



Submit **New Valuation** Request

Submit a Valuation Request via the **CCC® Portal**. For directions on creating a request, [CLICK HERE](#)

(800) 621 – 8070 TOLL FREE

M-F: 6 AM – 9PM CT

SAT: 7 AM – 4 PM CT

A. **Press 1** for Vehicle Valuations

B. **Say** the **specific** reason for your call

Example: I need to submit a new valuation.

B. **Say** your 5-digit **office id** number

C. **Say** your insurance **company name**

Send Basic Claim Information Form

Subject Line: New Valuation Request (BCIF)

Email: cccvaluescoperequest@cccis.com

Fax: (800) 621-7070

Existing Valuation Questions

Submit a Post Valuation Change Request via the **CCC® Portal**. For directions on how to do that, [CLICK HERE](#).

Chat CCC Valuation Services Operations

[Link to Post Valuation Chat Support](#)

M-F: 7AM – 6PM CT

Be prepared with the following information:

- Your Office ID
- Report Reference Number
- Vehicle Year, Make, and Model

To discuss the

Send Picture, Window Sticker, etc.

Subject Line: Report Reference Number

PPV: vedesk@cccis.com

CRV: cvedesk@cccis.com

Provide Receipt or Invoice

Subject Line: Report Reference Number

PPV: cccreceipts@cccis.com

CRV: cvedesk@cccis.com

(800) 621 – 8070 TOLL FREE

M-F: 6 AM – 9PM CT

SAT: 7 AM – 4 PM CT

A. **Press 1** for Vehicle Valuations

B. **Say** the **specific** reason for your call

Examples:

- *I need a report emailed to me.*
- *Checking on the status of a report.*
- *I need to change the options on a report.*
- *I need to update the mileage on a report*
- *I need to update the condition on a report.*
- *I need to change the zip code on a report.*
- *I need to review comparable vehicles.*
- *I need to add more comparable vehicles.*
- *I have questions on the vehicles' value.*

C. **Say** your 5-digit **office id** number

D. **Say** your **report reference number**

Phone System **Tips and Tricks**

Speak Clearly and Naturally:

- Use a clear and steady voice.
- Avoid speaking too quickly or too slowly.

Be Specific:

- Provide specific details about your request.
- Say "I need to add options to my file" rather than just "Valuation."

Have Your Information Ready:

- Keep your reference number and office id handy.

Listen Carefully to Prompts:

- If you miss something, you can say "Repeat" to hear the options again.

Avoid Background Noise:

- Try to make your call from a quiet environment.
- Background noise can interfere with the system's ability to understand you.

CCC ONE

1. Log into CCC ONE.
2. Go to **Configuration**.
3. Go to **Settings/Profiles**.
4. Double click on office or claim office
5. Click on **valuation user id** (on the side bar)
6. This brings up a list of available office ID's.

CCC Portal

1. Log into the **CCC Portal**
2. Locate **Request Valuation** link. It is located on left-hand side of the Portal Home Page.
Note: You can use CTRL-F and enter Request Valuation to search for the section.
3. Click the **Request Valuation** hyperlink.
4. Click the **Valuation Office** drop-down arrow. Your list of Office IDs displays.