



CCC® Connect DRP Administration Guide

Overview

Introduction

CCC® Connect allows Insurance Companies to search for shops to add to your Insurance Company Network or Direct Repair Program (DRP). (See CCC® Connect Search & Compare.) Connect also allows Insurance users to send Bulletins and other documents to In Network shops as needed. (See CCC® Connect Documents & Bulletins.)

CCC Connect® also allows Insurers to not only search for new Shops but also invite those shops to join your DRP Network. Once in your Network, Insurance users can suspend or terminate Shops and get advanced warning if any in Network Shops are in danger of their Shop Insurance expiring so that you can work with the Shop to maintain their good standing.

Contents

Topic	See Page
Search for Shops	2
Compare Shops	4
Shop Requests & Invitations	6
Manage My Shops	12
Notification Configuration	16
Shop Information & Attributes	18
CCC ONE® & Non-CCC Shop Profiles	23
Upload & View Contracts	27
DRP Invites: What the Shop Sees	29
Expiring Shop Insurance	32
Requests & Approvals	33

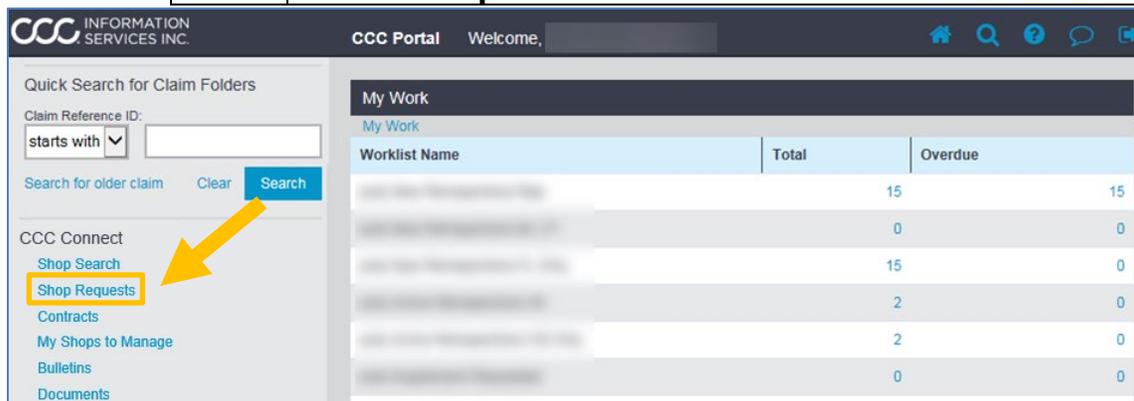
Search for Shops

Introduction CCC® Connect allows you to use keyword and other search criteria to locate repair facilities in a specific geographic location. It also allows you to apply certain filters to narrow your search. This job aid shows you how to use the search tools to find shops that fit your needs.

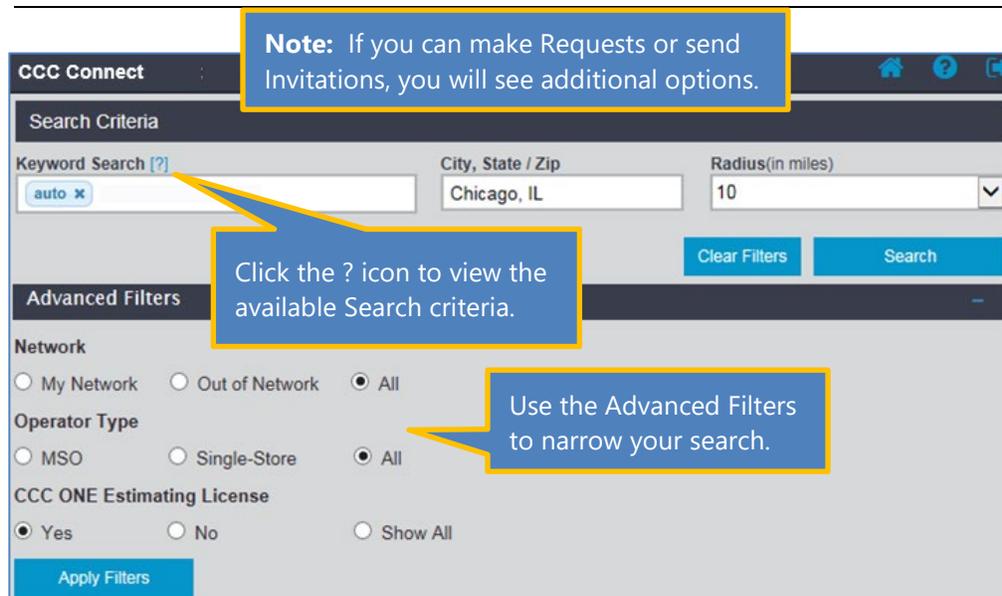
Access We begin by selecting Shop Search.

Portal Search

Step	Action
1	Log into CCC Portal with your Username and Password .
2	Go to the left panel and locate CCC Connect .
3	Click on Shop Search .



Add Search Criteria



Continued on next page

Search for Shops, Continued

Add Search Criteria, continued

Use the following steps to search for shops.

Step	Action		
1	Enter a Shop Name in the Keyword Search field. <i>Minimum 3 characters, no special characters.</i> Or you can enter one of the following CCC® Product names into the Keyword Search field to search for Shops that have those products. <table border="0" style="width: 100%; margin-top: 10px;"> <tr> <td style="vertical-align: top;"> <ul style="list-style-type: none"> • UpdatePlus (Status & CSI) • Indicators • Repair Methods </td> <td style="vertical-align: top;"> <ul style="list-style-type: none"> • Repair Workflow • Advisor </td> </tr> </table>	<ul style="list-style-type: none"> • UpdatePlus (Status & CSI) • Indicators • Repair Methods 	<ul style="list-style-type: none"> • Repair Workflow • Advisor
<ul style="list-style-type: none"> • UpdatePlus (Status & CSI) • Indicators • Repair Methods 	<ul style="list-style-type: none"> • Repair Workflow • Advisor 		
2	Enter the City/State or Zip Code to search.		
3	Select a Radius to search within the selected City or Zip Code. <i>Options: 5, 10(default), 25, 50, 100, 150, 200</i>		
4	Enter Advanced filters to narrow your search if desired, then click Apply Filters . <ul style="list-style-type: none"> • Network: In your DRP Network, outside your Network or All • Operator Type: MSO, Single Store or All • Has CCC ONE Estimating License: Yes, No or Show All • DRP Score: Select ranges for DRP Score (Ex: 0-100 or 100-200) 		
5	When ready, click Search .		

Radius is **only available** for searching by City or Zip Code

The Shops that fit the selected criteria display on the lower half of the screen. The top 20 available results are displayed with additional pages of results if needed up to a maximum 500 shops.

Now let's look at what you can do with these results.

The screenshot shows a 'Shop Results' interface with a list of shops on the left and a map on the right. Callouts provide the following information:

- Click Name to view Profile.** Points to the shop name in the list.
- Click on its Map Pin to also see its address.** Points to a map pin on the map.
- Lists CCC Products and Network status.** Points to the 'Out of Network' status and location details in the list.

Compare Shops

Introduction Once you have entered Search criteria and then have your results, you can view each shop individually or compare shops side by side. This job aid describes how to compare shops.

Select Shops to Compare Use the steps shown here to select a minimum of two and up to three Shops from the Results list to compare side-by-side.

Note: If the Shop Results include other Shops already in your DRP network, additional options will display. For now, we are focused on Search and Compare.

Step #1: Check the Shop Name checkbox.

Currently not part of your DRP.

Step #2: Click Add to Compare. This adds the checked Names to the Compare Zone below.

Step #3: When ready, click Compare to see the side by side comparison of selected Shops.

You can also click and drag as Shop to the Compare Zone.

Continued on next page

Compare Shops, Continued

Compare Details

Compare the available data for these Shops.

Compare Details				
Attribute	Shop 1	Shop 2	Shop 3	
General	Name	REPAIR FACILITY	BODY SHOP	
	Address	CHICAGO, IL, 60610	CHICAGO, IL, 60610	CHICAGO, IL, 60642
	My Network			
	DRP Scorecard (Out of 900)			
	Operator Type	MSO	Individual	MSO
	Parent Name	DEMO	N/A	
	Production Facility (Sq Ft)			1 - 15,000
	Parking Spaces			9
	Repair Bays			9
	Storage On-Site (Sq Ft)			
Business Hours			7:00 AM - 6:00 PM	
			9:00 AM - 12:00 PM	
Verified Capabilities	Certifications		Dodge Fiat Jeep Hyundai I-Car Infiniti Nissan Ram	
	CCC Accumark Advisor			
	CCC ONE® Indicators			
	CCC ONE® Repair Workflow			
	CCC ONE® Repair Methods			
	CCC ONE® UpdatePlus Status			
	CCC ONE® UpdatePlus CSI			
Transactional Data	My Network Assignments (Past 30 Days)	0	0	0
	My Out of Network Assignments (Past 90 Days)	0		0
Services	Glass Replacement			
	Paintless Dent Repair			
	On-site rental			
	Motorcycles			
	Detailing			
Map				
Actions	Add to List		Add to List	

Click the **Shop's Name** to view their CCC ONE Profile or a generic Profile page.

View their CCC Products, any Assignments completed for your Company and available Services.

Click **Add to List** under the Shops you want to save.

Shop Requests & Invitations

Introduction

CCC® Connect Search allows you to search for Shops (both in Network and outside) and, with the appropriate permissions, send requests to invite Shops to join your Insurance Company Network, suspend Shops or terminate them from your Network. You can also view your Requests and their status. This job aid describes how to:

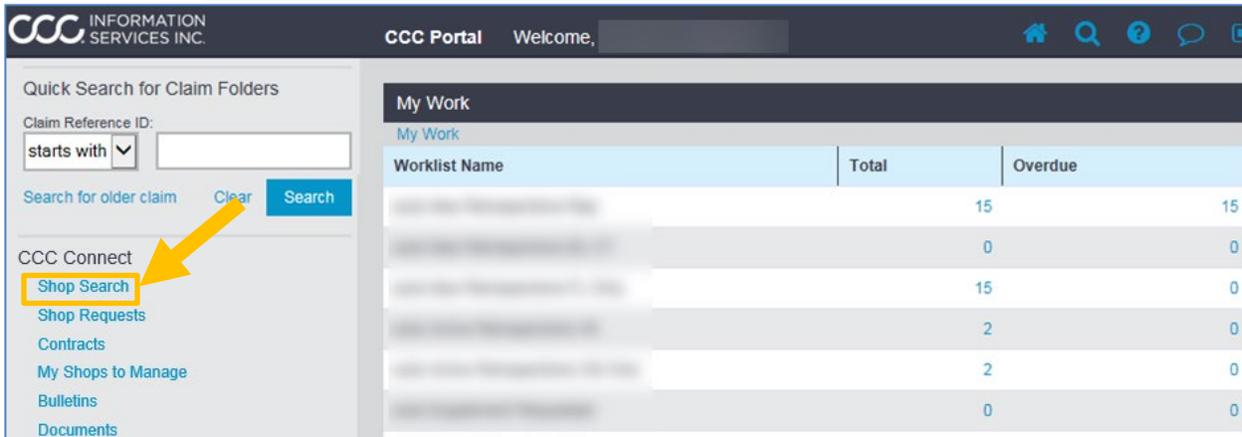
- Use Additional Search & Compare Features
- Send Shop Invitations
- Suspend Shops
- Terminate Shops
- View Requests

Access Portal Search

Shop Search works as described in the Search and Compare job aid. However, if you have the permissions to make Requests and send Invitations, you will also see some additional Features.

This section begins by going to Shop Search:

Step	Action
1	Go to the left panel and locate CCC Connect .
2	Click on Shop Search .



Continued on next page

Shop Requests & Invitations, Continued

Add Search Criteria Use the same process for searching for Shops. That is, enter the **Shop Name** in the Keyword Search field or a **CCC Product Name**. Enter the **City/State** or **Zip Code** and a **Radius**.

Use the following steps to search for shops.

Radius is **only available** for searching by City or Zip Code

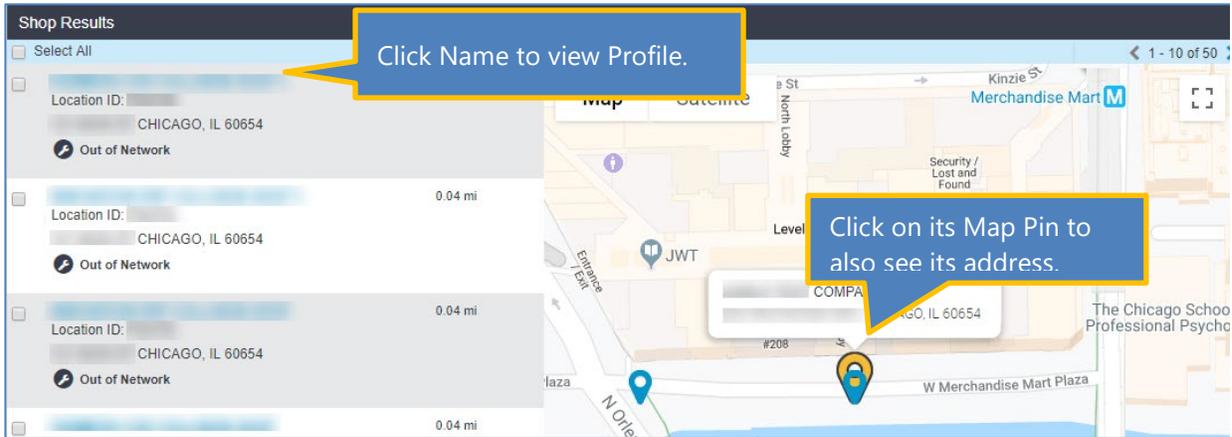
Step	Action		
1	Enter a Shop Name in the Keyword Search field. <i>Minimum 3 characters, no special characters.</i> Or you can enter one of the following CCC® Product names into the Keyword Search field to search for Shops that have those products. <table border="0" style="width: 100%; margin-top: 5px;"> <tr> <td style="vertical-align: top;"> <ul style="list-style-type: none"> • UpdatePlus (Status & CSI) • Indicators • Repair Methods </td> <td style="vertical-align: top;"> <ul style="list-style-type: none"> • Repair Workflow • Advisor </td> </tr> </table>	<ul style="list-style-type: none"> • UpdatePlus (Status & CSI) • Indicators • Repair Methods 	<ul style="list-style-type: none"> • Repair Workflow • Advisor
<ul style="list-style-type: none"> • UpdatePlus (Status & CSI) • Indicators • Repair Methods 	<ul style="list-style-type: none"> • Repair Workflow • Advisor 		
2	Enter the City/State or Zip Code to search.		
3	Select a Radius to search within the selected City or Zip Code. <i>Options: 5, 10(default), 25, 50, 100, 150, 200</i>		
4	Enter Advanced filters to narrow your search if desired, then click Apply Filters . <ul style="list-style-type: none"> • Network: In your DRP Network, outside your Network or All • Operator Type: MSO, Single Store or All • Has CCC ONE Estimating License: Yes, No or Show All • DRP Score: Select ranges for DRP Score (Ex: 0-100 or 100-200) 		
5	When ready, click Search .		

Continued on next page

Shop Requests & Invitations, Continued

Add Search Criteria, continued

The Shops that fit the selected criteria display on the lower half of the screen. The top 20 available results are displayed with additional pages of results if needed up to a maximum 500 shops. Now let's look at what you can do with these results.

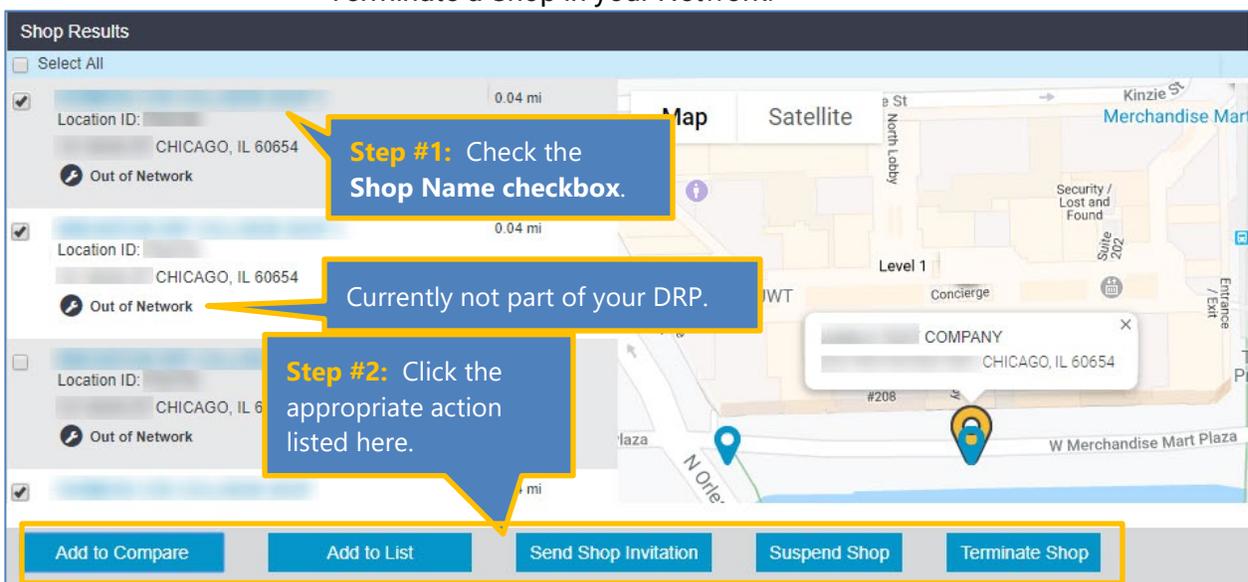


View Shops

As mentioned in the Search and Compare job aids, once you have run your search, use the Compare feature to compare selected shops' details.

Using the Manage Shop features, you can also:

- Select a Shop to send a Shop Invitation
- Suspend a Shop in your Network
- Terminate a Shop in your Network.



Continued on next page

Shop Requests & Invitations, Continued

Send Shop Invitation

Once you have determined that a Shop is a good fit for your Network, you can use this screen to send them an invitation using these steps:

Step	Action
1	<p>Click the Send Shop Invitation link on the Compare screen or on the Shop Profile.</p>
	The Send Shop Invitation window displays.
2	Select the appropriate Contract to send with the invitation. A Preview Contract link displays once you select one.
3	Enter the rates that you require the Shops to use. NOTE: These rates will be pre-populated in the DRP Invitation that the Shop receives and cannot be edited by the Shop.
4	Enter a Message for the Shop to receive with the invitation. (optional)
5	Click Add . The invitation is sent automatically.

Continued on next page

Shop Requests & Invitations, Continued

Send Shop Invitation, continued

You will receive a confirmation message:



A few points to remember:

- The invitation will display with a **Sent Status** under Shop Requests. The Shop may or may not accept the invitation.
- You can send invitations to existing network Shops to send new contracts and ask questions or update rate information.
- The Invitation will include a list of Questions with pre-populated answers based on your company's setup, a list of Rates that cannot be edited by the Shop (view both in the Profile section below), and the Contract PDF.
- You must select and send a Contract if you are inviting an Out of Network shop.
- If you try to send an invitation without a Contract, the system will confirm that you want to continue. Sending a Contract to an existing Network shop is optional.

The system will also warn you if there is already an active invitation sent to this Shop.

Suspend Network Shop

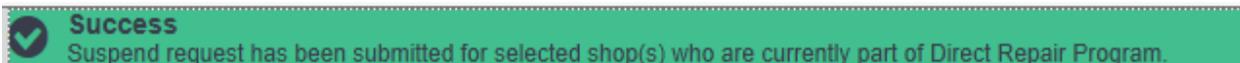
Once a shop is part of your Network, there may be occasions when it is necessary to suspend them for a specific period of time.

Once the Network Shop is suspended, the shop will no longer be available as part of the Appraiser Search for your Insurance Company. This means that the Shop will no longer receive assignments during the suspension period.



To do this, select the Shop on the Compare screen (Or Shop Profile) and click **Suspend Shop**. Enter the **Start** and **End Dates** for the suspension and then click **Submit**.

The suspension is effective immediately.



Continued on next page

Shop Requests & Invitations, Continued

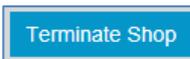
Suspend Network Shop, continued

You can cancel a Suspend Shop action any time by clicking the Suspend Shop Request button again and clicking **Cancel**. *Make sure you change the suspension period otherwise no update will be made.*

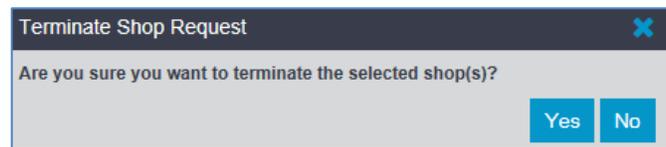
Terminate Network Shop

Once a shop is part of your Network, there may be a time when you must terminate them from your DRP.

Once you have completed the Termination request, the system sends a message back to CCC to update the relationship so that the Shop is no longer in your Network. Note: This can take up to 5 Business Days to complete the termination.



To do this, select the Shop on the Shop Search page (or Shop Profile or Shop Lists) and click **Terminate Shop**. Click **Yes** to continue or **No** if you do not want to continue.



The status of the request will be Pending until processing is complete.

Manage My Shops

Introduction

CCC Connect includes a section called **My Shops to Manage**. This Action Board allows DRP Coordinators and other Insurance users with the proper permissions to view and manage their DRP shops. Supervisors can also view or manage their direct report's shops as needed. This job aid provides an overview of the My Shops to Manage Action Board.

Locate My Shops to Manage



Once logged into the CCC Portal, locate the CCC Connect section on the left side panel. Click the **My Shops to Manage** link to open the Action Board.

The Manage Shops Action Board page displays for you to perform the following tasks:

- Search for Shops by your own list of Shops or a Subordinate's List.
- Filter Shops by Shop Name and/or by State.

Once the list of shops display, you can do the following actions:

- Review key information about the shops.
- Remove Shops from your Management Hierarchy.
- Add and view Notes.

The rest of this job aid will describe these key features and functionality.

Continued on next page

Manage My Shops, Continued

(1) Searching for Shops

The first step is to search for your Shops to manage. You can either search for one or more of your own Shops to manage OR, if you have the proper permissions, you can search and view your Subordinate's Shop lists. Let's take a quick look at how to do each.

Search My Shops

When searching for your own Shops, simply keep the My Shops checkbox selected and then click on View Filters.

Begin typing a Shop name and the system will begin searching and displaying results as you type. **Tip!** Enter a State to narrow your results.

You can apply your filters, clear them, or reset and start over.

Subordinate's List

If you have direct reports in your own management hierarchy, you can also search by a subordinate and view their Shop List. Use the Person dropdown and select the subordinate you want to view and manage.

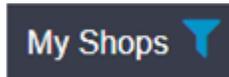
Then narrow your search as needed by using the Shop Name and State filters.

Continued on next page

Manage My Shops, Continued

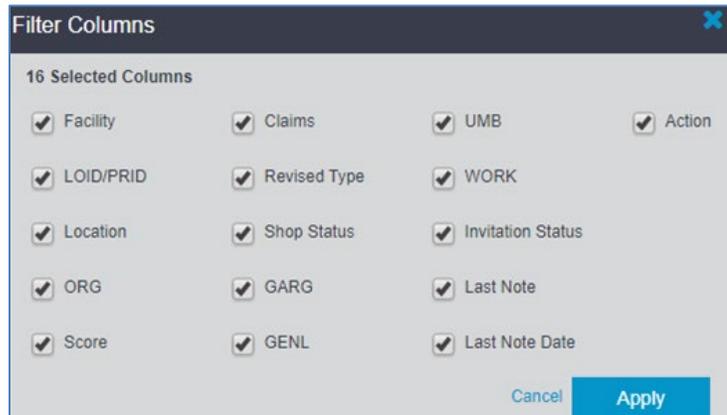
(2) Action Board Overview

Prior to reviewing how to remove Shops from your (or your subordinate's) hierarchy and adding notes or attachments, we should take a quick look at how you can customize the columns to view just the information that is important to you.



Click the **filter icon** to the right of the **My Shops** header. A popup with the list of options displays. See the table below for a quick description of each column.

Click **Apply** to save your changes.



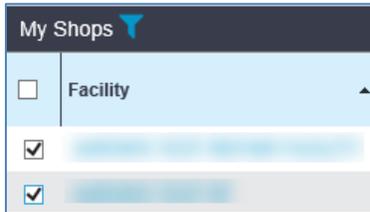
Column	Description
Facility	Shop Name which links to the Shop Profile
LOID/PRID	Location ID and Relationship ID in the CCC database. Only DRP shops will display a Relationship ID.
Location	Shop City and State Location
ORG	Identifies whether the Shop is an SSO or MSO.
Score	Shows the Shop's current DRP Scorecard score.
Claims	Number of claims sent to the Shop in the last month and for a rolling 12 months
Revised Type	Shop Type (OS=Open Shop, DRP, NOS=Not Open Shop (shop initiated), DOS=Disabled Open Shop (insurer initiated))
Shop Status	Out of Network or In Network
GARG	Expiration date for Shop's Garage Keeper policy
GENL	Expiration Date for Shop's General Liability policy
UMB	Expiration date for Shop's Umbrella policy
WORK	Expiration date for Shop's Workers' Compensation policy
Invitation Status	Shop's current Connect invite status
Last Note & Last Note Date	Displays category of the most recent note that was added to the Shop or the first 17 characters of the note's Subject text. The Date option displays when it was added.
Actions	Add and/or view Shop Notes.

Continued on next page

Manage My Shops, Continued

(3) Remove Shops From List

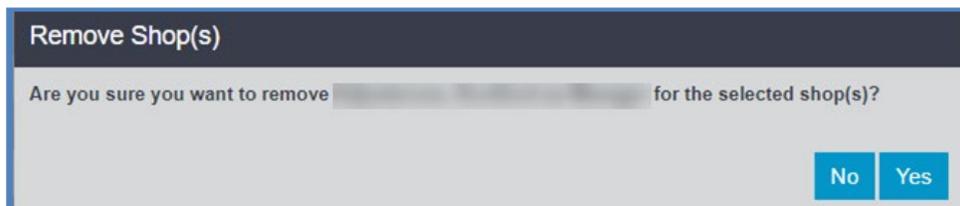
As mentioned at the beginning of this document, you can also use this Action Board to remove selected Shops from your management hierarchy.



To do this, simply select the Shop(s) to remove and then click the **Remove as Shop Manager** button.

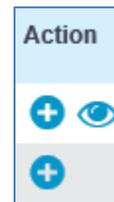


You will be prompted to ensure that you want to take this action as it will permanently remove the selected Shops from the selected Manager's list.



(4) Add Notes

The last feature to review is how to add or view notes on the Action Board. Simply go to the Action column for the selected Shop. Use the + sign to add a new Note. If the column has an "eye" icon, then there are existing Notes and attachments that you can review. A new tab will display with the Note and/or attachments for that Shop.



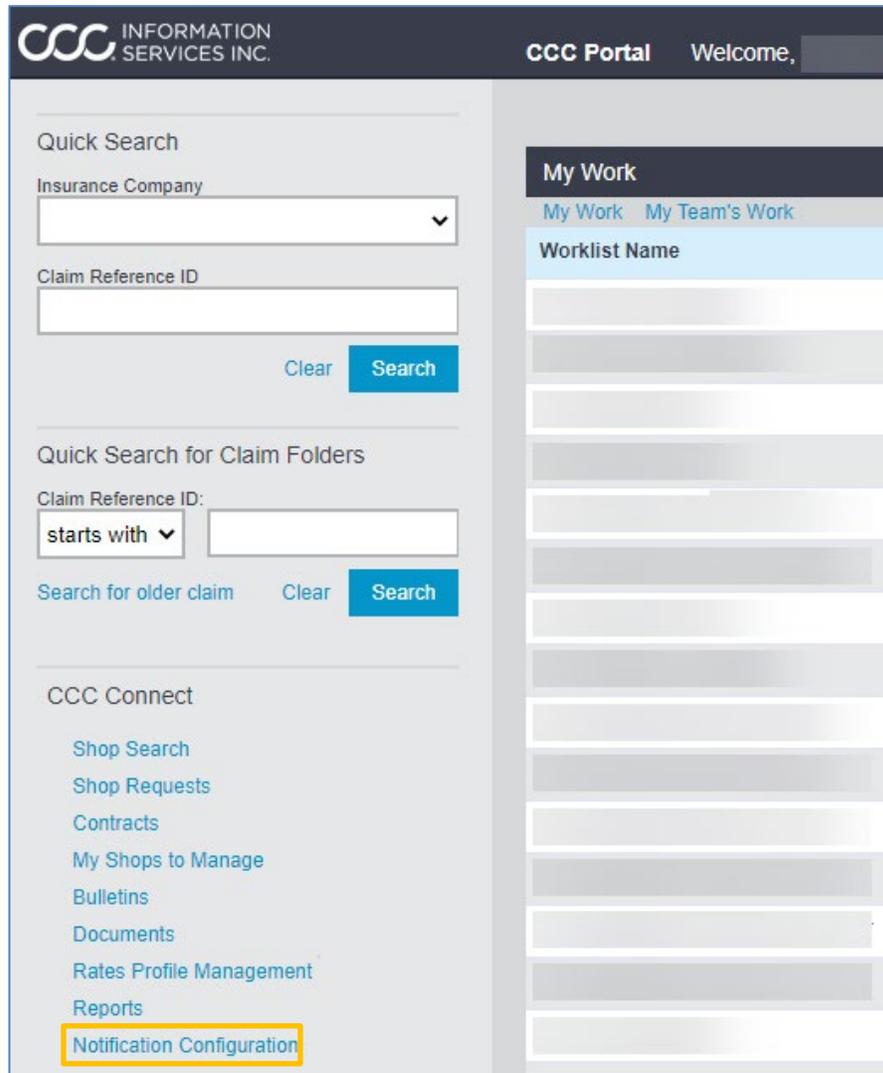
Adding Note/Attachment

When adding a Note or attachment, select the **Category**, enter a **Subject**, and a **Description**. Click **Attach** if needed to add a document to the claim. When ready, click **Save** to finish.

Notification Configuration

Introduction CCC® Connect can also be set up to send email notifications to user that manages shops when the shop completes the invitation process. Email notifications can also be set up for the user’s Manager to notify the Manager when the user approves the shop’s application. This job aid describes how this works.

Locate Notification Configuration Once logged into the CCC Portal, locate the CCC Connect section on the left side panel. Click the **Notification Configuration** link.
Note: Your Company must be configured for this feature.

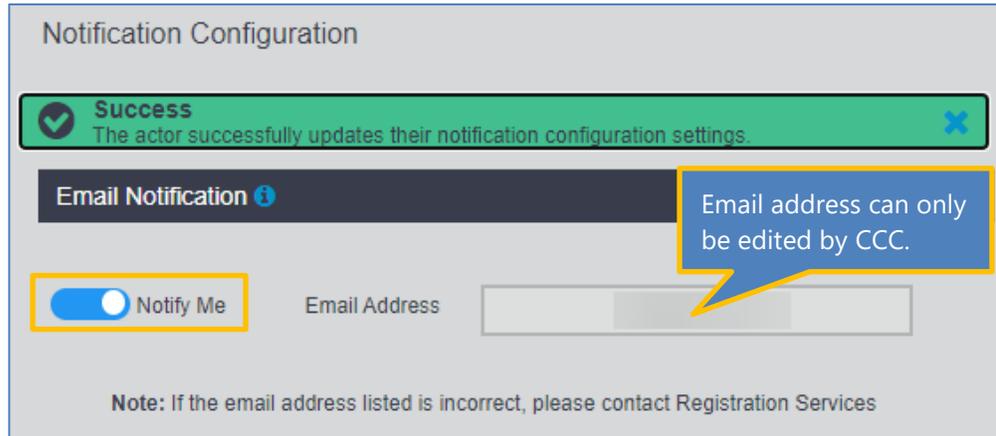


Continued on next page

Notification Configuration, Continued

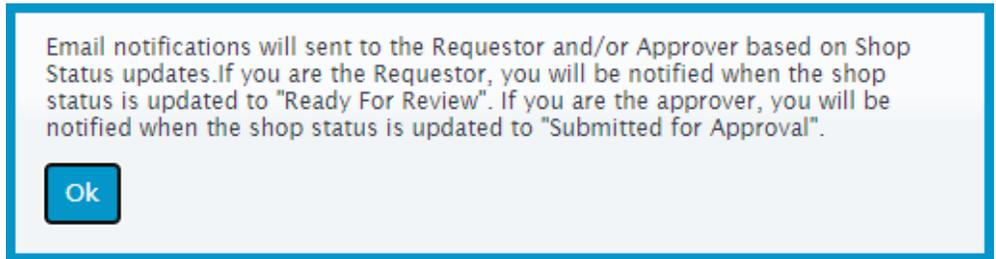
Set Up Notification

Once the Notification Configuration screen displays, it will automatically enter the email of the user that is logged in. Slide the **Notify Me** button to the right and you will receive a confirmation of success.



Email Notification ⓘ

Users can also click the “i” button to see a tooltip of what this feature does and who will get notifications.



Shop Information & Attributes

Introduction

As mentioned previously, the Manage functionality provides additional information on the Shop. Once you click the Shop Name link on the Search, Compare or Lists pages, the Shop Profile displays. CCC ONE® Shop Profiles are more complete than non-CCC ONE Shop Profiles so we will review both in this job aid. This job aid shows you the additional features available to you in Connect to manage your Shops.

My Shop Information

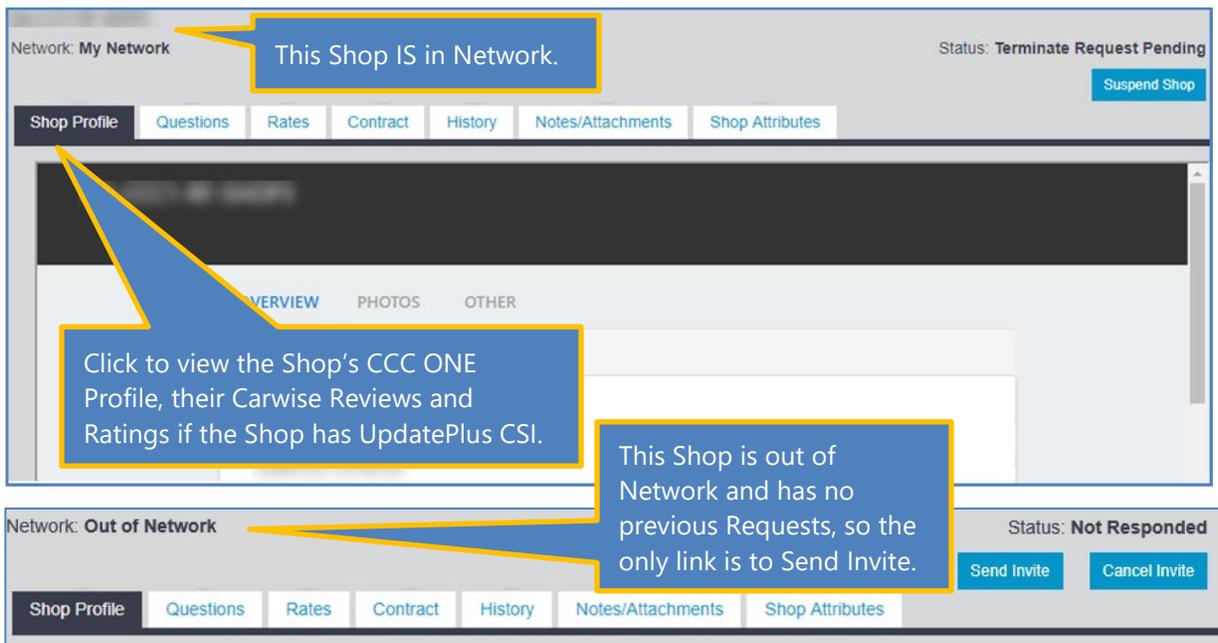
Once you click on a shop to view its information, you will see a series of tabs that access the Shop's Profile in CCC ONE and provide other information related to this shop.

This section provides an overview of each tab. *Please note that a full description of the Shop Profile in CCC ONE is provided in the next job aid.*

Shop Profile

The CCC® Estimating Shop Profile is maintained by the shop users in their Estimating unit as they add or update their features and services. As shown in the job aid Search and Compare, the Shop Profile tab displays with information on the facility and its services/equipment.

If you have access to the Manage Shop functionality, you will see their Network status and the status of any current Requests such as invitations or suspensions.



Continued on next page

Shop Information & Attributes, Continued

My Shop Information, continued

Questions Tab

When you send an invitation to a Shop, a series of questions is also sent for the Shop to respond to. These questions are pre-populated with answers based on your company's setup.

If the Shop leaves the answers "as is" and agrees to join, the response will be automatically approved. If the Shop changes any of the answers, then the response undergoes the approver process as shown below. This tab displays the responses. There can be up to 15 questions set up by your Company during implementation as the questions to send out automatically.

Network: My Network Status: Invite Sent

[Suspend Shop](#) [Terminate Shop](#) [Cancel Invite](#)

[Shop Profile](#) **Questions** [Rates](#) [Contract](#) [History](#) [Notes/Attachments](#) [Shop Attributes](#)

Shop Questionnaire and Response

- Are you part of a Multi Shop Operator
- If yes, which Multi Shop Operator
- Do you have rental car facility on the premises
- How many repair bays are available
- How you worked with Nationwide Insurance before?
- Do you offer any discounts?
- Do you use OEM parts or Aftermarket parts.

Responses are Read Only so that they cannot be changed.

Continued on next page

Shop Information & Attributes, Continued

My Shop Information, continued

Rates Tab

The Rates Tab displays the Rates determined by the Insurance Company and sent with the invitation.

The Shop cannot change the rates set by your Company. Therefore, the columns will display changes to the Effective Dates for each rate and a column for each Effective Date change in the column header.

Network: **My Network** Status: **Invite Sent**

[Suspend Shop](#)
[Terminate Shop](#)
[Cancel Invite](#)

[Shop Profile](#)
[Questions](#)
[Rates](#)
[Contract](#)
[History](#)
[Notes/Attachments](#)
[Shop Attributes](#)

Rates				
	Current Effective Rate Effective 08/08/2020	Effective 08/08/2019 Until 08/08/2020	Effective 08/02/2019 Until 08/08/2020	Effective 08/02/2019 Until 08/08/2020
Body Labor Rate	\$1	\$1	\$1	\$1
Paint Labor Rate	\$2	\$2	\$2	

Contract Tab

This tab links to the Contract sent to the Shop in the invitation (or accepted by the Shop). It includes information regarding the **Signed Timestamp** and **Shop Name**. Please see the job aid entitled **Job Aid: Upload and View Contracts**.

[Shop Profile](#)
[Questions](#)
[Rates](#)
[Contract](#)
[History](#)

Contract

Signed on:

Signed by:

If there is no Contract information, the system will indicate that.

History Tab

The History Tab provides the history of this Shop being in your Network.

[Shop Profile](#)
[Questions](#)
[Rates](#)
[Contract](#)
[History](#)
[Notes/Attachments](#)
[Shop Attributes](#)

History			
Date/Time	By	Status	Notes
01/20/2020 07:45 AM		Ready for Review	
01/19/2020 02:37 PM		Invite Sent	view notes

Continued on next page

Shop Information & Attributes, Continued

My Shop Information, continued

Notes/Attachments Tab

The Notes/Attachments Tab allows you to view the internal notes and attachment about the Shop, add or edit a note, and add an attachment. You can also delete a note or an attachment. If there is no Category selected in the note, then the system displays the Subject.

Last Saved Date	Attachment(s)	Subject	Description	Saved By	Category	Sub Category	Action
08/08/2019 10:45 AM					Process complianc...		
02/02/2018 09:15 AM							
02/02/2018 09:14 AM							
02/02/2018 09:11 AM							
02/02/2018 08:54 AM							
01/17/2018 03:42 PM							

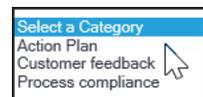
Edit note : User can edit note subject, attachments and description in the note.



View note : User can view note details and open attachments in a new tab from View note.

Delete note : User gets a warning message upon clicking "Delete note" icon, and user can confirm to delete note permanently.

Category/Sub Category: Select a category if desired. Sub categories appropriate to the selected Category will display.



Continued on next page

Shop Information & Attributes, Continued

My Shop Information, continued

Shop Attributes Tab

The Shop Attributes Tab displays if your Company chooses to use it and the attributes are set up during implementation. You can document information concerning the attribute in the text field to the right of the attribute.

Public Attributes
Public Attribute 6
DRP Score card coordinator phone number
DRP Score card coordinator name
Public Attribute 1

- **Private Attributes:** Custom attributes per shop that are only visible to your Company.
- **Public Attributes:** Custom attributes per shop that are visible to your Company and the shop.

Shop Profile	Questions	Rates	Contract	History	Notes/Attachments	Shop Attributes
Private Attributes						
Private Attribute 1						<input type="text"/>
Private Attribute 2						<input type="text"/>
Private Attribute 3						<input type="text"/>
						Save
Public Attributes						
Public Attribute 1						<input type="text"/>
Public Attribute 2						<input type="text"/>
Public Attribute 3						<input type="text"/>
						Save

If you have access to Connect Reporting, you can modify and upload Shop Attributes in bulk. Please see the document titled “CCC Connect Reporting” for more information.

CCC ONE® & Non-CCC Shop Profiles

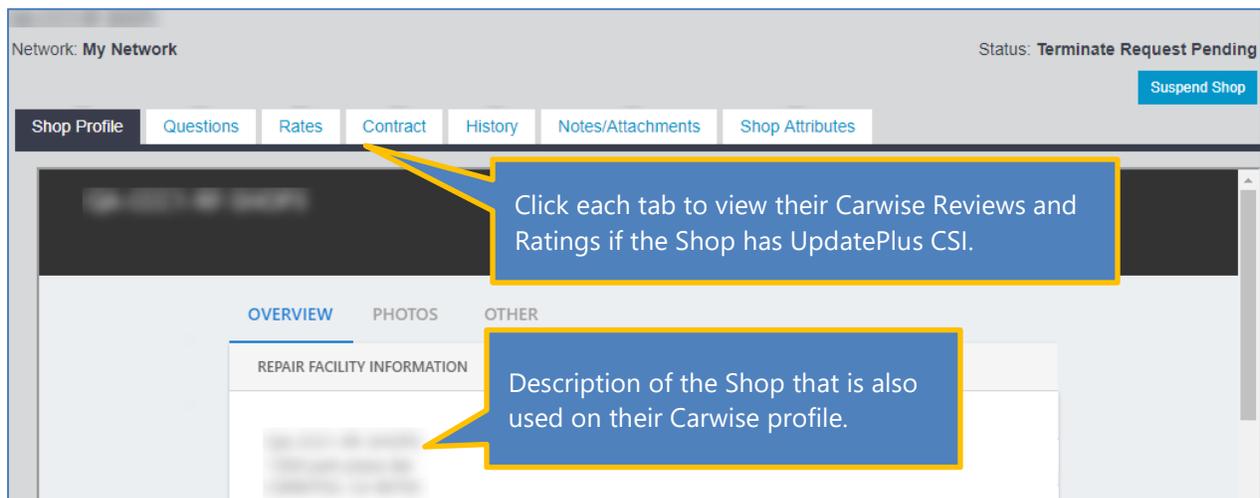
Introduction CCC ONE® Shop Profiles are more complete than non-CCC ONE Shop Profiles so we will review both in this job aid.

Reminder You can access the Shop profile by clicking on the **Shop Name** in Search Results, the Shop Compare screen or on your Shop List to view its Profile.

CCC ONE Shop Profile The CCC ONE Shop Profile provides detailed information such as location, owner, manager, years of operation, repair bays, parking spaces, number of employees & technicians, production & office space square footage, and years of business.

The Shop completes the Profile in their CCC ONE unit and can update it as they add features or services. Let's take a closer look. There are three Profile pages: Overview, Photos, Other.

Overview Page



Continued on next page

CCC ONE® & Non-CCC Shop Profiles, Continued

CCC ONE Shop Profile, continued

Overview Page(continued)

<p>SERVICES</p> <ul style="list-style-type: none"> Glass replacement Detailing Free estimates Insurance assistance Lifetime warranty Paintless Dent Repair Towing 							
<p>VERIFIED CAPABILITIES</p> <table border="1"> <tr> <td> <p><u>General</u></p> <ul style="list-style-type: none"> CCC ONE Estimating </td> <td> <p><u>Quality</u></p> <ul style="list-style-type: none"> CCC Accumark Advisor Chief® Frame Dimensions </td> <td> <p><u>Consumer</u></p> <ul style="list-style-type: none"> CCC ONE UpdatePlus Status CCC ONE UpdatePlus CSI carwise.com </td> <td> <p><u>Network</u></p> <ul style="list-style-type: none"> CCC ONE Open Shop CCC ONE Indicators CCC ONE Scorecard </td> </tr> </table>				<p><u>General</u></p> <ul style="list-style-type: none"> CCC ONE Estimating 	<p><u>Quality</u></p> <ul style="list-style-type: none"> CCC Accumark Advisor Chief® Frame Dimensions 	<p><u>Consumer</u></p> <ul style="list-style-type: none"> CCC ONE UpdatePlus Status CCC ONE UpdatePlus CSI carwise.com 	<p><u>Network</u></p> <ul style="list-style-type: none"> CCC ONE Open Shop CCC ONE Indicators CCC ONE Scorecard
<p><u>General</u></p> <ul style="list-style-type: none"> CCC ONE Estimating 	<p><u>Quality</u></p> <ul style="list-style-type: none"> CCC Accumark Advisor Chief® Frame Dimensions 	<p><u>Consumer</u></p> <ul style="list-style-type: none"> CCC ONE UpdatePlus Status CCC ONE UpdatePlus CSI carwise.com 	<p><u>Network</u></p> <ul style="list-style-type: none"> CCC ONE Open Shop CCC ONE Indicators CCC ONE Scorecard 				
<p>CUSTOMER SERVICE</p> <table border="1"> <tr> <td> <p><u>Hours</u></p> <ul style="list-style-type: none"> Mon - Fri: 8:00 AM - 5:00 PM Sat: 8:00 AM - 12:00 PM Sun: Closed </td> <td> <p><u>Languages</u></p> <ul style="list-style-type: none"> English Spanish </td> <td> <p><u>Payment Types</u></p> <ul style="list-style-type: none"> Cash Debit Card Mastercard Visa </td> </tr> </table>				<p><u>Hours</u></p> <ul style="list-style-type: none"> Mon - Fri: 8:00 AM - 5:00 PM Sat: 8:00 AM - 12:00 PM Sun: Closed 	<p><u>Languages</u></p> <ul style="list-style-type: none"> English Spanish 	<p><u>Payment Types</u></p> <ul style="list-style-type: none"> Cash Debit Card Mastercard Visa 	
<p><u>Hours</u></p> <ul style="list-style-type: none"> Mon - Fri: 8:00 AM - 5:00 PM Sat: 8:00 AM - 12:00 PM Sun: Closed 	<p><u>Languages</u></p> <ul style="list-style-type: none"> English Spanish 	<p><u>Payment Types</u></p> <ul style="list-style-type: none"> Cash Debit Card Mastercard Visa 					
<p>EQUIPMENT</p> <ul style="list-style-type: none"> 1 x Paint booth, cross-flow 1 x Wheel balancer 1 x Welder, MIG 1 x Frame/pulling machine 1 x Welder, resistance spot 1 x Welder, gas 1 x Paint mixer: Akzo Nobel 							

All Shop Services are listed here.

All CCC Products used are listed.

Service Hours, Languages, Payment Types are listed here.

Shops can add an equipment inventory here such as Lifts or Paint Booth.

Next is the Photos Page.

Continued on next page

CCC ONE® & Non-CCC Shop Profiles, Continued

CCC ONE Shop Profile, continued

Photos Page

OVERVIEW PHOTOS

LOGO & BANNER

The Logo & Banner here are displayed on the Shop's Carwise Profile also.

FACILITY

Shops can add photos of their buildings and bays.

LOBBY

Here the Shop can add photos of the entrance to their Locations.

PRODUCTION AREA

Here you can see the actual work areas like the Paint Booth or service bays.

Continued on next page



CCC ONE® & Non-CCC Shop Profiles, Continued

CCC ONE Shop Profile, continued

Other Page

OVERVIEW PHOTOS OTHER

PRIMARY RENTAL			
Rental partner: [redacted]	Onsite rental: Yes	Rental vehicles: <i>number</i>	Average rental charge: \$
LICENSES & IDS			
State license: <i>license</i>	Federal EPA: FEPA-[redacted]	County license: <i>license</i>	State EPA: SEPA-[redacted]
City license: <i>license</i>	Local hazmat permit: <i>permit</i>	BAR: BAR-[redacted]	OSHA ID: <i>license</i>
SMSA: [redacted]			
STORAGE AREA			
Storage lot sq ft: <i>number</i>			
Security: <i>features</i>			
Description: <i>description</i>			

The Other Page shows Rental, License and Storage information.

Non-CCC ONE Shop Profile

Shops that do not have any active CCC ONE licenses or products, will display a very limited Profile. As you can see in this example, the Shop Profile will include the address and if they have done any assignments for you in your DRP network or out of network.

BODY SHOP		Status: Ready for Review	
Network: My Network		Suspend Shop Terminate Shop Submit to Approver Resend Invite Cancel Invite	
Shop Profile Questions Rates Contract History Notes/Attachments			
Address: [redacted]			
My Network Assignments: 0			
My Out of Network Assignments: 0			

Upload & View Contracts

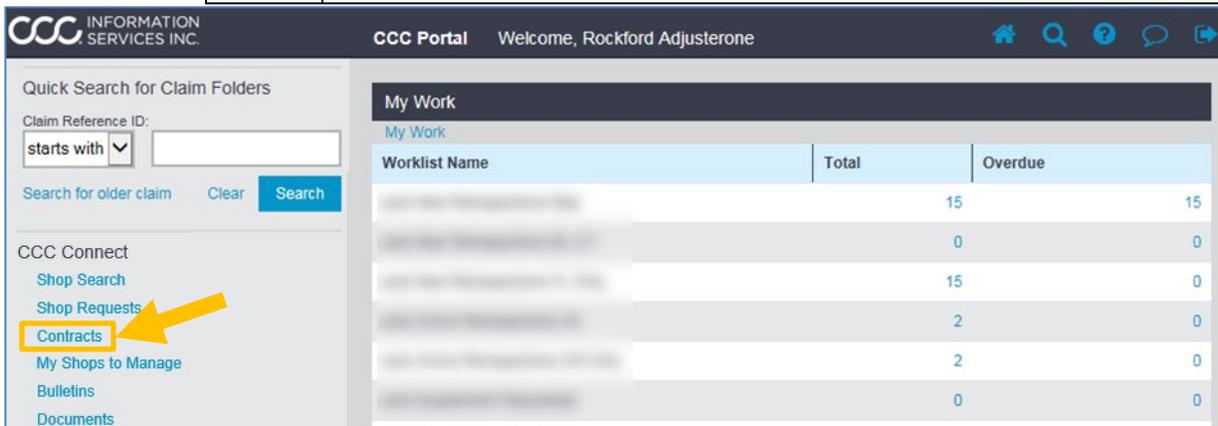
Introduction

In previous job aids, we mentioned that you select a Contract to send as part of the Shop Invitation Request and that you can view the Contract associated with a Shop in their Profile. This job aid describes how to upload and view Contracts for use with the Shop invitations.

Access Contracts

Use the following steps to access Contracts.

Step	Action
1	Log into CCC Portal with your Username and Password .
2	Go to the left panel and locate CCC Connect .
3	Click on Contracts .



Upload Contracts

The Contract page displays with any available contracts.



Continued on next page

Upload & View Contracts, Continued

Upload Contracts, continued

Enter the **Contract** Name which can be up to 100 characters long.

Click **Attach** to open a File Browse window and locate the Contract PDF (10 MB maximum) to upload.

When ready, click **Upload**.

The new Contract will display here to view and in the droplist when sending invitations to Shops.

View Contracts

Once a Contract is loaded, you can click the Contract Name to view the PDF. The PDF will open in a new browser window.

Uploaded Date	Contract Name	Uploaded By
01/18/2017 05:14 PM	Illinois DRP Agreement	[Redacted]
01/18/2017 05:13 PM	DRP Agreement	[Redacted]

DRP Invites: What the Shop Sees

Introduction

Previously, we have reviewed how to manage your Network Shops (send invitations, suspend shops, and terminate shops) and reviewed the types of information that are sent to the Shop such as questions and contracts.

Now it is time to discuss what both CCC ONE® and non-CCC ONE (AVAM) Shops will receive when you invite, suspend or terminate them. This job aid describes how shops view and respond to requests made via CCC® Connect.

CCC ONE Shop Invitations

CCC ONE shops receive invitations into their Action Center accessible from within the desktop or directly at <https://www.cccone.com>. CCC ONE Shops will receive an Insurance Message in CCC ONE with a link to review the materials and make their responses. They just click on the invite to view it or if already displayed, **Apply Now** to complete their application.

Click the notification bell to go immediately to Action Center notifications.

Click Apply Now to start the process.

Non-CCC ONE Shops

CCC Connect

- Documents
- Invitations
- Shop Attributes

These shops will use the Portal to access their invitations, documents, and see their Public Attributes.

Received Date	From	Response Updated By	Status	Notes	Actions
10/11/2016 11:26 AM	INSURANCE COMPANY		Invite Received	latest ...	
10/11/2016 11:21 AM			Submitted		
10/10/2016 11:16 AM					
10/07/2016 05:08 PM					

Click the Reply arrow to view the invitation or the delete icon to decline without viewing. Shops can also view previous responses.

Continued on next page

DRP Invites: What the Shop Sees, Continued

Apply Now

Whether clicking the **Apply Now button** (for CCC ONE shops) or the Reply icon (non-CCC ONE shops), the shop user will complete each part of the Application Process.

- Fill Questionnaire
- Fill Rates
- Agree to Terms

The circle above the part currently displayed is white. As they complete each section, a checkmark will display in the black circle.

Fill Questionnaire

All fields are mandatory. The form will not submit if the shop does not complete every question.

Shops can update or edit answers as needed. Your Company's questions may be different than the example shown here.

Shops will use the tools at the bottom of the form to move from page to page.

INSURANCE COMPANY

Application Process

Fill Questionnaire Fill Rates Agree to Terms

Questionnaire *Required Field

1. List of any other training and/or certificates *

2. How many Direct Repair Programs are you a participant of? *

3. Who is your used part supplier? *

4. Do you have a Quality Control Program? *

5. Do you used remanufactured parts? *

Save for Later

Fill Rates

INSURANCE COMPANY

Application Process

Fill Questionnaire Fill Rates Agree to Terms

Rates

	Current Effective Rate Effective 02/19/2020	Effective 02/18/2020 Until 02/19/2020	Effective 02/18/2020 Until 02/18/2020	Effective 02/05/2020 Until 02/18/2020
Body Labor Rate	\$1	\$1	\$1	\$1
Paint Labor Rate	\$3	\$3	\$3	\$3

Save for Later

If this is a **NEW DRP Invite**, the Rates section is pre-populated by your Company. If this is an updated Invite, then the Shop will confirm the rates as needed. **Shops cannot change rates in this section.**

Continued on next page

DRP Invites: What the Shop Sees, Continued

Apply NowApply Now,
continued

Agree to Terms

The last section of the Application is the Contract for the Shop to review. They have three options:

- **Decline:** If the shop changes their mind, they must request a new invite from your Company.
- **Save for Later:** No response is sent yet but it is not declined.
- **Agree & Accept:** Once they check they box to agree to the terms, then the shop user clicks Agree & Accept to submit the application.

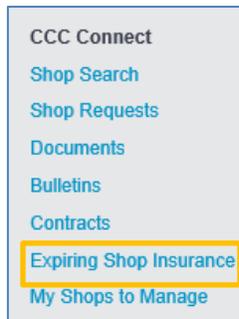
Once the Shop submits their response, the Invitation Request status is updated to Ready for Review for Accept or that the Request was declined. We will look at how to view Requests in the next job aid entitled Requests and Approvals.

FYI for In Network Shops: Shops that already are in your Network might not see a contract with the invitation unless you specifically sent a *new* invitation for the shop to complete.

Expiring Shop Insurance

Introduction CCC® Connect Manage Shops functionality also lets you know when CCC shops in your Network are **one month from their insurances expiring** or **if they have expired insurances**. This job aid describes how you can find this information and the reminders the CCC Shops see about working on their Network Profiles.

Expiring Shop Insurance



Once you have entered CCC® Connect using Shop Search or another option on the Portal Home Page, your list of available options will include **Expiring Shop Insurance**. Click this link to open the worklist.

Insurance Types Listed

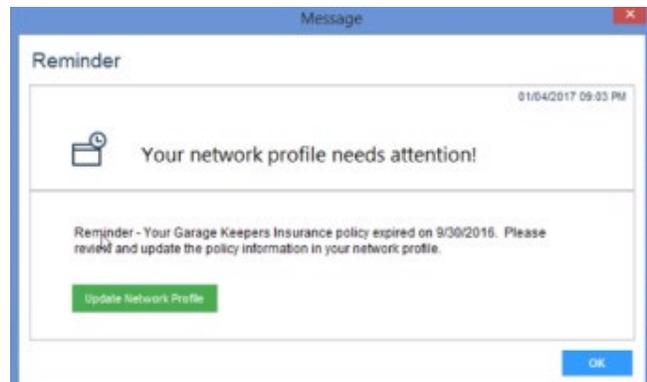
- General Liability
- Garage Keeper
- Umbrella
- Worker's Compensation

Expiring Shop Insurance < 1 - 7 of 7 >		
Shop	Insurance Type	Expiration Date
[blurred]	rental	12/30/2018
[blurred]	umbrella insurance	12/30/2018
[blurred]	rental	12/07/2018
[blurred]	garage keepers insurance	11/29/2017
[blurred]	garage keepers insurance	11/27/2017

Sort by **Expiration Date** as needed. Click the **Shop Name** to view the Profile and learn more about the **expiring** or already **expired** insurance.

Reminders

The system automatically sends reminders to the CCC ONE shop users that maintain their Network Profile such as the one shown here:



Requests & Approvals

Introduction

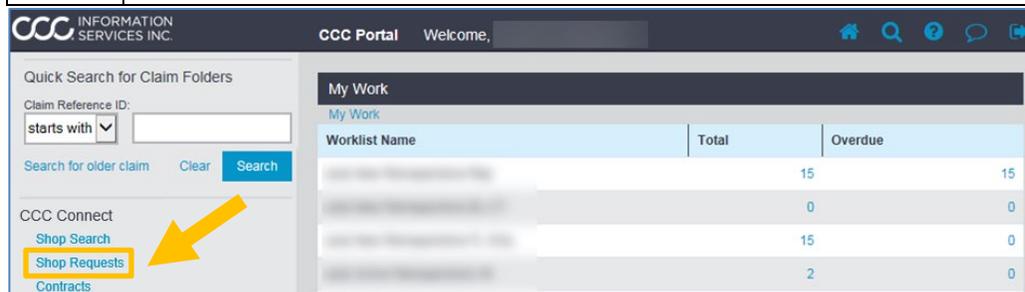
CCC® Connect allows Insurance Company users with the appropriate permissions (Requestors) to send Shop Invitations, suspend in Network shops, and terminate in Network shops. The Shop Requests feature allows requestors to view all of the requests submitted and see their current status.

Users with additional permissions (Approvers) can also approve Shop Requests submitted by Requestors. This job aid describes the Shop Requests feature and how Requestors and Approvers use it to manage Network shops.

Access Shop Requests

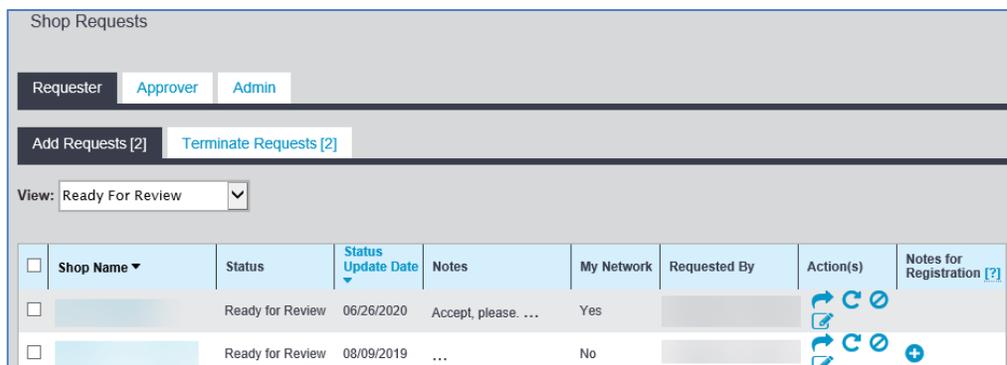
Use the following steps to access Shop Requests.

Step	Action
1	Go to the Portal Home page and locate CCC Connect .
2	Click on Shop Requests .



Shop Requests: Add Requests Tab

The Shop Requests page displays. Under the **Requester** tab, there are two sub tabs: **Add Requests** and **Terminate Requests**. Depending on your permissions, you may also see additional tabs for Approver and Admin.



By default, Add Requests displays for you to see all of your Shop Requests with a current status of **Ready for Review**.

Continued on next page

Requests & Approvals, Continued

Shop Requests: Add Requests Tab, continued

Use the View drop list to select a different **Status Type** to view those Shop Requests on the Add Requests tab. The options and actions available to you will change based on the type of Request and your permissions.

	Shop Name	Status	Status Update Date	Notes	My Network	Requested By	Action(s)	Notes for Registration [?]
<input type="checkbox"/>		Invite Sent	08/08/2019	...	Yes	ADJUSTERONE, ROCKFORD		
<input type="checkbox"/>		Ready for Review	08/04/2019	this is a test messa ...	No	ADJUSTERONE, ROCKFORD		
<input type="checkbox"/>		Add Request Pending	05/31/2019	Test ...	No	ADJUSTERONE, ROCKFORD		

Click the **Shop Name** to view that Shop's Profile.

There are two actions you can take on the **Ready to Review Requests**. You can either **Submit for Approval** OR **Resend Request**.

If you see in the Actions menu, you can **Cancel** the invitation.



Notes for Registration: This option is only available for Out of Network Shops **if set up for your Insurer**. It may display for Ready to Review Shops when:

- The **ADD** icon is available
- If your Company requires that Relationship Alias information is provided as part of adding new Shops.
- Request is Invite Sent, Ready for Review or Submitted for Approval and is a maximum 15 characters.

It is *View Only* when the current status is Request Complete, Add Request Pending or Request Incomplete.

Continued on next page



Requests & Approvals, Continued

Shop Requests: Add Requests Tab

The following table lists all of the statuses available to you for viewing on the Add Request Tab and what they mean.

Status	Description	Possible Actions	Action Outcomes
Approver Declined	Shops whose Invitations have been Approver declined in the last 60 days.	Send Invite	Update status to Invite Sent. Can choose to require Contract be sent.
Invite Sent	Shops that have been sent Invitations	Cancel Invite	Update status to Canceled
Ready for Review	Shops have sent back their response to invite.	Submit to Approver/ Send Invite/Cancelled	Requestor has reviewed response/Update invite status to Sent/Update invite status to Cancelled.
Add Request Pending	The Request has been submitted to CCC for action after all approvals are completed.	No action available	N/A
Request Complete	Shops with status of Request Complete within last 60 days.	Send Invite from Shop Profile/No action available here	Update status to Invite Sent. Can choose to require Contract be sent. Auto send of bulletin with current effective Rates after Invite submitted by Shop/Carrier processes shop acceptance.
Request Incomplete	Shops with status of Request Complete within last 60 days.	Send Invite from Shop Profile/No action available here	Update to invite Sent.
Shop Declined	Shops that have declined the invitation within last 60 days.	Send invite	Update status to Invite Sent. Can choose to require Contract be sent.
Submitted for Approval	Request is waiting for Approver action (approve/decline).	No Action	N/A

Continued on next page

Requests & Approvals, Continued

Shop Requests: Terminate Request Tab

The **Terminate Requests** Tab defaults to the Terminate Request Pending status. This means that a Requestor has used the Terminate Shop link to remove the Shop from your Network.

The screenshot shows the 'Requester' interface. At the top, there are buttons for 'Add Requests [3]' and 'Terminate Request Pending'. A dropdown menu is open, showing three options: 'All', 'Request Complete', and 'Terminate Request Pending', with the last option selected. Below the dropdown, the 'View:' field is set to 'Terminate Request Pending'. A table below shows a list of requests with columns for Shop Name, Status, Status Update Date, Notes, My Network, and Requested By.

Shop Name	Status	Status Update Date	Notes	My Network	Requested By
[Blurred]	Terminate Request Pending	01/19/2019	...	Yes	[Blurred]
[Blurred]	Terminate Request Pending	01/18/2019	...	Yes	[Blurred]

The other available status to view is Request Complete. This will list all shops with a current Terminate Shop Request status of Complete within the last 60 days. There are no actions available for a Requestor on this tab.

Now let's look at what a user with the Approval permission can do with Shop Requests.

Approvers

Users with the appropriate roles will be able to act on Shop Requests, approving or declining. Approvers can do this on the Shop Request page as shown previously OR from the Shop Profile page.

Shop Request Approvals

The screenshot shows the 'Approver' interface. At the top, there is a button for 'Add Requests [2]'. Below it is a table with columns for Shop Name, Submitted By, Status Update Date, Notes, My Network, and Action(s). At the bottom, there are 'Approve' and 'Decline' buttons.

<input type="checkbox"/>	Shop Name	Submitted By	Status Update Date	Notes	My Network	Action(s)
<input type="checkbox"/>	[Blurred]	[Blurred]	01/19/2019	...	No	[Refresh] [Cancel]
<input type="checkbox"/>	[Blurred]	[Blurred]	01/19/2019	...	No	[Refresh] [Cancel]

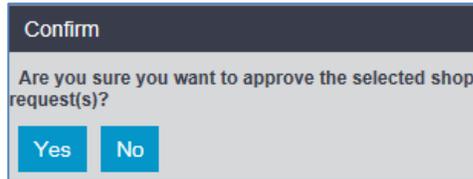
Continued on next page

Requests & Approvals, Continued

Approvers, continued

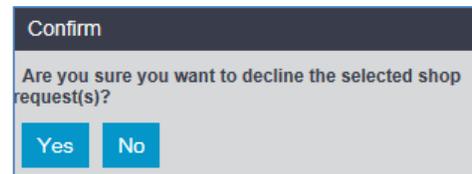
Approvers will use the  action OR select the Shops in the list and click Approve Requests.

A Confirmation message displays. Click **Yes** to approve or **No** to cancel the approval. The status will update to **Submitted for Approval**. The Request will be removed from the list.



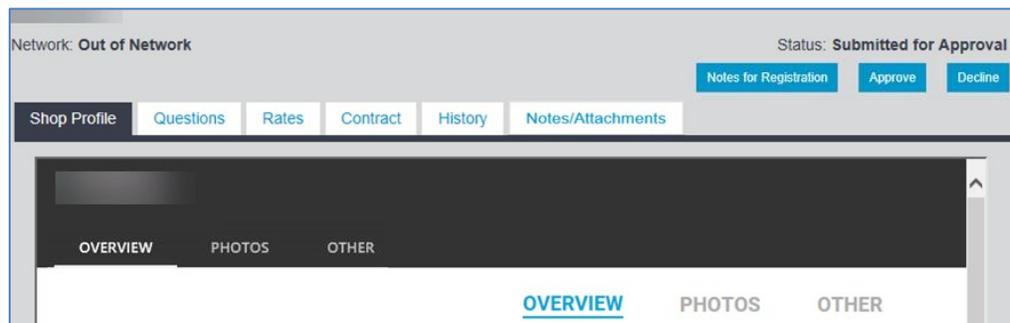
Decline Shop Requests

You can also choose to decline a Request by clicking  on the actions menu or by clicking the **Decline** button. Again, you will receive a confirmation message. The Request status updates to Approver Declined. The Shop Request will be removed from the Approval Pending status list.



Shop Profile

Both of these options are also available on the Shop's Profile.



Continued on next page

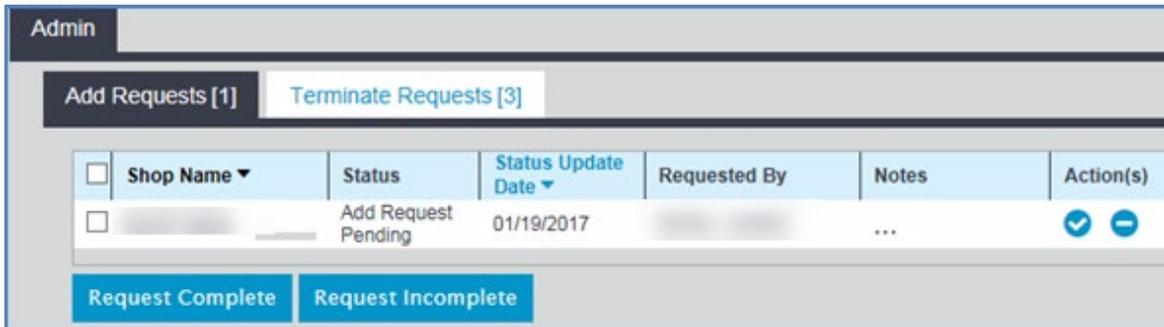
Requests & Approvals, Continued

Admin Users

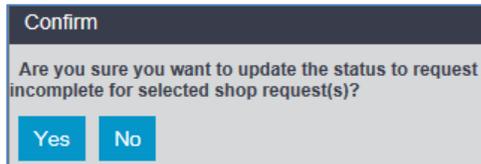
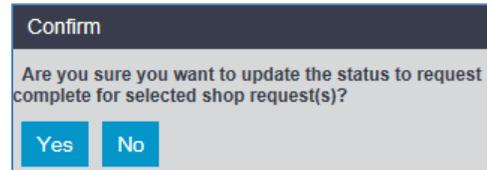
Processing requests may take several business days to complete.

The last type of user we need to discuss updates the status of Shop Requests with a current status of **Add Request Pending** or Terminate Requests Pending. **This is not an Insurance Company user.**

This CCC role updates the **Request Pending** status when Add Request actions are completed. Once the requested change is completed by CCC, we will return to the Shop Requests page and update the Request to the Request Completed status.



To do this, the CCC user will either select  to mark the Request Complete or select the Shop and click on **Request Complete**. The Confirmation message displays to click **Yes**.



The Admin user can mark a Shop Request Incomplete by clicking  or selecting the Shop and click **Request Incomplete**. Again, click **Yes** to complete the update.

CCC uses the same process to update a **Termination Request** as completed once we have made the requested change.

