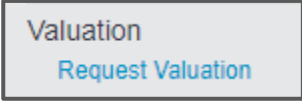
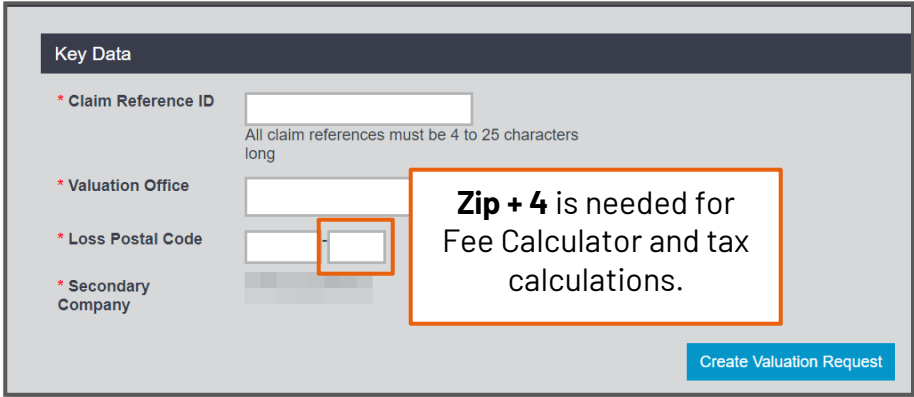


How to Create a Valuation Request in the CCC® Portal

Introduction Valuation requests within the CCC Portal can be submitted from either:

- The CCC Portal Home Page
- or**
- Within a Claim folder

Procedure

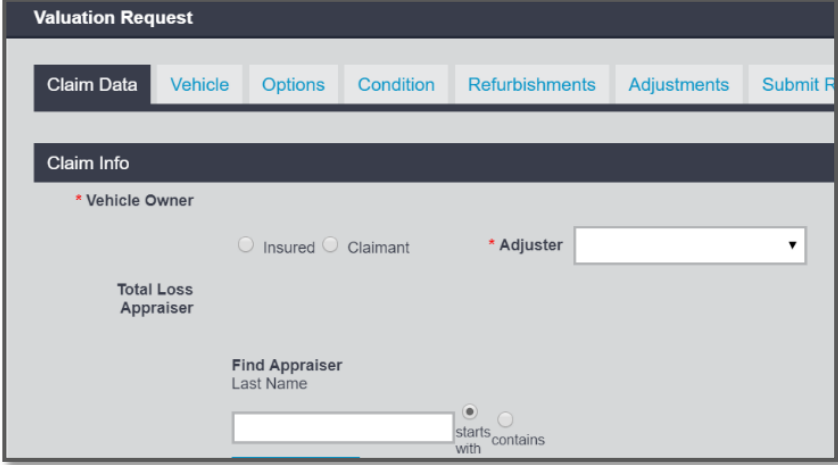
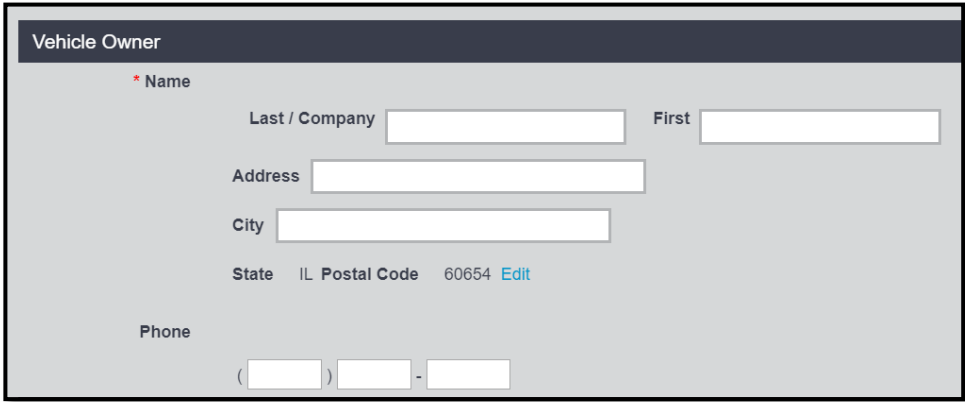
Step	Action
1	<p>To begin, click the Request Valuation link from the appropriate location within the CCC Portal.</p> 
2	<p>The Key Data screen opens. Specify the following information:</p> <ul style="list-style-type: none"> - Claim Reference ID (must be 4 to 25 characters long) - Valuation Office - Loss Postal Code - Secondary Company (if included in your company's configuration)  <p>Note: All required fields within the valuation request are denoted with a red asterisk *.</p>

Continued on next page

How to Create a Valuation Request in the CCC® Portal,

Continued

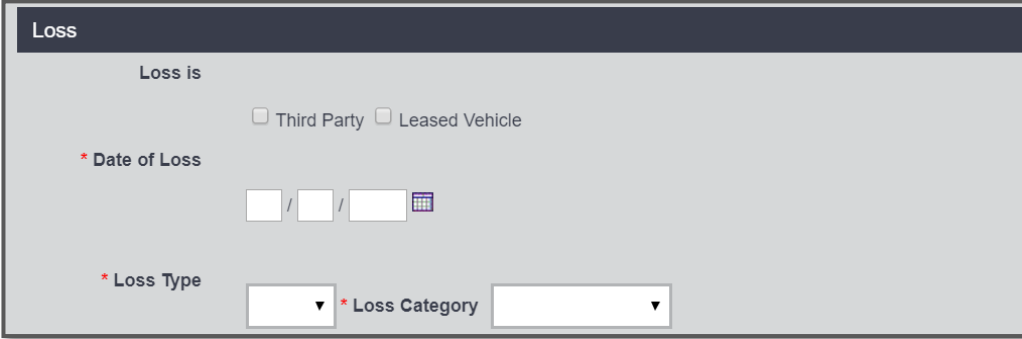
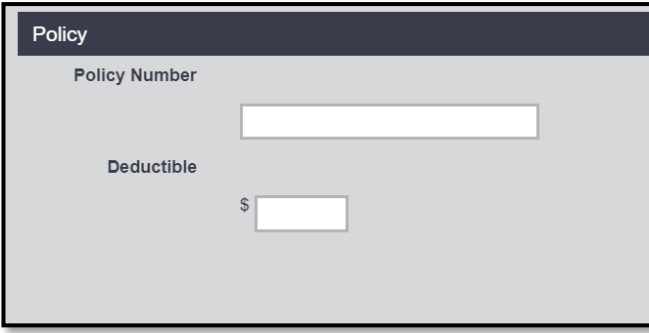
Procedure,
Continued

Step	Action
3	Click the Create Valuation Request button.
4	The Claim Data screen opens. Specify the Claim Information: <ul style="list-style-type: none"> ▪ Designate the Vehicle Owner (Insured or Claimant) ▪ Select an Adjuster ▪ Designate an Appraiser
	
5	Specify the Vehicle Owner's (or Company's) Information: <ul style="list-style-type: none"> ▪ First and Last Name ▪ Address ▪ Vehicle Owner's Postal Code ▪ Phone Number
	

Continued on next page

How to Create a Valuation Request in the CCC® Portal, Continued

Procedure,
continued

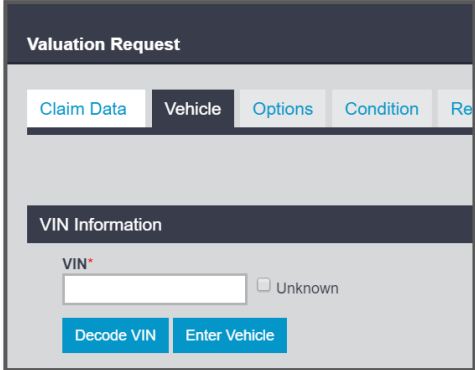
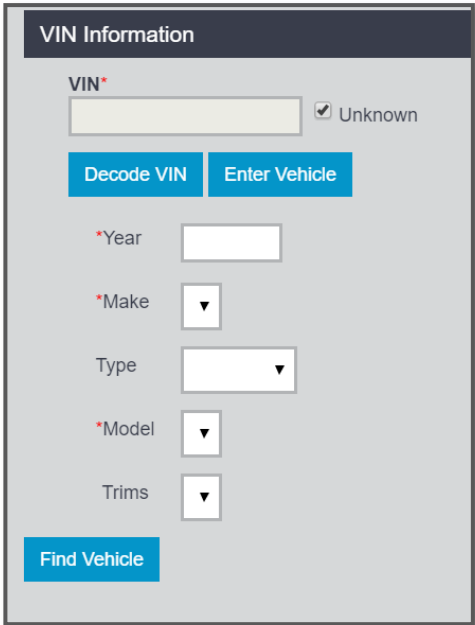
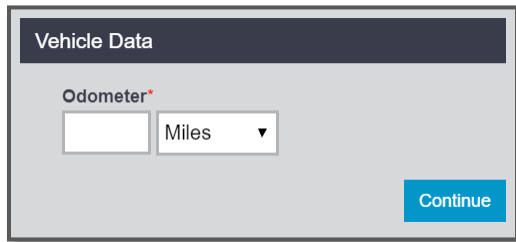
Step	Action
6	Specify the Loss information: <ul style="list-style-type: none"> ▪ If applicable, specify if Loss is Third Party or Leased Vehicle ▪ Specify the Date of Loss ▪ Select the Loss Type ▪ Select the Loss Category
	
7	Enter the Policy Number and Deductible information as appropriate.
	
8	Click Continue .

Continued on next page

How to Create a Valuation Request in the CCC® Portal,

Continued

Procedure
(continued)

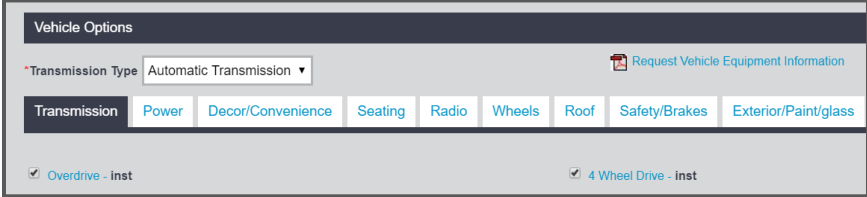




Step	Action
9	<p>The Vehicle screen opens.</p>  <p>Enter a valid VIN and click Decode VIN to fill in the Vehicle Information</p> <p style="text-align: center;">or</p>  <p>Select the Unknown checkbox and click Enter Vehicle. Manually specify/select the Year, Make and Model fields. Then, click Find Vehicle. A matching list of vehicles populates. Select the appropriate vehicle.</p>
10	 <p>Specify the Odometer reading and then click Continue.</p>

Continued on next page

How to Create a Valuation Request in the CCC® Portal,

Continued

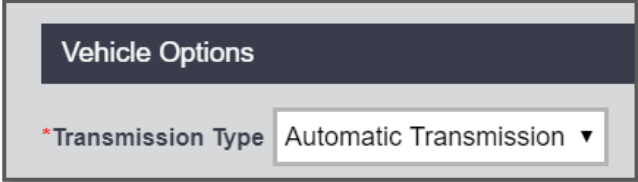
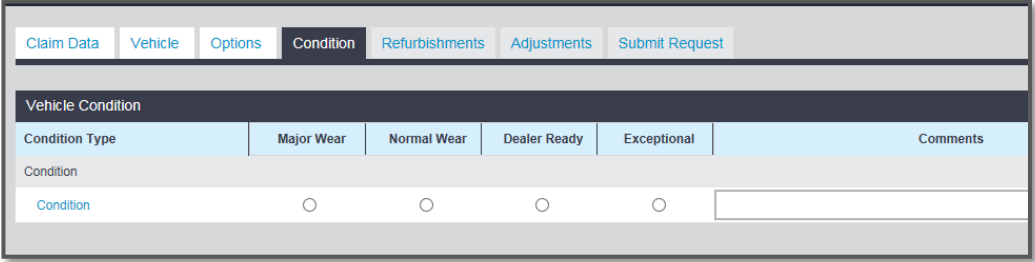
Procedure
(continued)

Step	Action														
11	<p>The Options screen opens. This screen displays available options specific to the selected vehicle. Use the check boxes to select the applicable options to include in the Valuation. If needed, click the option links to display option images and definitions. Click Close to collapse the option description.</p>  <p>-----</p> <p>If a valid VIN was entered on the Vehicle screen:</p> <ul style="list-style-type: none"> - Some options may be marked as std, avail, inst, highlighted, or blank (see Legend below) - The CCC ONE® Vehicle Equipment Report (VER) can be viewed in PDF format from the link on this screen. The VER contains vehicle configuration data from multiple 3rd party data providers. The information identifies pricing, standard equipment, available equipment and available packages. Note: It may take a few seconds to retrieve the Vehicle Equipment Information.  <table border="1" data-bbox="503 1306 1430 1625"> <thead> <tr> <th colspan="2">Legend</th> </tr> </thead> <tbody> <tr> <td>✓</td> <td>Equipment is currently selected in the valuation request</td> </tr> <tr> <td>std</td> <td>Manufacturer indicates the equipment is standard</td> </tr> <tr> <td>avail</td> <td>Manufacturer indicates the equipment is available</td> </tr> <tr> <td>inst</td> <td>Manufacturer indicates the equipment is installed</td> </tr> <tr> <td></td> <td>Manufacturer indicates the equipment is standard or installed, but the equipment is not currently selected in the valuation request</td> </tr> <tr> <td>(blank)</td> <td>Equipment not available for the vehicle from the manufacturer</td> </tr> </tbody> </table> <p>Legend Note: Check marks are only present on the Valuation - Vehicle Equipment information when the request is made during the Valuation Request process. The Installed indicator is only available for companies that have the necessary contract. Only select manufacturers provide installed information.</p>	Legend		✓	Equipment is currently selected in the valuation request	std	Manufacturer indicates the equipment is standard	avail	Manufacturer indicates the equipment is available	inst	Manufacturer indicates the equipment is installed		Manufacturer indicates the equipment is standard or installed, but the equipment is not currently selected in the valuation request	(blank)	Equipment not available for the vehicle from the manufacturer
Legend															
✓	Equipment is currently selected in the valuation request														
std	Manufacturer indicates the equipment is standard														
avail	Manufacturer indicates the equipment is available														
inst	Manufacturer indicates the equipment is installed														
	Manufacturer indicates the equipment is standard or installed, but the equipment is not currently selected in the valuation request														
(blank)	Equipment not available for the vehicle from the manufacturer														

Continued on next page

How to Create a Valuation Request in the CCC® Portal, Continued

Procedure,
continued

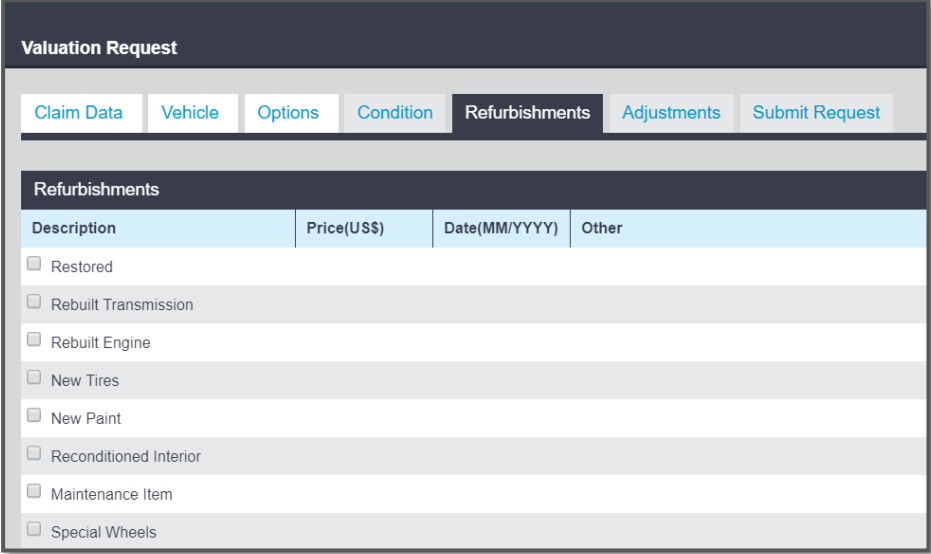
Step	Action
12	<p>Select the Transmission Type from the drop-down list. Note: Transmission Type is NOT selected as part of the Standard Options.</p> 
13	Click Continue .
14	<p>The Condition screen displays. Use the radio buttons to select the Condition for each section. Enter any applicable condition Comments.</p> <p>Click on the links in each section for condition descriptions specific to each section.</p> <p>Note: You can select from the Condition Type column links at the top of the matrix to designate all conditions to a specific type.</p>
	
15	Click Continue .

Continued on next page

How to Create a Valuation Request in the CCC® Portal,

Continued

Procedure
(continued)

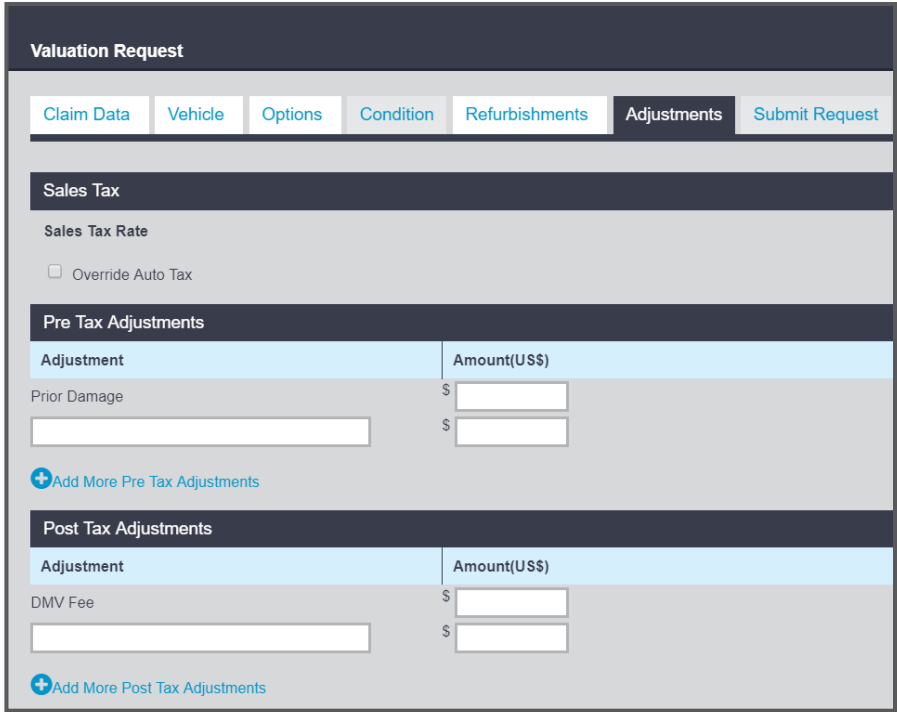
Step	Action
16	<p>The Refurbishments screen displays. Specify information regarding:</p> <ul style="list-style-type: none"> ▪ Restored ▪ Rebuilt Transmission ▪ Rebuilt Engine ▪ New Tires ▪ New Paint ▪ Reconditioned Interior ▪ Maintenance Items ▪ Special Wheels ▪ Other <p>Select the checkbox next to the item and then specify the appropriate information in the text box(es) and designate type or numbers by selecting the radio buttons as required.</p> 
17	Click Continue .

Continued on next page

How to Create a Valuation Request in the CCC® Portal,

Continued

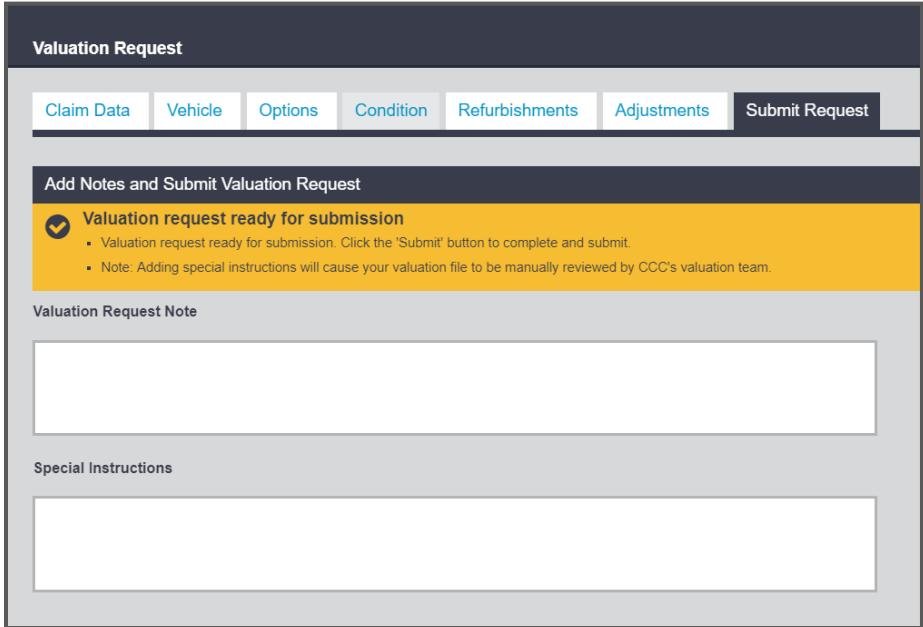
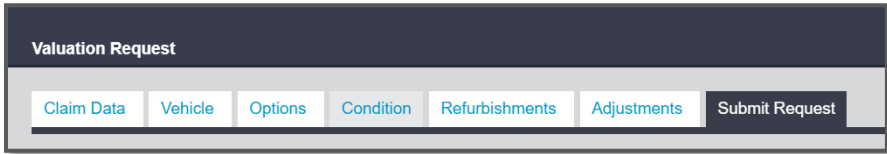

Procedure
(continued)

Step	Action
18	<p>The Adjustments screen displays.</p> <p>Specify any Pre Tax Adjustments and Post Tax Adjustments as needed into the appropriate fields.</p> <p>Note: If a deductible was specified on the Claim Data screen, it will also be listed on the Adjustments screen.</p> 
19	Click Continue .

Continued on next page

How to Create a Valuation Request in the CCC® Portal, Continued

Procedure,
continued

Step	Action
20	<p>The final screen of the valuation request is Submit Request.</p> <ul style="list-style-type: none"> ▪ Specify any Valuation Request notes. ▪ Specify any Special Instructions <p>Note: Adding special instructions will cause your valuation file to be manually reviewed by CCC's valuation team.</p> 
21	<p>Select the links at top of the page to review any previous screens and edit any of the information that has been specified/selected as needed.</p> 
22	<p>Once everything is specified in your request, click Submit Valuation Request from the Submit Request screen.</p> 

Continued on next page

How to Create a Valuation Request in the CCC® Portal, Continued


Procedure
(continued)

Step	Action
23	<p>Once you have successfully submitted your request, you will receive a confirmation message.</p> <p>From this screen, 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

Valuation Request

[Claim Data](#)
[Vehicle](#)
[Options](#)
[Condition](#)
[Refurbishments](#)
[Adjustments](#)
[Submit Request](#)

Confirmation


Valuation request successfully submitted

Actions

- Open the [Claim Folder](#) to view the status of the valuation request
- [Request](#) a new valuation
- Open the [CCC Portal](#) home page