

CCC® Mobile Appraiser Pro – with Field STP

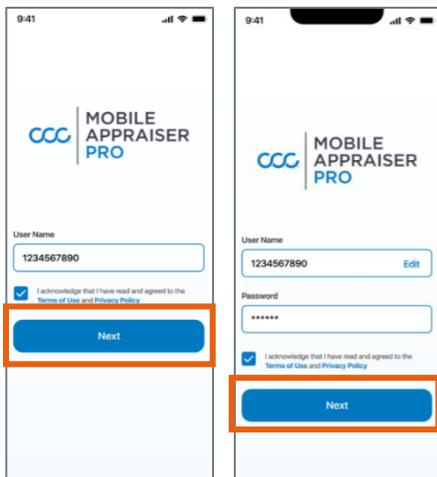
Introduction

The CCC® Mobile Appraiser Pro with Field STP product for staff users is a native application which can be used to capture vehicle damage photos of **Field Assignments** and **Drive In Assignments**.

Note: This user guide includes Straight Through Processing (STP) for AI supported estimates. **Intelligent Estimating** needs to be contracted and enabled to receive and AI generated estimate via Mobile Appraiser Pro.

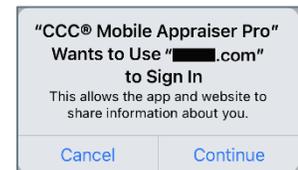
Login

Enter your **User Name** and **Password**. The login will be the same as the CCC One Desktop login. Select **Next** when finished.



Select the **checkbox** to acknowledge you have read and agree to the **Terms of use and Privacy Policy**.

Once completed, the CCC® Mobile Appraiser Pro application launches.



Note: If you enter your username and your organization uses Single Sign On (SSO), a pop-up will display asking for permission to open your organizations login screen; select **Continue**. A login screen will open to enter your organizations login credentials.

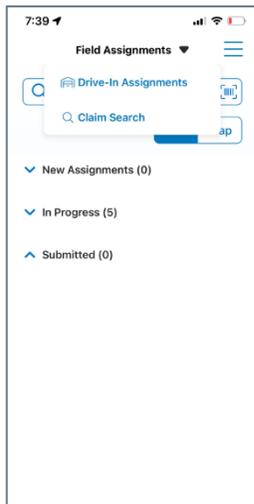
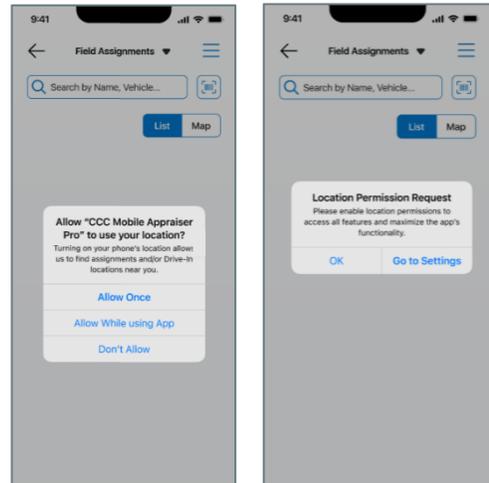
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Field Assignments View

After the user logs in, a default screen for **Field Assignments** will open. Field Assignments will be grouped by “New”, “In Progress” or “Submitted”.

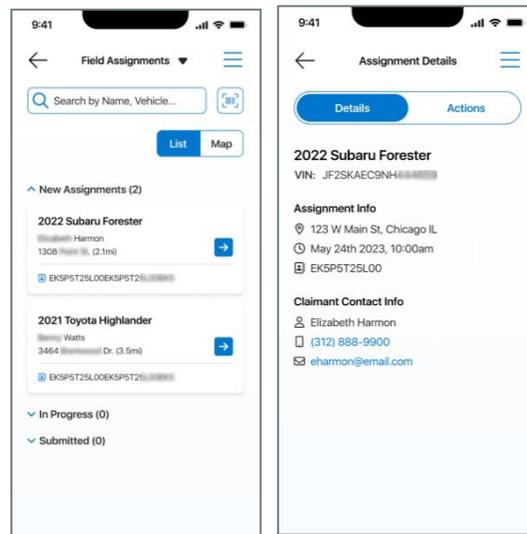
The **permission** pop-ups will open. When the phone’s location is turned on, this allows the app to find assignments and Drive-In locations close by. The **locations permissions** may need to be enabled in the settings to access all features in the app.



The user will have a choice to choose between **Drive-In Assignments** or **Claim Search**.

When a claim is selected, the **Assignment Details** will show vehicle information, assignment/appointment information and claimant contact information (if available).

Field Assignments will show the **individual** user who was **assigned** the claim. **Drive-In Assignments** are specified under the Drive-In in which the assignment was **sent** to.

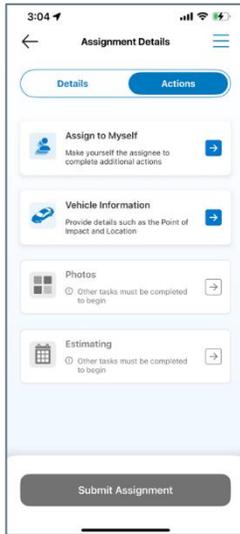


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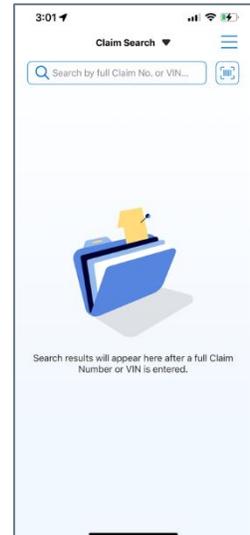
CCC® Mobile Appraiser Pro – with Field STP, Continued

Field Assignments View, Continued

Claim search functionality allows user to **search** additional claims by **Claim Number or VIN**.



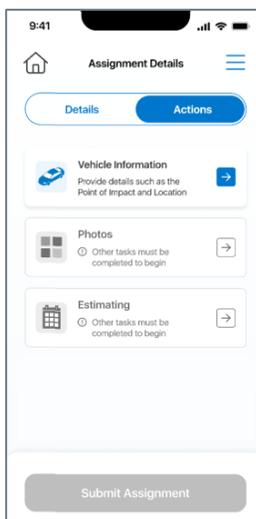
If **not** completed, the user will have the ability to **“Assign to Myself”**.



Note: These options are available based on your carrier’s configuration.

Vehicle Information Task Card

The **Actions** tab lists the **Vehicle Information**, **Photos** and **Estimating** modules. This will help the user know all the actions that need to be performed for **Estimating** to be enabled. These have to be **completed in order**.



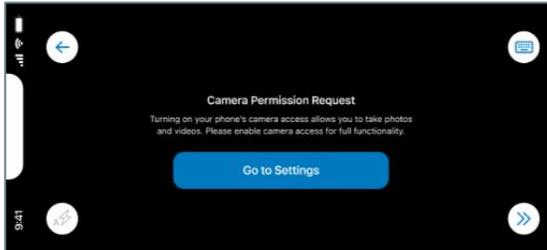
To start, select the first module, **Vehicle Information**.

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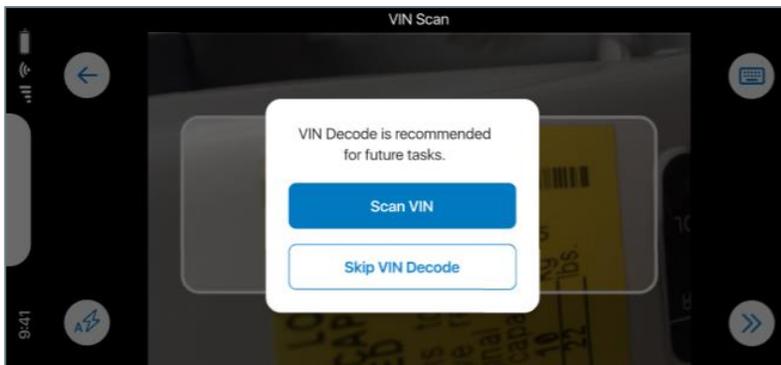
CCC® Mobile Appraiser Pro – with Field STP, Continued

VIN Decode

To scan the **VIN**, a camera **permission** screen opens if the permissions need to be turned on. This allows the user to take photos and videos. Select **Go to Settings**.



Number	Description
1	The back arrow allows you to go back.
2	The flash for taking a picture of the VIN number.
3	The keyboard allows you to enter the VIN manually.
4	The forward arrows will take you to the next screen.

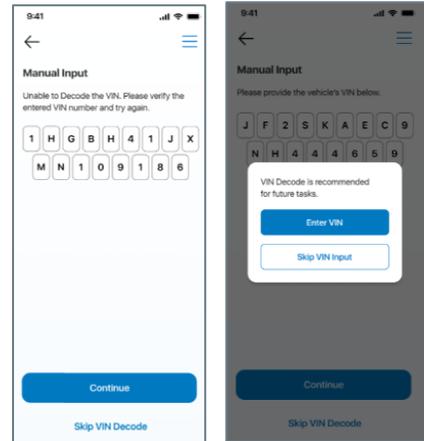


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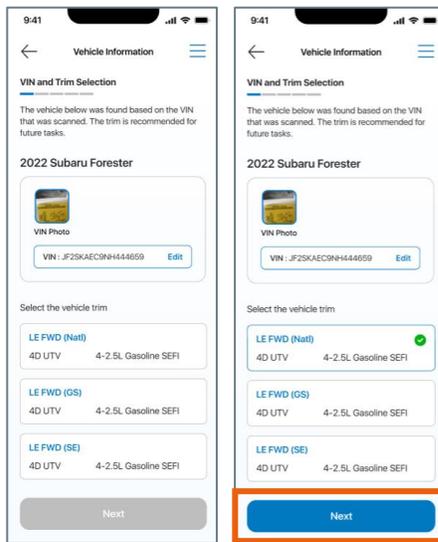
CCC® Mobile Appraiser Pro – with Field STP, Continued

VIN Decode, Continued

If the user selects the **keyboard**, the **Manual Input** screen opens. The user has the option to choose **Skip VIN Decode**.



The **VIN photo** will appear if scanned. Select and confirm the correct **trim** of the vehicle. Select **Next** when finished.



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Odometer Entry The user will upload an image of the **Odometer** reading. If the photo upload is **clear**, the Odometer information will populate. If the photo **cannot** be read, the user will need to **manually** enter the information. Select **Next** when upload is complete.

Note: If using an Android, the odometer reading will also need to be entered manually.



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License Plate Photo

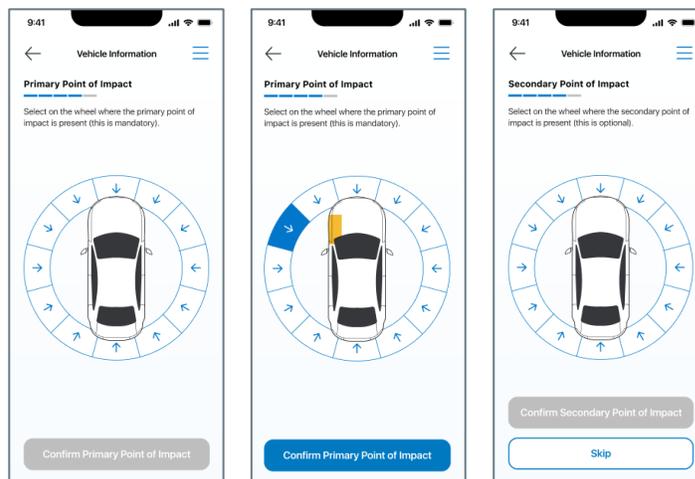
The user will **upload** an image of the **License Plate** and enter the details. When complete, select **Next**.



Point of Impact

Select up to **two** points of impact, a **primary and secondary** impact. Select on the wheel where the primary point of impact is present (**this is mandatory**).

After Primary point of impact is selected press **Confirm Primary Point of Impact**. The user can select **Skip** if they choose **not** to select **another** point of impact.



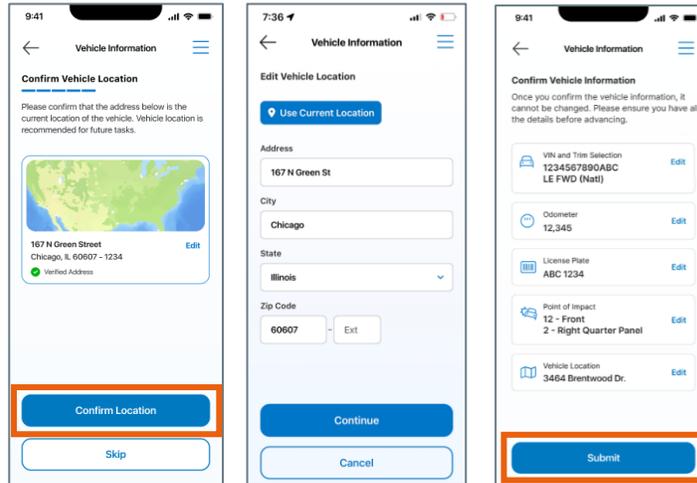
Note: The first and second POI selected are considered primary and secondary, respectively. Select the impact location again to deselect it.

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Confirm Vehicle Location

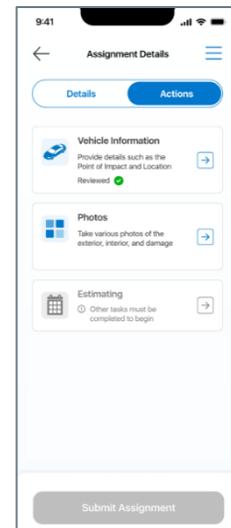
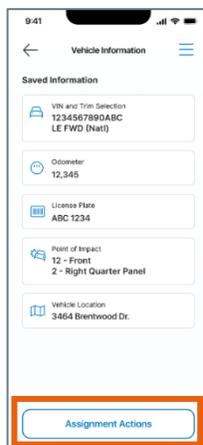
On the **Confirm Vehicle Location** screen, select the **Confirm Location** button if correct. The user can go in and **edit** information. When finished, select **Submit**.



Assignment Details

The **Actions** tab lists the **Vehicle Information**, **Photos** and **Estimating** (if enabled) modules. This will help the user know all the actions that need to be performed. These have to be completed in order. A status will be shown based on the user's interaction with the Preliminary Estimate.

Select **Submit Assignment** when all sections are complete.

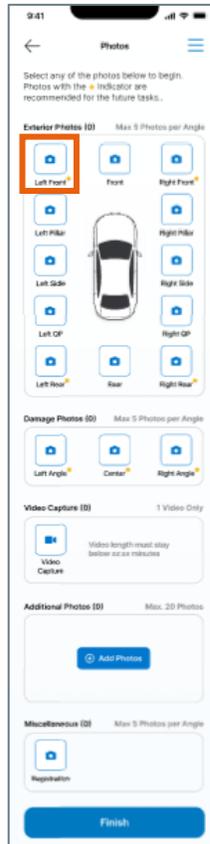
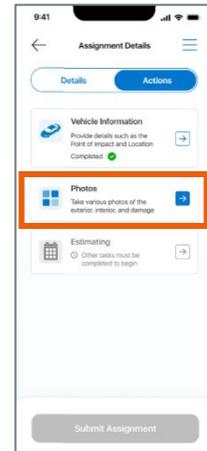


Once an action has been completed, the information is saved. Select the **Assignment Actions** button to return to the **Assignment Details** screen **Actions** tab.

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Photo Capture Under the **Assignment Details** Actions tab, **Photos** is the next section to complete. Select the **Photos** section to begin.



Select any of the photos below to begin. Photos with the **yellow** indicator are recommended for the **Estimate**.



Step	Action
1	Returns to the image selection
2	Allows multiple capture of the same image (up to 5)
3	Skips to next photo
4	Enables/Disables Flash

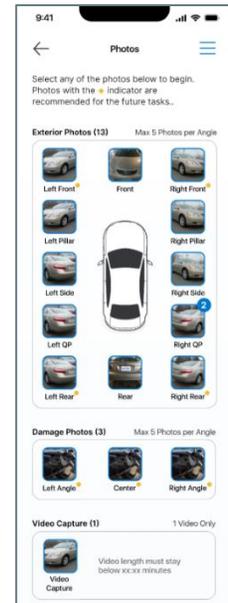
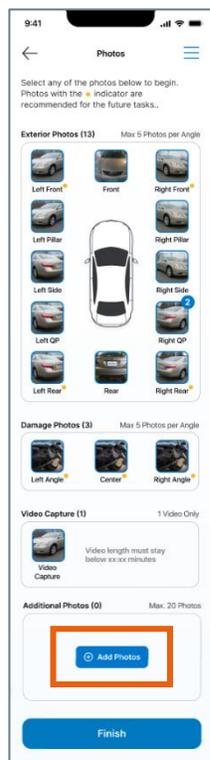
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Photo Capture, Continued

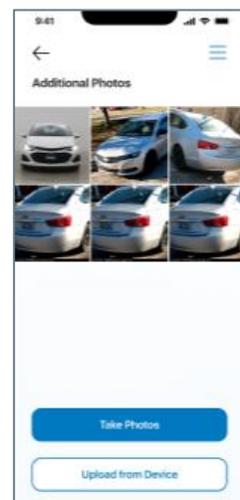
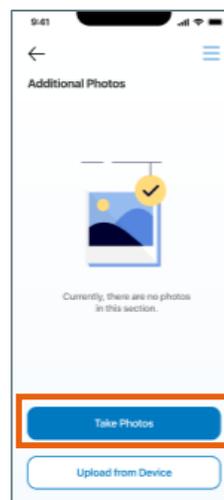
After the Exterior Photos and Damage Photos sections are complete. The user has the options to **upload a video** and additional **photos** of the damage.

The Video Capture allows for a **30 second video** to be uploaded.



When adding **additional photos**, select the **Add Photo** button.

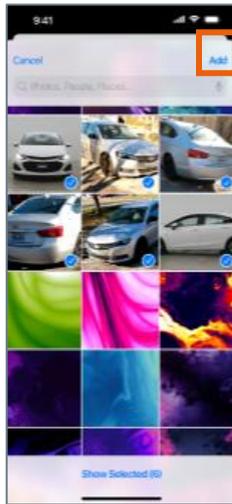
The **Additional Photos** screen will open. If there are photos already saved, they will show here. Select **Take Photos** to start. The camera will open for the user to start taking pictures.



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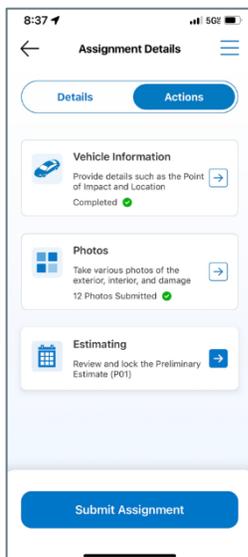
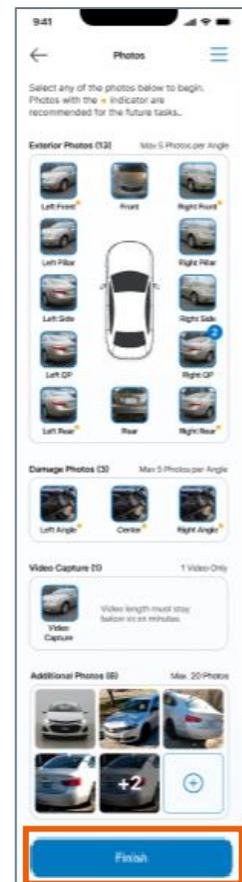
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Photo Capture, Continued



If **Upload from Device** is selected, the **photo library** will open on the phone. Select the images of the damaged vehicle and select **Add**.

After all the photos are submitted, select **Finish**.



After the photos are submitted, the **Actions** tab screen will show again. The photos have been **saved**.

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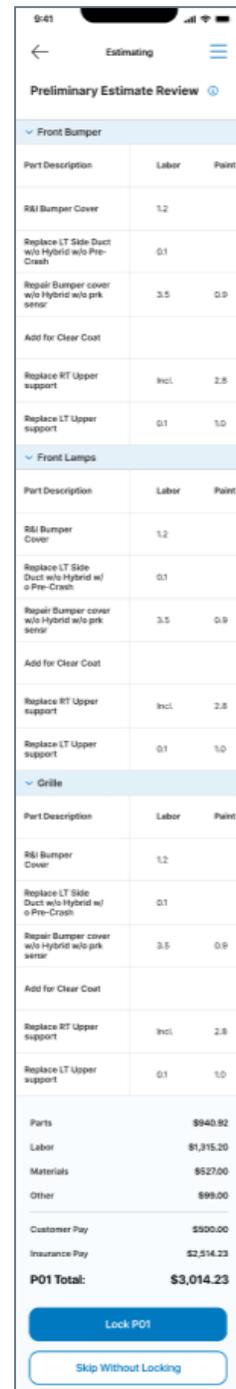
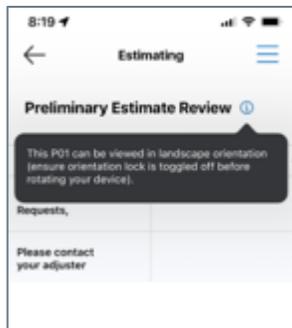
Estimating

Estimating is next under the Actions tab. This is where operations will be selected and view/lock the **Preliminary Estimate**.

When a Preliminary Estimate (P01) is generated, the Estimating card will **refresh**; indicating that an **P01** is ready for review. The user can **review and lock** the P01 in the app. **Intelligent Estimating** needs to be enabled.

The table details can be viewed by swiping back and forth when in **Portrait** mode.

The P01 can be viewed in **landscape** orientation.



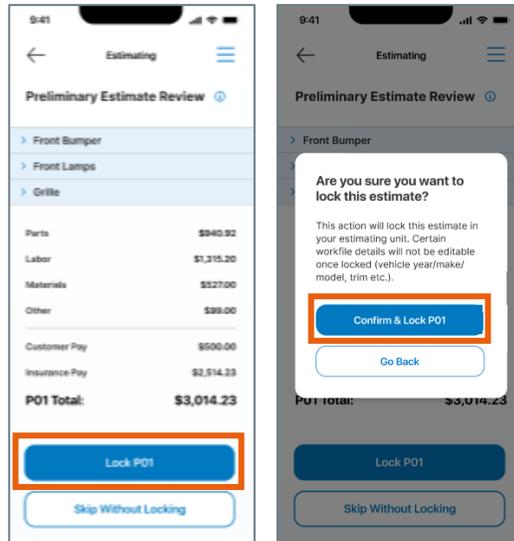
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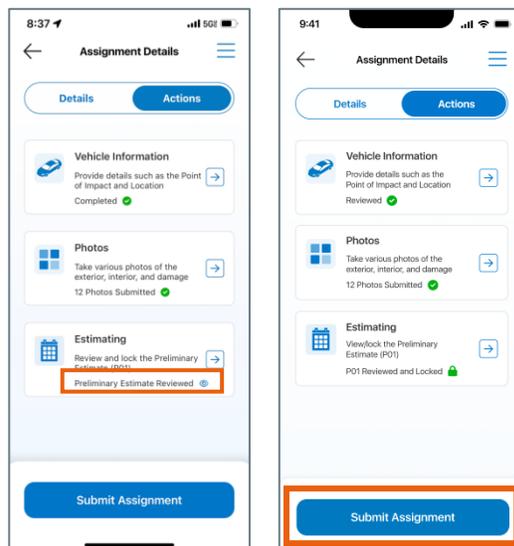
Estimating, Continued

When finished, select the **Lock P01** button. A pop up will appear and select the **Confirm & Lock P01** button.

Note: The lock functionality can be skipped by selecting the Skip Without Locking button. The user will have access to this same Preliminary Estimate in CCC One Estimating.



After the Preliminary Estimate review is complete, select **Submit Assignment**.



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Closing

The assignment now appears in the **Submitted** area of the **Field Assignments** section.

Note: The claim will remain in the “Submitted” section for 3 days before being removed from the list.

