

# CCC® UpdatePlus - Carrier View

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# CCC® UpdatePlus - Carrier View

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## Introduction

CCC® UpdatePlus Carrier View (Carrier Visibility) enables Insurance companies (Carriers) to:

1. View the UpdatePlus Repair and Promise data that their Direct Repair Program (DRP) Repair Facilities are generating as they work on their customer's vehicle. It allows Insurance Companies to:
  - View exceptions or issues related to customer's repair.
  - Messaging between the Customer and the Repair Facility (Shop).
2. View Customer satisfaction survey (CSI)

## What is CCC® UpdatePlus?



UpdatePlus sends friendly, personalized status updates via email or text to a customer (vehicle owner) throughout the repair process to keep them informed of the status of their repair.

The Repair Facility sends Repair Status milestones updates (Vehicle In, Promise Date, etc.) using the Customer's text or email address. As they complete each milestone, an automatic message is sent to the Customer like the one shown here.

After the repair, a quick survey is sent to measure customer satisfaction (CSI).

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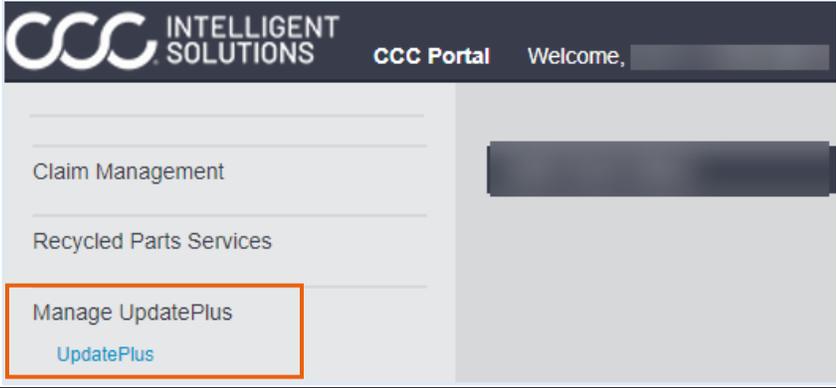
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## CCC® UpdatePlus - Carrier View, Continued

### Accessing CCC UpdatePlus Repair Status on CCC Portal

In order to access Repair Status/CSI, you must have a CCC Portal login.

Follow the steps below to access CCC Portal:

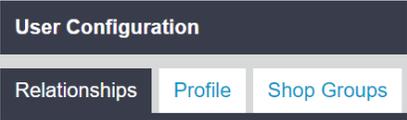
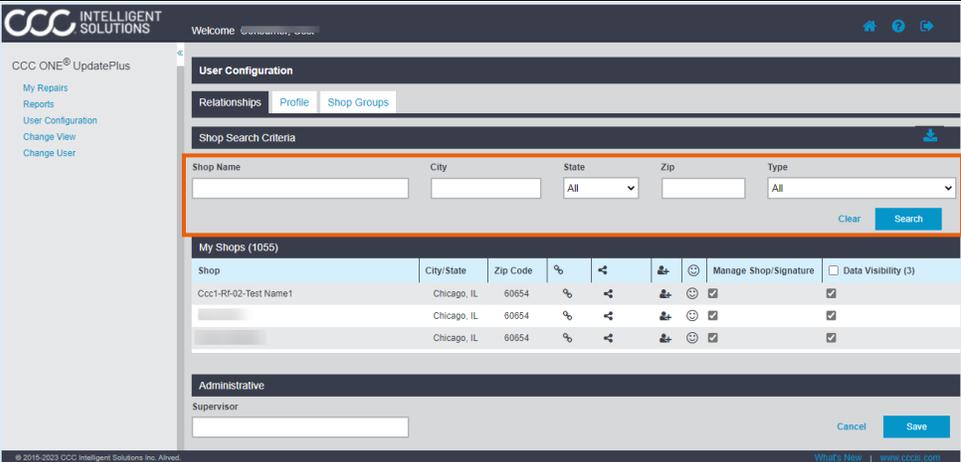
Step	Action
1	Access <a href="https://mycccportal.com">https://mycccportal.com</a>
2	Log into CCC Portal with your <b>Username</b> and <b>Password</b> . 
3	In the <b>Home Page</b> , click <b>UpdatePlus</b> . 
	The <b>UpdatePlus</b> page opens.

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## CCC® UpdatePlus - Carrier View, Continued

### User Configuration

You first need to configure the system to be able to view repair status data of the repair facility(s) as below:

Step	Action
1	Click the <b>User Configuration</b> link from left to open the <b>User Configuration</b> page. <b>NOTE:</b> This page automatically opens if this is your first time accessing the <b>UpdatePlus</b> .
2	This page contains three tabs as shown below. Use all three tabs to configure required information to view repair status data. 
3	The <b>Relationships</b> tab is selected by default. Scroll through the list of available Shops or you can use the <b>Search</b> feature to locate a Shop. <b>Type</b> search field allows you to filter your search for DRP, non-DRP, or All shops.
	
	<p>i. Under <b>Manage Shop/Signature</b>, select the checkbox to select the shop you manage. It will automatically select the <b>Data Visibility</b> checkbox. <b>NOTE:</b> If someone from your insurance company has already selected this option for the shop, it will display as disabled for you.</p>

Continued on next page

# CCC® UpdatePlus - Carrier View, Continued

User Configuration, continued

Step	Action										
	<p>II. If you want to view only the repair data, select the checkbox in the <b>Data Visibility</b> column. This checkbox may already appear enabled if someone from your insurance company has already selected it.</p> <p><b>NOTE:</b> If you have selected both Manage Shop and Data Visibility options and try to deselect Data Visibility, the checkbox automatically deselects Manage Shop option.</p> <p>Note the columns with icons to learn more about the shop:</p> <table border="1"> <thead> <tr> <th>Icons</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td></td> <td><b>DRP:</b> The shop has a DRP relationship with the Insurance Company.</td> </tr> <tr> <td></td> <td><b>Data Sharing:</b> The shop has enabled data sharing with the Insurance Company.</td> </tr> <tr> <td></td> <td>The Shop is enabled for CCC ONE UpdatePlus Repair Status.</td> </tr> <tr> <td></td> <td>The Shop is enabled for CCC ONE UpdatePlus CSI.</td> </tr> </tbody> </table> <p>IV. Select your supervisor by using CCC Portal User ID or Last Name.</p> <p>V. Click <b>Save</b>.</p>	Icons	Description		<b>DRP:</b> The shop has a DRP relationship with the Insurance Company.		<b>Data Sharing:</b> The shop has enabled data sharing with the Insurance Company.		The Shop is enabled for CCC ONE UpdatePlus Repair Status.		The Shop is enabled for CCC ONE UpdatePlus CSI.
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	The Shop is enabled for CCC ONE UpdatePlus Repair Status.										
	The Shop is enabled for CCC ONE UpdatePlus CSI.										

**User Configuration**

Relationships | Profile | Shop Groups

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**Shop Search Criteria**

Shop Name:  City:  State: All | Zip:  Type: All

Clear Search

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**My Shops (1055)**

Shop	City/State	Zip Code					Manage Shop/Signature	Data Visibility (6)
Ccc1-Rf-02-Test Name1	Chicago, IL	60654					<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Chicago, IL	60654					<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Chicago, IL	60654					<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Orlando, FL	32807					<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Las Vegas, NV	89120					<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Fontana, CA	92335					<input type="checkbox"/>	<input checked="" type="checkbox"/>

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**Administrative**

Supervisor:

Cancel Save

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# CCC® UpdatePlus - Carrier View, Continued

User Configuration, continued

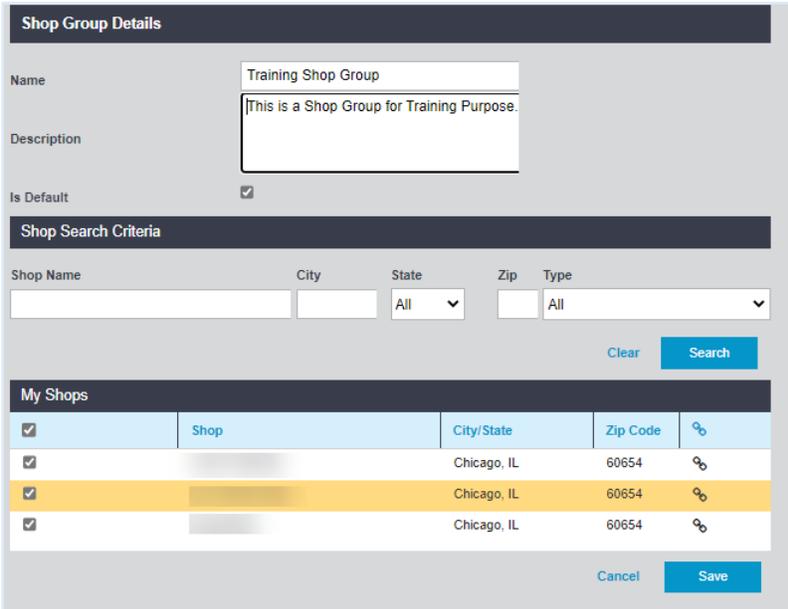
Step	Action														
4	<p>In the <b>Profile</b> tab:</p> <p>I. Specify your email address.</p> <p>II. Select the checkbox to receive notifications.</p> <table border="1"> <tr> <td><b>Promise Warning</b></td> <td>Triggers when 48 hours have passed since the vehicle was dropped off and a promise date has not been set by the shop.</td> </tr> <tr> <td><b>Unsatisfied Post - Delivery Feedback</b></td> <td>Triggers when unsatisfied feedback is provided by the vehicle owner on the Post Delivery survey.</td> </tr> <tr> <td><b>CSI Hot sheet</b></td> <td>Triggers when a Hot sheet alert is generated by negative feedback on the CSI survey.</td> </tr> <tr> <td><b>Service Recovery Completion</b></td> <td>Triggers when a service recovery form is completed by the shop.</td> </tr> </table> <p>III. Select the check box to receive specified report(s).</p> <table border="1"> <tr> <td><b>Production Report</b></td> <td>Shows active repairs where the vehicle was dropped off within the specified date range.</td> </tr> <tr> <td><b>Unsatisfied Post - Delivery Feedback Report</b></td> <td>Triggers when unsatisfied feedback is provided by the vehicle owner on the Post Delivery survey.</td> </tr> <tr> <td><b>CSI Hot sheet Report</b></td> <td>Triggers when a Hot sheet alert is triggered by negative feedback on the CSI survey.</td> </tr> </table> <p>IV. Click <b>Save</b>.</p>	<b>Promise Warning</b>	Triggers when 48 hours have passed since the vehicle was dropped off and a promise date has not been set by the shop.	<b>Unsatisfied Post - Delivery Feedback</b>	Triggers when unsatisfied feedback is provided by the vehicle owner on the Post Delivery survey.	<b>CSI Hot sheet</b>	Triggers when a Hot sheet alert is generated by negative feedback on the CSI survey.	<b>Service Recovery Completion</b>	Triggers when a service recovery form is completed by the shop.	<b>Production Report</b>	Shows active repairs where the vehicle was dropped off within the specified date range.	<b>Unsatisfied Post - Delivery Feedback Report</b>	Triggers when unsatisfied feedback is provided by the vehicle owner on the Post Delivery survey.	<b>CSI Hot sheet Report</b>	Triggers when a Hot sheet alert is triggered by negative feedback on the CSI survey.
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The screenshot shows the 'User Configuration' interface with the 'Profile' tab selected. The interface includes fields for Name, Email Address, and Phone. Below these are sections for Email Signature and Text Signature. A 'Notifications' section contains four checked checkboxes: Promise Warning, Unsatisfied Post-Delivery Feedback, CSI HotSheet, and Service Recovery Completion. A 'Reports' section contains three checked checkboxes: Production Report, Performance Report, and Performance Summary Report, each with radio button options for frequency (Weekly or Daily). 'Cancel' and 'Save' buttons are located at the bottom right of the form.

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## CCC® UpdatePlus - Carrier View, Continued

User Configuration, continued

Step	Action
4	<p>Use the <b>Shop Groups</b> tab to create a unique Shop Group consisting of shops you want to view repair status and reports for.</p> <p><b>NOTE:</b> A Shop Group can have a maximum of 50 shops. The system automatically generates the first group.</p> <p>To create a Shop Group:</p> <ol style="list-style-type: none"> <li>I. Click the <b>New Group</b> to open the <b>Shop Group Details</b> page.</li> <li>II. Specify the name and description for the new group.</li> <li>III. Select the <b>Is Default</b> checkbox if you want this group to be a default group.</li> </ol> <p><b>NOTE:</b> If selected, this group becomes default. Previously marked default will no longer be the default group.</p> <ol style="list-style-type: none"> <li>IV. Select shops from the list to include to this group. You can also use <b>Search</b> to filter your search for shops.</li> <li>V. Once you select all shops to include in the group, click <b>Save</b>.</li> </ol> 

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## CCC® UpdatePlus - Carrier View, Continued

**User Configuration,**  
continued

Step	Action																								
	<p>VI. You will be returned to the Shop Groups page showing the Shop Group you created.</p> <p>VII. Select the <b>Notifications Alerts</b> checkbox next to the group to receive notifications.</p> <div data-bbox="649 541 1409 863" style="border: 1px solid #ccc; padding: 5px;"> <p><b>User Configuration</b></p> <p>Relationships Profile Shop Groups</p> <p style="text-align: right;"><a href="#">New Group</a></p> <table border="1"> <thead> <tr> <th>Name</th> <th>Description</th> <th>No of Shops</th> <th>Notification Alerts</th> <th>Is Default</th> <th>Delete</th> </tr> </thead> <tbody> <tr> <td>All Shops</td> <td>A system generated gri</td> <td>3</td> <td><input type="radio"/></td> <td><input type="radio"/></td> <td></td> </tr> <tr> <td>Ccc1-Rf-02</td> <td>Ccc1-Rf-02</td> <td>1</td> <td><input type="radio"/></td> <td><input type="radio"/></td> <td></td> </tr> <tr> <td>Training Shop Group</td> <td>This is a shop group fo</td> <td>3</td> <td><input checked="" type="radio"/></td> <td><input checked="" type="radio"/></td> <td></td> </tr> </tbody> </table> </div> <p><b>NOTE:</b> You can always modify the group you created.</p>	Name	Description	No of Shops	Notification Alerts	Is Default	Delete	All Shops	A system generated gri	3	<input type="radio"/>	<input type="radio"/>		Ccc1-Rf-02	Ccc1-Rf-02	1	<input type="radio"/>	<input type="radio"/>		Training Shop Group	This is a shop group fo	3	<input checked="" type="radio"/>	<input checked="" type="radio"/>	
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## CCC® UpdatePlus - Carrier View, Continued

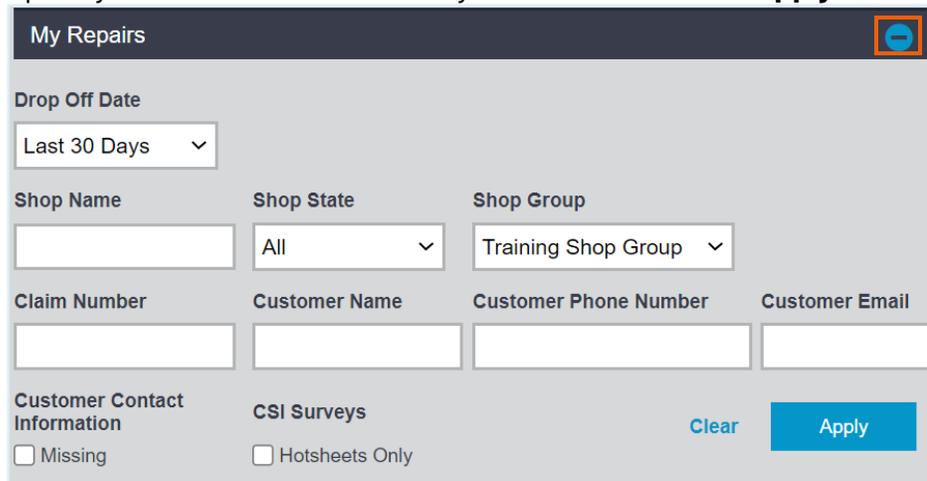
### My Repairs

My Repairs page displays repair status for all shops that you have configured to see repair data.

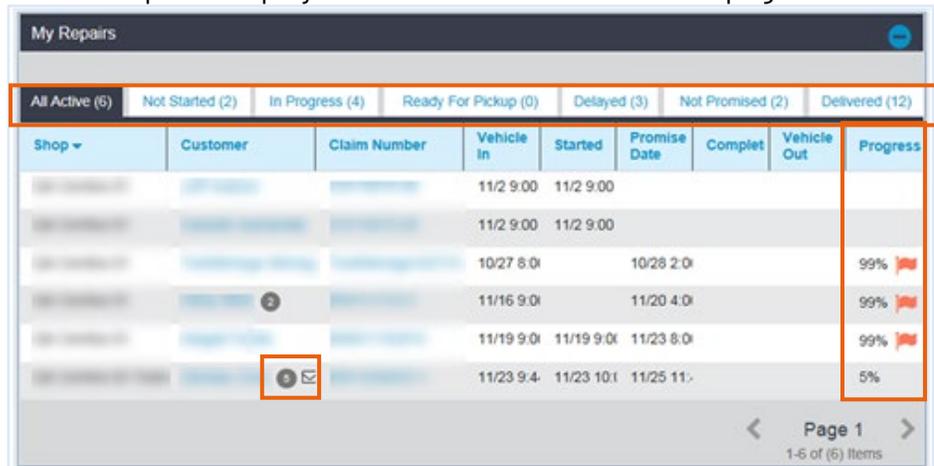
1. Click **My Repairs** link from the left pane.



2. The **My Repairs** page opens. Click the  icon to display filters.
3. Specify the filter criteria to filter your search and click **Apply**.



4. A list of repairs displays. Note tabs and icons on this page:



Shop	Customer	Claim Number	Vehicle In	Started	Promise Date	Complet	Vehicle Out	Progress
			11/2 9:00	11/2 9:00				
			11/2 9:00	11/2 9:00				
			10/27 8:00		10/28 2:00			99%
			11/16 9:00		11/20 4:00			99%
			11/19 9:00	11/19 9:00	11/23 8:00			99%
			11/23 9:4	11/23 10:0	11/25 11:0			5%

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## CCC® UpdatePlus - Carrier View, Continued

### My Repairs, continued

<b>Tabs:</b> Organizes repairs according to their UpdatePlus Repair status.		
All Active	List of all repairs that have been marked completed as Dropped Off, Repair Started, and Repair Completed but not Delivered.	
Not Started	List of all repairs that have been marked completed as Dropped Off only.	
In Progress	List of all repairs that have been marked completed as Dropped Off and Repair Started only.	
Ready for Pickup	List of all repairs that have been marked completed as Dropped Off, Repair Started and Repair Completed only.	
Delayed	List of all repairs that have passed their Promise date.	
Not Promised	List of all repairs that do not have a Promise date.	
Delivered	List of all repairs that have been marked completed as Picked Up.	
<b>Icons on the My Repairs page:</b>		
	The flag in the Progress column is a visual indicator for the repair that has not been delivered per the promise date and is delayed. Progress % is calculated from Vehicle Drop off to the date that has been promised.	
	The message icon appears next to the customer name if a customer message exists (customer has replied to a message). The number icon appears if there has been any communication between the shop and customer.	
	The emoticon means that the CSI has a Hot sheet. Hot sheet is generated when the Customer's response is below the threshold defined by the Insurance Company on the CSI survey. The Hot sheet reports the issue to both the Shop and the Insurer to be addressed. If the Shop chooses to enable Service Recovery, then when a Hot sheet is generated, the Service Manager will receive a link to the Service Recovery Form to complete.	

Service Recovery Form - Review

Please verify your answers below then Submit

Concern/Issue  
Customer was not happy with the paint job. [Edit](#)

Investigation Results  
There is a process already in place to do an inspection before the paint phase is completed. [Edit](#)

RF SOP Breakdown  
Shop manager is responsible to do a quality control on every job. [Edit](#)

Previous Complaints  
No. [Edit](#)

Agent Contact  
Not needed. [Edit](#)

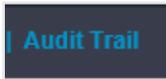
Submit

Auto Body & Paint

# CCC® UpdatePlus - Carrier View, Continued

## Repair Details page

In **My Repairs** page, click the Customer name to view **Repair Details** page for the customer.



The Audit Trail button on top of the Repair Details page allows you to view changes for Vehicle Owner's Cell, Communication Preference, Promise, and Vehicle Delivered Date.

Repair Details		
<b>Claim</b>		
<b>Claim Number</b>	<b>Loss Type</b>	
	Collision	
<b>Vehicle Year</b>	<b>Vehicle Make</b>	<b>Vehicle Model</b>
2015	HYUNDAI	TUCSON 4X2 LIMITED
<b>Repair</b>		
<b>Shop Name</b>	<b>Estimator</b>	
<b>Dropped Off</b>	<b>Repair Started</b>	<b>Current Promise Date</b>
10/22/15 11:00 AM	10/22/15 11:00 AM	10/23/15 1:00 PM
<b>Repair Completed</b>	<b>Vehicle Delivered</b>	<b>Progress</b>
10/23/15 1:00 PM	10/23/15 1:00 PM	100%
<b>Customer Contact</b>		
<b>First Name</b>	<b>Last Name</b>	
<b>Communication Preference</b>	<b>Email</b>	<b>Phone</b>
Email		--
<b>Post - Delivery Feedback</b>		
<b>Sent</b>	<b>Completed</b>	<b>Feedback</b>
10/22/15 12:03 PM	10/22/15 12:10 PM	Not Satisfied
<b>Survey</b>		
<b>Sent</b>	<b>Completed</b>	<b>Score</b>
10/22/15 12:03 PM	10/22/15 12:08 PM	71% 😞
<b>Message History</b>		
<b>Date Received</b>	<b>Description</b>	
10/22/15 12:20 PM	Customer sent Email message to Shop	
10/22/15 12:05 PM	Shop sent Email message to Customer	
10/22/15 12:03 PM	Shop sent Email message to Customer	
10/22/15 12:03 PM	Shop sent Email message to Customer at csopiarz@cccis.com (Subject: Customer Survey - (ASSIGNMENT)):	

Displays the Claim Number, vehicle data. Links to Claim Folder.

Displays Repair details. Also shows Repair Status milestones with Dates/Times completed.

Displays the Customer Contact information and Communication Preferences - email or text.

Displays Post Delivery Survey Feedback if available.

Displays if an Insurer Survey was sent to the Customer. Shows Sent/Completed dates.

Hot sheet if generated. Click the link to view **Survey Details** page.

Displays all messages that have been sent to and received from the Customer.

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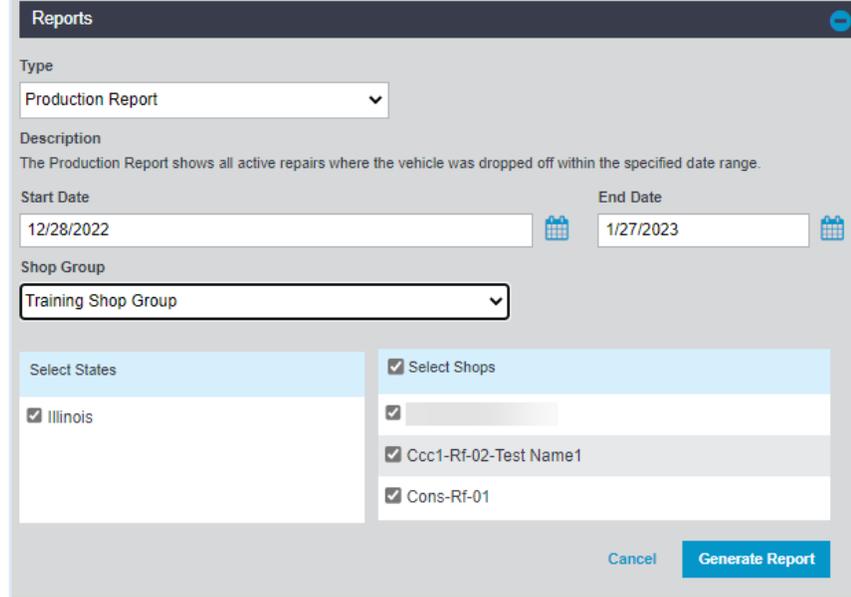


## CCC® UpdatePlus - Carrier View, Continued

### Operational Reports

Operational Reports allow you to analyze your Shops usage of Update Plus.

To run a report, follow the steps below:

Step	Action
1	<p>Click the <b>Reports</b> link.</p> 
2	<p>In the <b>Report</b> page:</p> <ol style="list-style-type: none"> <li>I. In the <b>Type</b> field, select a report from the list.</li> <li>II. Specify Start and End date to generate a report.</li> <li>III. Select the Shop group or select States and Shops.</li> <li>IV. Click <b>Generate Report</b>.</li> </ol>
	

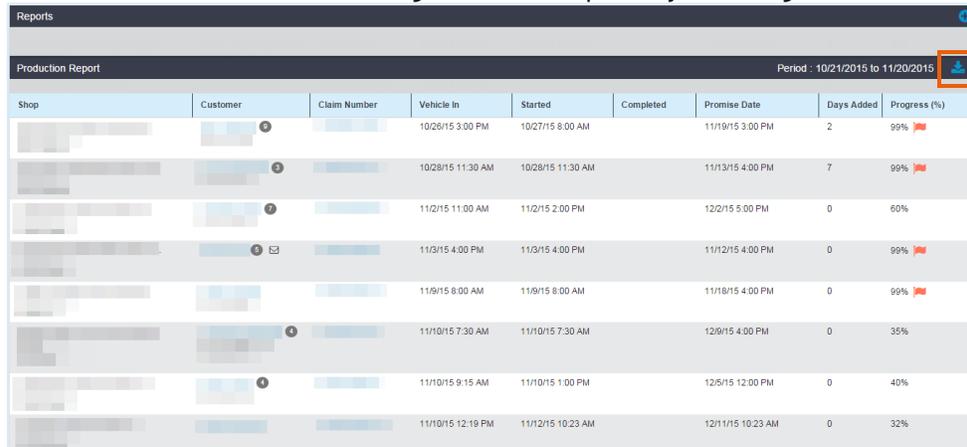
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## CCC® UpdatePlus - Carrier View, Continued

### Operational Reports, continued

Below is the screen capture of the Production Report for an example.

**NOTE:** You can download the generated report by clicking the  icon.



Shop	Customer	Claim Number	Vehicle In	Started	Completed	Promise Date	Days Added	Progress (%)
			10/28/15 3:00 PM	10/27/15 8:00 AM		11/19/15 3:00 PM	2	99%
			10/28/15 11:30 AM	10/28/15 11:30 AM		11/13/15 4:00 PM	7	99%
			11/2/15 11:00 AM	11/2/15 2:00 PM		12/2/15 5:00 PM	0	60%
			11/3/15 4:00 PM	11/3/15 4:00 PM		11/12/15 4:00 PM	0	99%
			11/9/15 8:00 AM	11/9/15 8:00 AM		11/18/15 4:00 PM	0	99%
			11/10/15 7:30 AM	11/10/15 7:30 AM		12/9/15 4:00 PM	0	35%
			11/10/15 9:15 AM	11/10/15 1:00 PM		12/5/15 12:00 PM	0	40%
			11/10/15 12:19 PM	11/12/15 10:23 AM		12/11/15 10:23 AM	0	32%

<b>Production Report</b>	Shows all Active Repairs where vehicle was dropped off within specified Date range. <b>Default:</b> last 30 days but you can go back up to 90 days.
<b>Performance Report</b>	Analyzes the Repair Facility and Estimator performance over the last 4 months, by showing Total Jobs Delivered and Shop/Estimator accuracy. <b>Default:</b> last 4 months.
<b>Performance Summary Report</b>	Analyzes the Repair Facility performance over the last 4 months, by showing Total Jobs Delivered and Shop accuracy. <b>Default:</b> last 4 months.
<b>Opt-out Report</b>	Analyzes opt-out activity for the selected month by showing Repair Facility and customer opt-out totals/averages. <b>Default:</b> previous month.
<b>Cycle Time Report</b>	Analyzes various cycle time metrics over the specified date range, showing Repair Facility totals/averages. <b>Default:</b> last 30 days but you can go back up to 90 days.
<b>Missing Contact Information Report</b>	Shows the number of jobs where the customer contact information was not captured, by jobs delivered in the specified date range. <b>Default:</b> last 30 days but you can go back up to 90 days.
<b>Post Delivery Feedback Report</b>	Shows the Post-Delivery feedback over a specified date range, by Repair Facility and Estimator. <b>Default:</b> last 30 days but you can go back up to 90 days.

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## CCC® UpdatePlus - Carrier View, Continued

### Operational Reports, continued

<b>Service Recovery Shop Summary Report</b>	Shows the total CSI sent/completed and Service Recovery sent/completed against total Jobs Delivered grouped by shop. <b>Default:</b> last 30 days but you can go back up to 90 days.
<b>CSI Shop Summary Report</b>	Shows the key performance metrics from survey results over a specified date range, grouped by Shop. <b>Default:</b> 30 days but you can go back up to 90 days.
<b>CSI Estimator Summary Report</b>	Shows the key performance metrics from survey results over a specified date range, grouped by Shop/Estimator. <b>Default:</b> 30 days but you can go back up to 90 days.
<b>CSI Estimator Detail Report</b>	Shows the key performance metrics from survey results over a specified date range, grouped by Shop/Estimator. <b>Default:</b> last 30 days but you can go back up to 90 days.
<b>Service Recovery Detail Report</b>	Shows details of the completed service recovery forms with the answers to each service recovery question. <b>Default:</b> last 30 days but you can go back up to 90 days.
<b>CSI Feedback Report</b>	Shows Insurance Survey feedback over the specified date range. <b>Default:</b> last 30 days but you can go back up to 90 days.
<b>Service Recovery Feedback Report</b>	Shows details of the completed service recovery form with the answers to each service recovery question.
<b>Service Recovery Feedback Report</b>	Shows details of the completed service recovery form with the answers to each service recovery question.

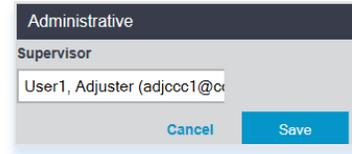
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## CCC® UpdatePlus - Carrier View, Continued

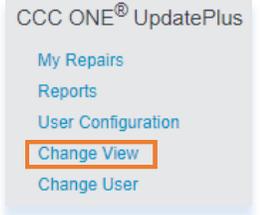
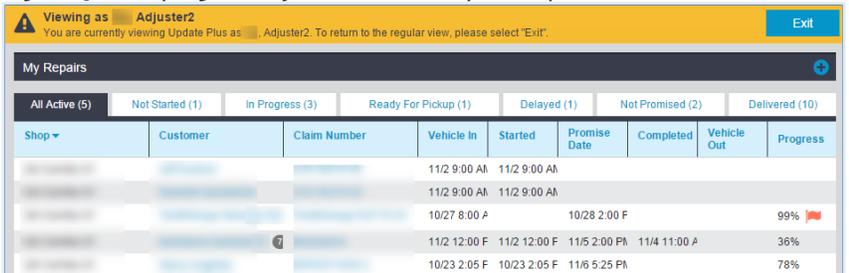
### Subordinate View

If you are a supervisor, you will be able to view repair status data as your direct reports (Subordinates).

Your direct reports must select you as Supervisor while configuring (Relationships tab) in order to change your view to Subordinate view.



To change view as your subordinate, follow the steps below:

Step	Action
1	<p>From the main page, click the <b>Change View</b>.</p> <p><b>NOTE:</b> <b>Change View</b> link displays only for the Supervisor.</p> 
2	The <b>Change View</b> page opens with the <b>Subordinate</b> tab already selected.
3	<p>A list of your Direct Reports that have listed you as their Supervisor displays.</p> <p>Use the  icon to expand a section or the  icon to close this section to find your Subordinate name and click <b>OK</b>.</p> 
4	<p><b>My Repairs</b> page for your direct report opens.</p> 
5	Click <b>Exit</b> when done to return to your own view.

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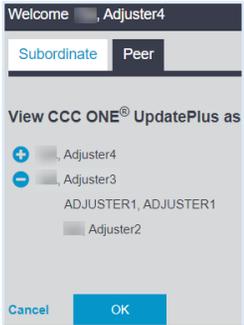
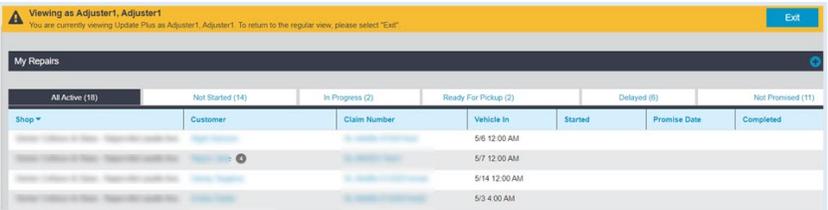
## CCC® UpdatePlus - Carrier View, Continued

### Peer View

If your insurance company has enabled the **Peer View** feature, you will be able to view UpdatePlus related data as your peer.

Any user within the same level of your organization is considered a peer.

To view My Repair as your peer, follow the steps below:

Step	Action
1	<p>From the <b>Update Plus Repair Status/CSI Home</b> page, click the Change View.</p> <p><b>NOTE:</b> Change View link displays only for the Supervisor or Peers (if Insurance company has enabled the Peer view feature).</p> 
2	In the <b>Change View</b> page, click the <b>Peer</b> tab.
3	<p>A list of your Peer displays. Use the  icon to expand a section or the  icon to close the section to find your Peer name and click <b>OK</b>.</p> <p><b>NOTE:</b> You will see yourself listed but do not select yourself. Selecting yourself causes an error.</p> 
4	<p><b>My Repairs</b> page opens. This is a the same page your peer sees when accessing <b>My Repair</b>.</p> 
5	Click <b>Exit</b> when done.