

CCC® Connect: Rate Profile Management

Introduction CCC® Connect allows an insurance company to send repair facilities an invitation to join their Direct Repair Program (DRP). One of the features of the DRP invite is that the insurance company include a customized Rate Profile that the shop will have to use if they join the program. This job aid describes how to:

- Locate the Rates Profile Management feature
- View, edit, or delete existing Rate Profiles
- Create new Rate Profiles
- Apply a Rate Profile to an existing or new DRP invite.

Locate Rates Profile Management

CCC INFORMATION SERVICES INC.

Quick Search

Insurance Company

Claim Reference ID

[Clear](#) [Search](#)

Quick Search for Claim Folders

Claim Reference ID: starts with

[Search for older claim](#) [Clear](#) [Search](#)

CCC Connect

- Shop Search
- Shop Requests
- Contracts
- My Shops to Manage
- Bulletins
- Documents

Once logged into CCC Portal, go to the left panel and locate the **CCC Connect** section.

Click on any option listed under this section to go to the CCC Connect page.

Note: You may have to scroll down the left panel to locate the CCC Connect section.

CCC INFORMATION SERVICES INC.

- CCC Connect
- Shop Search
- Shop Requests
- Documents
- Bulletins
- Contracts
- Expiring Shop Insurance
- Rates Profile Management
- My Shops to Manage
- Lists

The CCC Connect you selected displays. Once here, you can select **Rates Profile Management**.

Continued on next page

CCC® Connect: Rate Profile Management,

Continued

Overview

Let's take a moment to review the Rates Profile Management page.

| Column | Description |
|-----------------------|---|
| 1. Rates Name | Name selected when the Rates Profile was created. |
| 2. Last Modified Date | The last date the Rates Profile was updated. |
| 3. Modified By | Identifies who edited the Rates Profile. |
| 4. Actions | Options include View, Edit, Delete. |

The sections following this one will discuss the available actions and how to apply a Rates Profile to a DRP invite.

Available Actions

Once a Rates Profile is created, there are three possible actions that you can take on that profile.

| Action | Description |
|--------|---|
| | Edit rate values for selected profile. Note: Rates Profile name is not editable. |
| | View existing Rates Profiles. Note: If no Rates Profiles exist, the following displays: "No rate profiles exist. Click the Add Rates button to add a new rate profile." |
| | Delete a Rate Profile. The system will prompt you to confirm before deleting the selected profile. |

Continued on next page

CCC® Connect: Rate Profile Management,

Continued

Create New Rate Profile

Use the following steps to create a new Rates Profile that can be assigned to a DRP shop.

| Step | Action | | | | | | | | | | | | | | | | | | | | | | |
|-------------------------------|---|----------|-------|-----------------|-------------------------|------------------|-------------------------|------------------|-------------------------|-----------------------|-------------------------|-----------|-------------------------|-------------------|-------------------------|-------------------|-------------------------|-------------------------------|------------------------|----------------------------|------------------------|--------------------------|----------------------------|
| 1 | Click the Add Rates button to begin a new Rates Profile. | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | |
| 2 | <p>The Add Rates popup displays for you to create the profile. Enter the Rates Profile Name for this profile.</p> <table border="1"> <thead> <tr> <th>Category</th> <th>Rates</th> </tr> </thead> <tbody> <tr> <td>Body Labor Rate</td> <td>\$ <input type="text"/></td> </tr> <tr> <td>Paint Labor Rate</td> <td>\$ <input type="text"/></td> </tr> <tr> <td>Frame Labor Rate</td> <td>\$ <input type="text"/></td> </tr> <tr> <td>Mechanical Labor Rate</td> <td>\$ <input type="text"/></td> </tr> <tr> <td>Cover Car</td> <td>\$ <input type="text"/></td> </tr> <tr> <td>2 Wheel Alignment</td> <td>\$ <input type="text"/></td> </tr> <tr> <td>4 Wheel Alignment</td> <td>\$ <input type="text"/></td> </tr> <tr> <td>Total Loss Threshold Standard</td> <td><input type="text"/> %</td> </tr> <tr> <td>Total Loss Threshold Other</td> <td><input type="text"/> %</td> </tr> <tr> <td>Maximum Clear Coat Hours</td> <td><input type="text"/> hours</td> </tr> </tbody> </table> | Category | Rates | Body Labor Rate | \$ <input type="text"/> | Paint Labor Rate | \$ <input type="text"/> | Frame Labor Rate | \$ <input type="text"/> | Mechanical Labor Rate | \$ <input type="text"/> | Cover Car | \$ <input type="text"/> | 2 Wheel Alignment | \$ <input type="text"/> | 4 Wheel Alignment | \$ <input type="text"/> | Total Loss Threshold Standard | <input type="text"/> % | Total Loss Threshold Other | <input type="text"/> % | Maximum Clear Coat Hours | <input type="text"/> hours |
| Category | Rates | | | | | | | | | | | | | | | | | | | | | | |
| Body Labor Rate | \$ <input type="text"/> | | | | | | | | | | | | | | | | | | | | | | |
| Paint Labor Rate | \$ <input type="text"/> | | | | | | | | | | | | | | | | | | | | | | |
| Frame Labor Rate | \$ <input type="text"/> | | | | | | | | | | | | | | | | | | | | | | |
| Mechanical Labor Rate | \$ <input type="text"/> | | | | | | | | | | | | | | | | | | | | | | |
| Cover Car | \$ <input type="text"/> | | | | | | | | | | | | | | | | | | | | | | |
| 2 Wheel Alignment | \$ <input type="text"/> | | | | | | | | | | | | | | | | | | | | | | |
| 4 Wheel Alignment | \$ <input type="text"/> | | | | | | | | | | | | | | | | | | | | | | |
| Total Loss Threshold Standard | <input type="text"/> % | | | | | | | | | | | | | | | | | | | | | | |
| Total Loss Threshold Other | <input type="text"/> % | | | | | | | | | | | | | | | | | | | | | | |
| Maximum Clear Coat Hours | <input type="text"/> hours | | | | | | | | | | | | | | | | | | | | | | |
| 3 | The Categories displayed are based on your company's configuration. Enter at least one Labor Rate to create the new Rates Profile. | | | | | | | | | | | | | | | | | | | | | | |
| 4 | Click Save to finish. | | | | | | | | | | | | | | | | | | | | | | |

Continued on next page

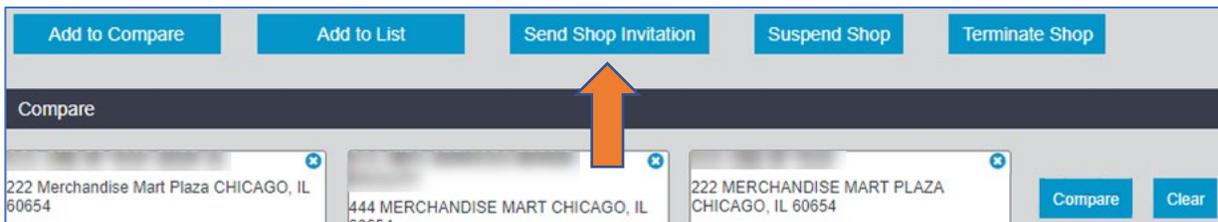
CCC® Connect: Rate Profile Management,

Continued

Apply Rate File to New DRP Invite

Once created, you can apply a Rates profile to any DRP Invite. There are multiple locations in CCC® Connect from which you send a DRP Invite to a shop. **Important!** This section reviews the New DRP invite process only from the perspective of adding a profile to the invite. If you require additional information on how to search for and locate a shop to invite or for how to manage Shop Profiles, please see the Manage Shop job aid on the CCC® Portal Learning Center.

Once you have located a shop, there will be a **Send Shop Invitation button** for you to click. In the example shown here, we have searched for shops and are comparing three.



The **Send Shop Invitation** pop up displays for you to complete and send the invite.

| Step | Action |
|------|--|
| 1 | Select a Contract to send with the DRP Invite. You can preview as needed. |
| 2 | Select a Rates Profile to use with this DRP. |
| 3 | Enter any other rates as needed. |
| 4 | Enter a Message if desired. |
| 5 | Click Send to finish. |

The 'Send Shop Invitation' pop-up form contains the following fields and controls:

- Contract:** A dropdown menu with 'Contract Test' selected. (Callout 1)
- Preview Contract:** A link to view the contract details.
- Rates Profile:** A dropdown menu with 'LL Region' selected. (Callout 2)
- Rates:** A table with columns 'Category' and 'Rates'.

| Category | Rates |
|-------------------------------|-------|
| Body Labor Rate | \$ 1 |
| Paint Labor Rate | \$ 2 |
| Glass Labor Rate | \$ 2 |
| One Stage Paint Threshold | \$ 3 |
| Cover Car | \$ 3 |
| 2 Wheel Alignment | \$ |
| Flex Additive | \$ 4 |
| Total Loss Threshold Standard | 4 % |
| OEM Discount - Domestic | 4 % |
| Maximum Two Tone | hours |

 (Callout 3)
- Message:** A text input field for a custom message. (Callout 4)
- Buttons:** 'Cancel' and 'Send' buttons at the bottom right. (Callout 5)