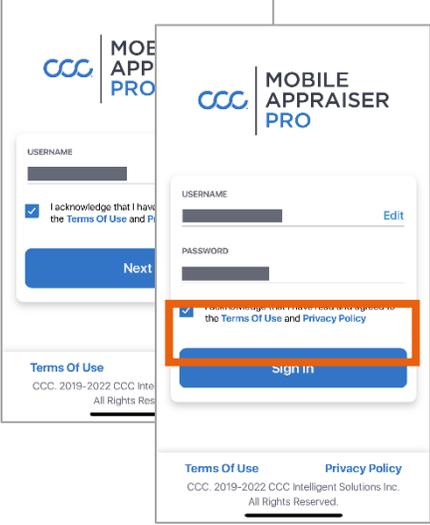
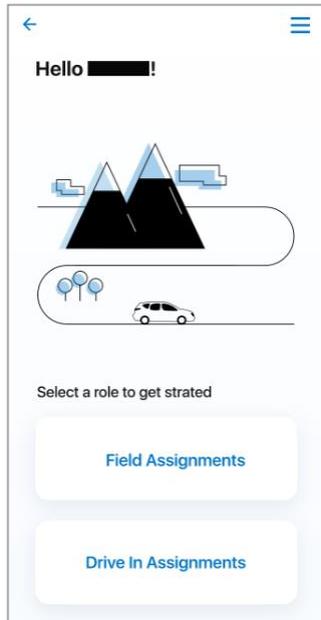


CCC® Mobile Appraiser Pro with Smart Estimate

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

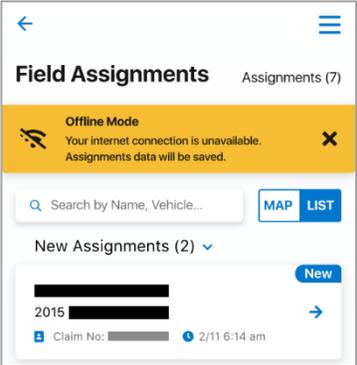
Getting Started

Step	Action
1	 <p>Select the checkbox to acknowledge you have read and agree to the Terms of Use and Privacy Policy.</p> <p>To login:</p> <ul style="list-style-type: none"> • Enter your Username and press Next. Then, enter your Password. • Press Sign In. <p>Once completed, the CCC® Mobile Appraiser Pro application launches.</p> <p>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. Press Continue. A login screen will open where you can enter your organization's login credentials to access the app.</p>
2	 <p>Next, the user selects their role:</p> <ul style="list-style-type: none"> • Field Assignments • Drive In Assignments <p>Note: These options are available based on your carrier's configuration.</p>

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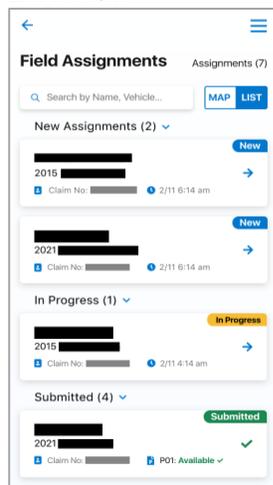
CCC® Mobile Appraiser Pro with Smart Estimate, Continued

Getting Started, continued

Step	Action
3	<p>For both Field Assignments and Drive In Assignments, the user is given the option to view assignments by List View or by Map View.</p> <ul style="list-style-type: none"> • Field Assignment users will see a list of assignments that have been assigned to them. These are displayed in three groups: New Assignments, In Progress Assignments, and Submitted Assignments. • Drive In Assignment users will select a drive in facility. <p>Offline Photo Capture To capture photos without Internet connection/Mobile data, login to the app and access your assignment list while a data connection is available; all your assignments will be automatically downloaded each time you access this list. This feature is available for both Field and Drive-In Assignments; up to 60 claims worth of photos can be saved on the device.</p> <p>Important: The assignment page must be revisited once Internet connection /Mobile data is available again so that photos can be uploaded and available in CCC ONE/ Portal. This app must remain open and on the screen during this process.</p> 

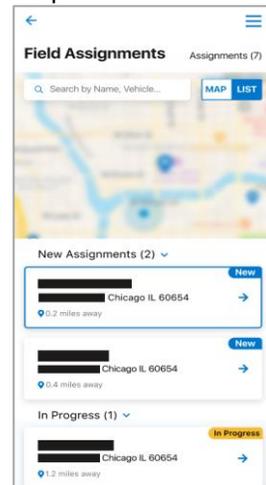
Field Assignments

List View



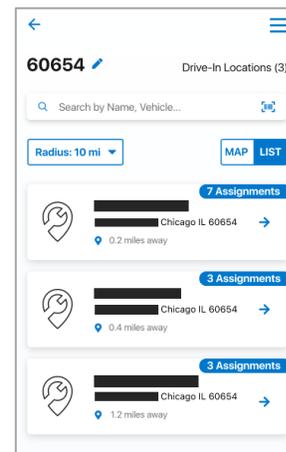
Field Assignments

Map View



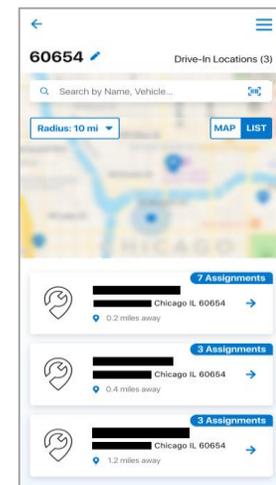
Drive In Assignments

List View



Drive In Assignments

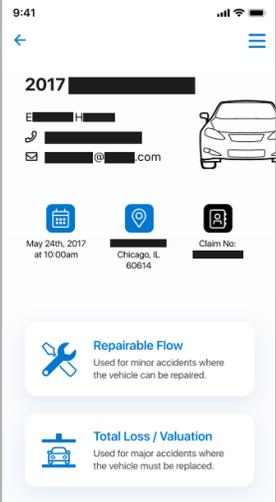
Map View



Continued on next page

CCC® Mobile Appraiser Pro with Smart Estimate, Continued

Getting Started, continued, continued

Step	Action
4	<p>Once an assignment has been selected, the assignment details are displayed. Select one of the following options:</p> <div style="display: flex; align-items: flex-start;"> <div style="flex: 1;">  </div> <div style="flex: 2; padding-left: 20px;"> <p>Repairable Flow: For vehicles that are most likely repairable.</p> <p>OR</p> <p>Total Loss/ Valuation: For vehicles that are most likely a total loss.</p> </div> </div>

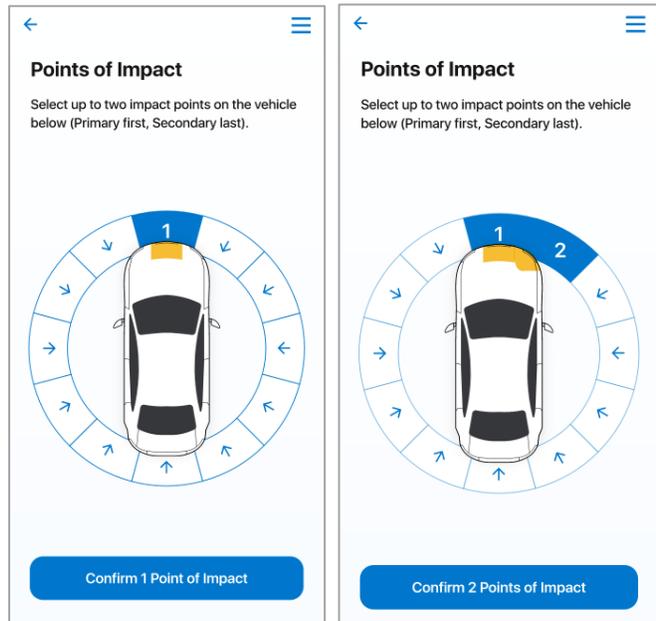
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CCC® Mobile Appraiser Pro with Smart Estimate, Continued

Point of Impact

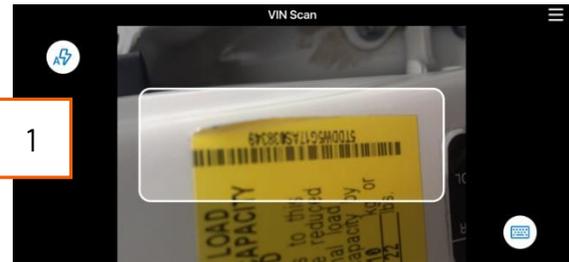
Select up to two points of impact (POI), a primary and secondary impact. Then press **Confirm**.

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



VIN Decode

Scan (#1) the VIN number or enter it **manually**. (#2) Then, press **Decode VIN**.



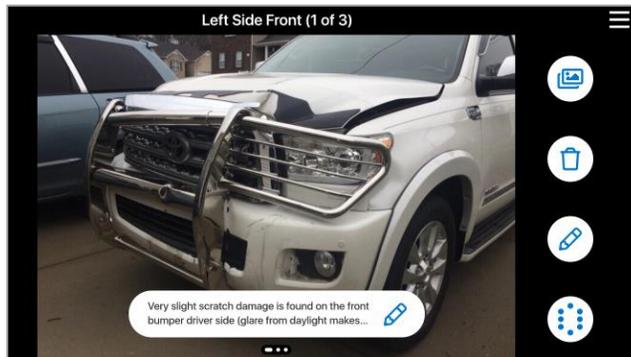
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CCC® Mobile Appraiser Pro with Smart Estimate, Continued

Photo Capture

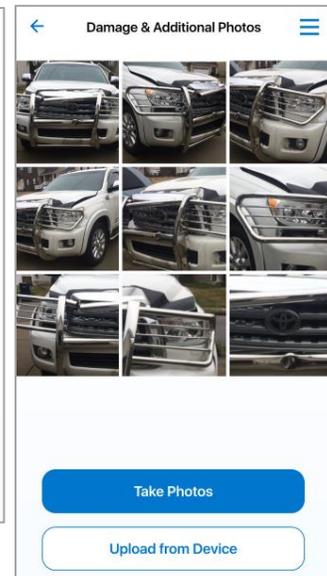
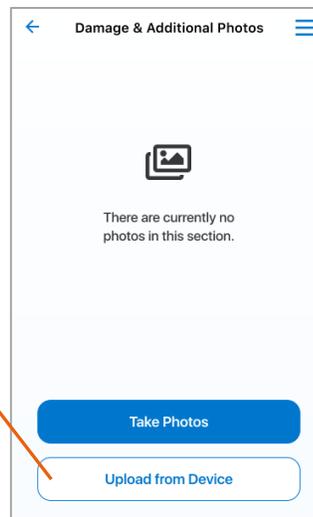
Repairable Flow photo capture:

Press the appropriate angle to capture the corresponding photo. You can capture up to 5 photos per angle. Capture other images such as **VIN, Odometer, Damages & Additional Photos,** and **Video.** Once complete, click **Submit.**



Note: Enter optional notes for each photo. Multiple images can be collected for each angle of the vehicle. A video can also be captured of the vehicle.

If **Damages & Additional Photos** is selected, you also have the option to select. **Upload from Device** to select up to 20 photos from your device's library.

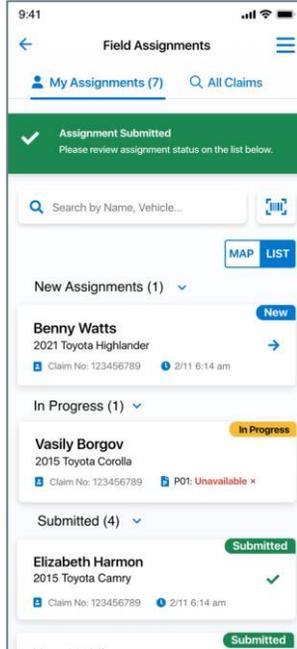


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CCC® Mobile Appraiser Pro with Smart Estimate, Continued

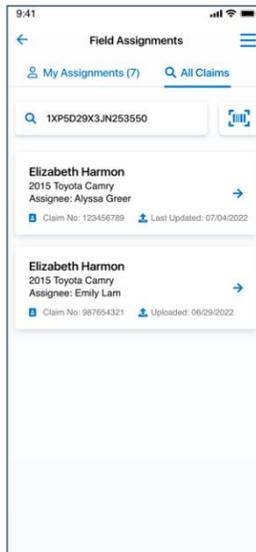
Assignment Submitted

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



Add Additional Photos

Search for the **completed supplement assignment**, then select the card to access its assignment details.

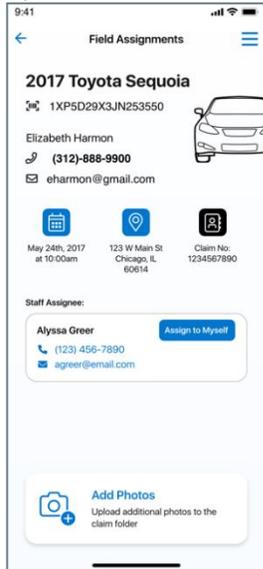


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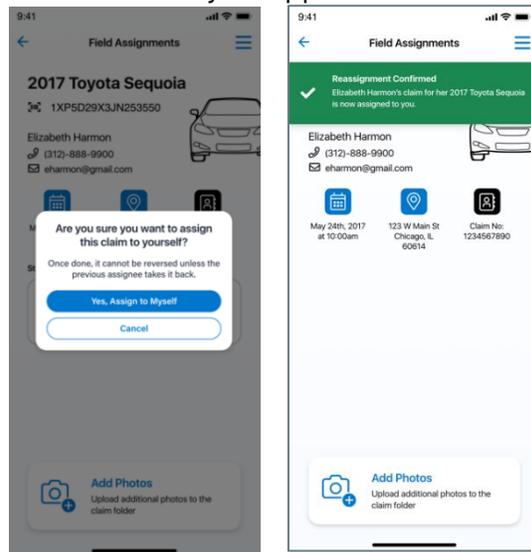
CCC® Mobile Appraiser Pro with Smart Estimate with Smart Estimate, Continued

Add Additional Photos, continued

If the assignment is **not** assigned to the appraiser, the user has two options:



Option 1: The user can **assign** the claim to themselves if the assignment is not owned by an appraiser.

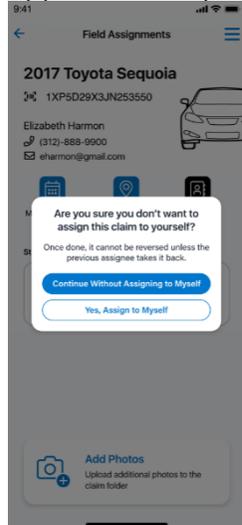


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CCC® Mobile Appraiser Pro with Smart Estimate, Continued

Add Additional Photos, continued

Option 2: If the assignment is already **owned** by an appraiser, the appraiser can proceed to adding photos.



A fresh photo capture wheel will appear for the appraiser to add additional photos. Once photos are added, select **Submit**.

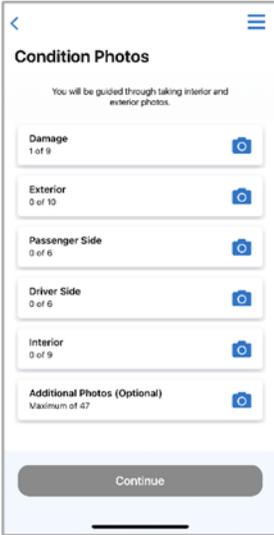
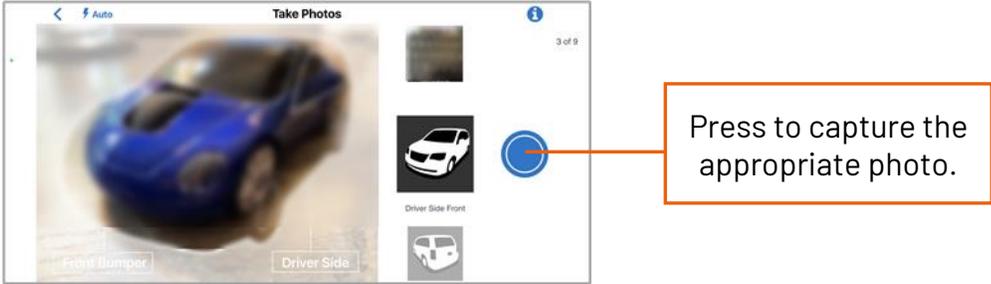


Note: To add additional photos post-submission, an estimate will need to be locked and the assignment resent as a supplement assignment.

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CCC® Mobile Appraiser Pro with Smart Estimate, Continued

Total Loss/ Valuation

Step	Action		
1	<p>If Total Loss/ Valuation was selected from the Assignment Details screen, the user must capture the following vehicle photos:</p> <p>Damage (9 Photos):</p> <ol style="list-style-type: none"> 1. VIN 2. Odometer 3. Driver Side Front 4. Driver Side Rear 5. Passenger Side Rear 6. Passenger Side Front 7. Vehicle Damage – Center 8. Vehicle Damage – Left Angle 9. Vehicle Damage – Right Angle  		
2	<p>Exterior (10 Photos):</p> <table border="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> <ol style="list-style-type: none"> 1. Front 2. Engine 3. Roof 4. Driver Side – Front Tire 5. Driver Side – Rear Tire </td> <td style="width: 50%; vertical-align: top;"> <ol style="list-style-type: none"> 6. Rear 7. Trunk Lid 8. License Plate 9. Passenger Side – Rear Tire 10. Passenger Side – Front Tire </td> </tr> </table>	<ol style="list-style-type: none"> 1. Front 2. Engine 3. Roof 4. Driver Side – Front Tire 5. Driver Side – Rear Tire 	<ol style="list-style-type: none"> 6. Rear 7. Trunk Lid 8. License Plate 9. Passenger Side – Rear Tire 10. Passenger Side – Front Tire
<ol style="list-style-type: none"> 1. Front 2. Engine 3. Roof 4. Driver Side – Front Tire 5. Driver Side – Rear Tire 	<ol style="list-style-type: none"> 6. Rear 7. Trunk Lid 8. License Plate 9. Passenger Side – Rear Tire 10. Passenger Side – Front Tire 		
3	<p>Passenger Side (6 Photos):</p> <table border="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> <ol style="list-style-type: none"> 1. Front Seat 2. Front Floor 3. Front Door Interior </td> <td style="width: 50%; vertical-align: top;"> <ol style="list-style-type: none"> 4. Rear Seat 5. Rear Floor 6. Rear Door Interior </td> </tr> </table>	<ol style="list-style-type: none"> 1. Front Seat 2. Front Floor 3. Front Door Interior 	<ol style="list-style-type: none"> 4. Rear Seat 5. Rear Floor 6. Rear Door Interior
<ol style="list-style-type: none"> 1. Front Seat 2. Front Floor 3. Front Door Interior 	<ol style="list-style-type: none"> 4. Rear Seat 5. Rear Floor 6. Rear Door Interior 		

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CCC® Mobile Appraiser Pro with Smart Estimate with Smart Estimate , Continued

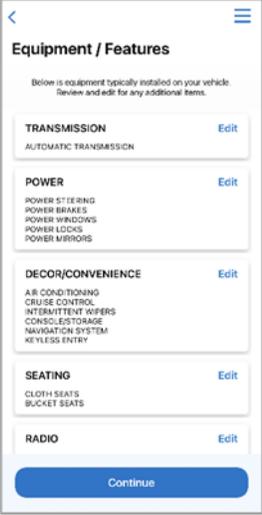
**Total Loss/
Valuation,**
continued

Step	Action
4	Driver Side (6 Photos): 1. Rear Seat 2. Rear Floor 3. Rear Door Interior 4. Front Seat 5. Front Floor 6. Front Door Interior
5	Interior (7 Photos if the Vehicle Does NOT Have Third Row Seat, 9 Photos if the Vehicle HAS Third Row Seat): 1. Steering Wheel 2. Radio / Heat / AC 3. Center Console 4. Windshield 5. Oil Change Sticker 6. Dashboard 7. Headliner 8. Third Row Seat (if applicable) 9. Third Row Floor (if applicable)
6	Additional Photos (Optional - Maximum of 10 photos)
7	Once all photos are captured, press Continue to advance. <div data-bbox="1101 1150 1399 1705" style="float: right; border: 1px solid #ccc; padding: 10px; margin-top: 10px;"> </div>

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CCC® Mobile Appraiser Pro with Smart Estimate with Smart Estimate, Continued

**Total Loss/
Valuation,**
continued

Step	Action	
8	<p>Next, review the vehicle Equipment / Features screen and edit as necessary.</p> <ul style="list-style-type: none"> - Transmission - Power - Décor / Convenience - Seating - Radio - Wheels - Safety / Brakes - Exterior / Paint / Glass - Additional Photos (Optional) <p>When finished, press Continue to advance.</p>	
9	<p>Next, enter the odometer reading.</p> <p>Note: If the mileage is not visible, select the checkbox to denote this.</p> <p>When finished, press Continue to submit all captured vehicle photos and other information.</p>	
10	<p>A confirmation message appears once all information has been submitted. The user can select another assignment to work.</p>	