

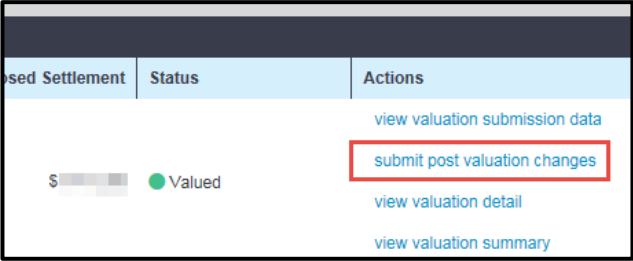
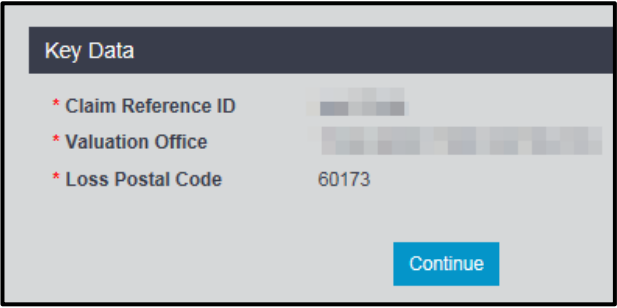
How to Create a Post Valuation Change

Overview

This document provides an overview of the steps needed to make Post Valuation Changes.

Making Post Valuation Changes

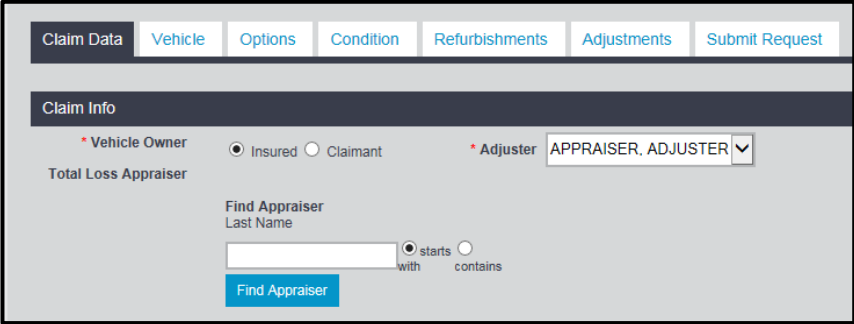
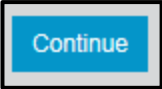
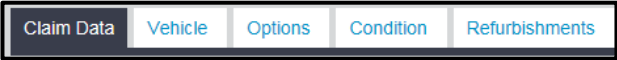
Follow the steps below to make Post Valuation Changes:

Step	Action
1	<p>From within the Claim Folder, click the submit post valuation changes link.</p>  <p>Note: You can also request a valuation from within a Claim Folder.</p>
2	<p>The first section that opens is the Key Data Page. The Claim Reference ID and the Valuation Office ID <u>cannot</u> be modified.</p> <p>Click Continue to advance to the next screen.</p> 

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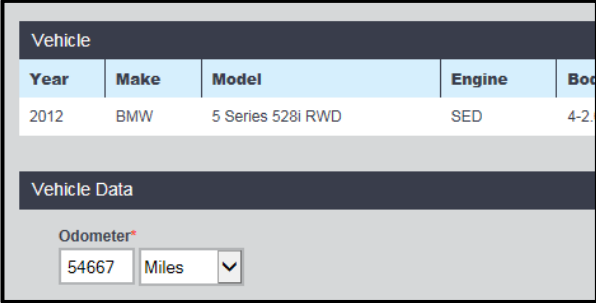
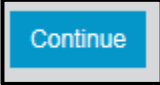
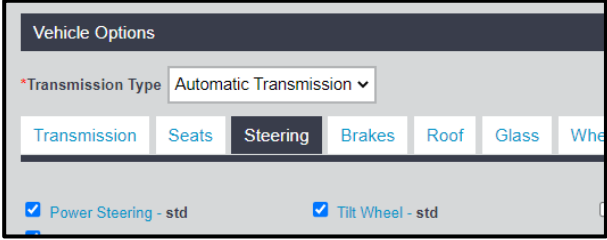
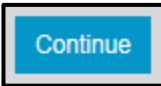
Making Post Valuation Changes,
continued

Step	Action
3	<p>The first page of the Post Valuation is the Claim Data Page.</p> <p>On this page, the following fields <u>cannot</u> be modified:</p> <ul style="list-style-type: none"> • Vehicle Owner State • Vehicle Owner Zip Code • Loss Date  <p>Note: All other fields, including the company specific fields are modifiable on this page.</p>
4	<p>Click Continue to advance to the Vehicle page.</p>  <p>Note: You can go directly to the Post Valuation section that you want to edit, by clicking the appropriate section link at the top of the screen. If you make any changes on the page, you will need to click Continue prior to leaving the screen. If you have made and saved your changes, you can go directly to the Submit Request page by clicking on the appropriate link.</p> 

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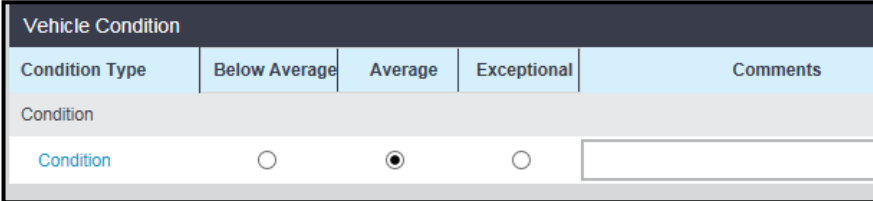
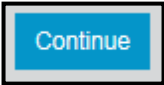

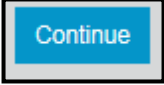
Making Post Valuation Changes, continued

Step	Action
5	<p>The next page is the Vehicle Information Page.</p> <p>The Odometer field is the only field that can be modified. Enter the Odometer reading if a change is necessary.</p>  <p>Note: Changes to the Loss Vehicle <u>cannot</u> be entered. If the Vehicle information is entered incorrectly, a new Valuation Request should be entered.</p>
6	<p>Click Continue to advance to the Options page.</p> 
7	<p>Vehicle Packages and Options can be modified by selecting an option category and then using the check boxes as needed.</p>  <p>Note: Package selections / removals will only allow for a maximum of 2 packages. If you exceed 2 packages, a warning message displays.</p>
8	<p>Click Continue to advance to the Condition page.</p> 

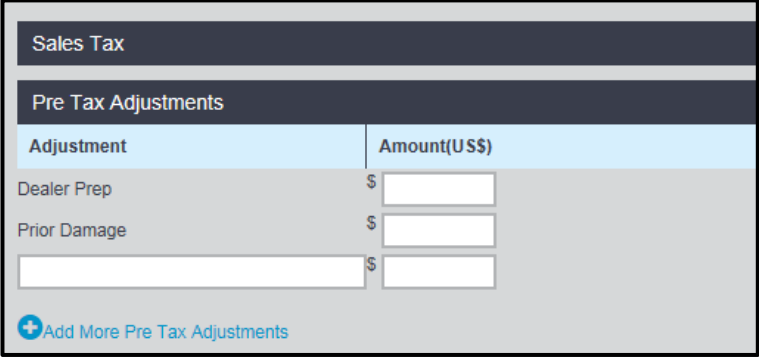
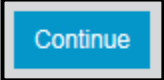
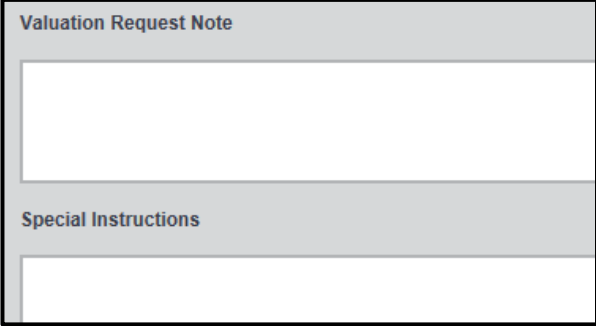
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Making Post Valuation Changes, Continued

Step	Action
9	<p>The Vehicle Loss Condition page displays.</p> <p>Condition Ratings and Comments can be modified as needed using the radio buttons and text boxes.</p>  <p>Note: The Condition Descriptions are View Only.</p>
10	<p>Click Continue to advance to the Refurbishments page.</p> 
11	<p>The Refurbishments page displays.</p> <p>Use the check boxes, text boxes and radio buttons to add or update refurbishments as needed.</p>  <p>Note: Restored and Other Equipment <u>cannot</u> be modified.</p>
12	<p>Click Continue to advance to the Adjustments page.</p> 

Making Post Valuation Changes,
continued

Step	Action
13	<p>The Adjustments Page displays.</p> <p>Use the check boxes, links and text boxes as needed to adjust any of the fields on this page.</p>  <p>The screenshot shows a 'Sales Tax' section at the top, followed by a 'Pre Tax Adjustments' section. Below this is a table with two columns: 'Adjustment' and 'Amount(US\$)'. The table contains three rows: 'Dealer Prep', 'Prior Damage', and an empty row. Each row has a dollar sign followed by a text input box. Below the table is a blue link that says '+ Add More Pre Tax Adjustments'.</p>
14	<p>Click Continue to advance to the Submit Request page.</p>  <p>A blue rectangular button with the word 'Continue' in white text.</p>
15	<p>The Submit Request Page opens.</p> <p>Enter any notes that need to be included in the Valuation Request textbox.</p> <p>Note: The Special Instructions section <u>cannot</u> be modified.</p>  <p>The screenshot shows two sections: 'Valuation Request Note' and 'Special Instructions'. Each section has a large, empty text input area.</p>

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Making Post Valuation Changes, continued

Step	Action
16	<p>Once everything is entered in your request, click Submit Valuation Request.</p> <div data-bbox="532 541 878 625" style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p style="text-align: center; background-color: #0070C0; color: white; border-radius: 3px;">Submit Valuation Request</p> </div> <p>Note: You can use the links at the top of the page to go back and change any of the information you have entered.</p> <div data-bbox="532 768 1414 842" style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p style="text-align: center;"> Claim Data Vehicle Options Condition Refurbishments Adjustments Submit Request </p> </div>
17	<p>Once you have successfully submitted your post valuation changes request, you will receive a confirmation.</p> <p>From this page, you can:</p> <ul style="list-style-type: none"> • Open the Claim Folder to view the status of the valuation request. • Request a new valuation. • Open the CCC Portal Home Page.

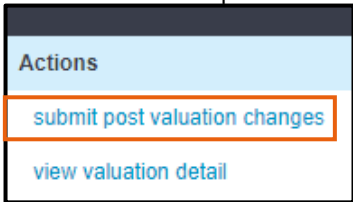
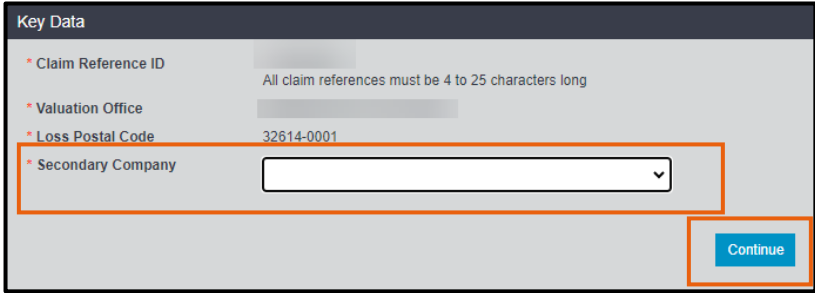
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Chat Link

Access post valuation assistance for both PPV and CRV claims using the Chat link to connect to a live agent. The chat feature can assist with various items that cannot be updated in the Portal, including zip code changes, VIN corrections, and mileage updates.

Follow the steps below to access the Chat with Post Valuation Support link in the Portal:

Step	Action
1	<p>From within the claim folder, click submit post valuation changes in the Valuation Requests section.</p> 
2	<p>Select a Secondary Company from the drop-down options as needed, and click Continue.</p> 
3	<p>Click the Chat with Post Valuation Support link under the Actions tab on the left-side menu.</p> 