible	✓		
Vehicle VIN, Year, Make, or Model			✓
Odometer by less than < 100,000 miles of originally entered mileage	✓		
Odometer by greater than 100,000 miles of originally entered mileage			✓
<i>If your company is contracted for Fee Calculator:</i> Fields that display within the Registration Information Section	✓		
Vehicle packages - add or remove up to 2 packages	✓		
Vehicle packages - add or remove 3 or more packages		✓	
Add or remove options or packages to current model year vehicle		✓	
Vehicle options - add or remove	✓		
Condition Ratings or Comments	✓		
Refurbishments except Restored and Other	✓		
Restored or Other Refurbishments		✓	
Pre Tax Adjustments	✓		
Post Tax Adjustments	✓		
Valuation Request Note	✓		
Special Instructions		✓	



Post Valuation Changes - FA0

Q: What is the reason for re-submitting a valuation, instead of making post valuation changes?

A: As set forth above, there are several reasons a file needs to be re-submitted. A few examples include:

- Change the mileage by 100,000 or more
- Change the Zip Code
- Add options or a package to a current year model vehicle

Q: I need to change the claim number; can I do that without re-running the total loss request?

A: No. Since the claim number automatically creates a claim folder in the CCC® Portal, the claim number cannot be changed without re-running the file and creating a new claim folder.

Q: Why doesn't the CCC® Portal allow me to add "other" refurbishments as a Post Valuation Change?

A: "Other" refurbishments require manual review by a CCC valuator and therefore are not available via the CCC® Portal as Post Valuation Changes. This is because the depreciation of these types of refurbishments can depend on a number of factors, including but not limited to:

- Cost of the refurbishment
- Age of the refurbishment
- Age of the vehicle and the vehicle value

Please note, however, that Post Valuation Changes for "Other Refurbishments" can be called in to CCC® Valuation Services Operations at any time, where a valuator can manually review the items and how they affect the value.



Post Valuation Changes - FA0

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	Updated document with current information.
3.0	09/07/2021	Updated document per CCC legal review

