CCC® Quick Valuation - RF

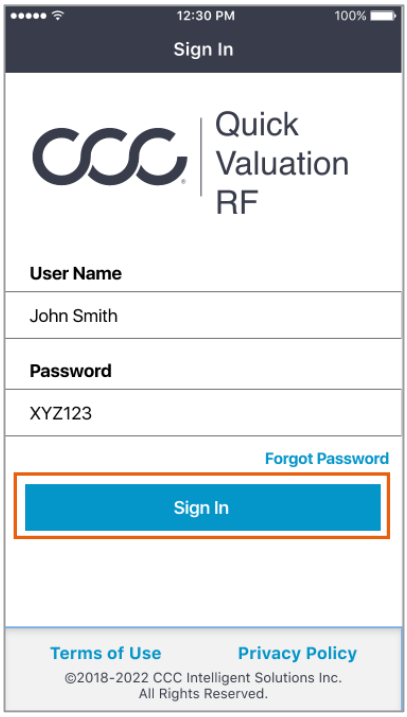
Overview

With the CCC® Quick Valuation RF mobile application, repair facility users can quickly and easily capture photos and an optional video of a potential total loss vehicle. In addition to documenting the vehicle's condition, you can use the app to review and, if necessary, edit the vehicle's selected options.

This job aid explains how to use the app to capture and submit vehicle images and details to an insurance carrier.

Logging In

Once you have downloaded and launched the app, you are prompted to login.



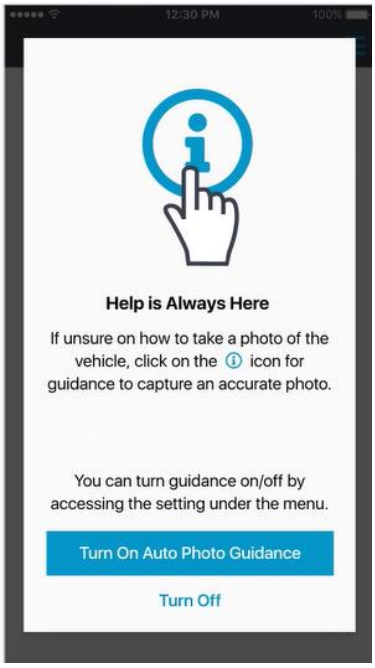
1. Enter your **User Name** and **Password**.

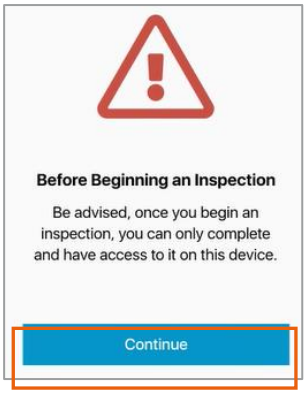
2. Once entered click the blue **Sign In** button to continue.

You can opt to use **Photo Guidance**.

If you **Turn On Auto Photo Guidance**, then an instructional screen displays for each required photo.

Note: If you choose to **Turn Off** this option, you can click the **"i" icon** at the top of a photo capture screen for instructions.





Once you've made your selection, a message appears to advise you that once you begin an inspection, that the inspection must be completed on the same mobile device. You will click **Continue** to begin the inspection.

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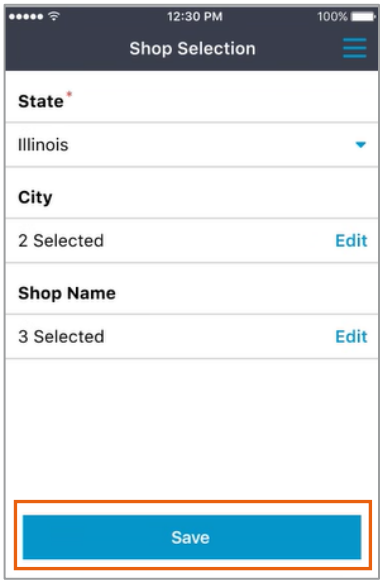
CCC® Quick Valuation – RF, Continued

Shop Selection

For **MSO (Multi-Store Operator) shops only**, upon signing in, you are prompted to select a shop.



From the drop-down, you can select a **State** (required).

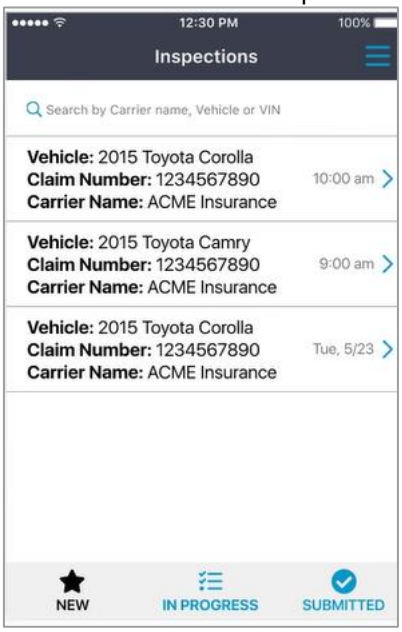
Next you can select a **City** (Optional).

Finally, you will select a **Shop**.

When finished, tap **Save** to continue.

Inspections

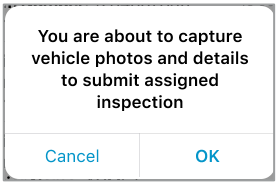
The **Inspections** screen opens and defaults to the list of **New** inspections. To view inspections that are started but not completed, you can tap the **In Progress** at the bottom of the screen. You can tap **Submitted** to view completed inspections.



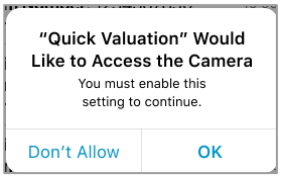
You can search by **Carrier name**, **Vehicle** or **VIN**.

Click the desired entry to begin the inspection.

A pop-up appears to indicate that you are about to capture vehicle photos and details. Click **OK** to proceed.



If this is the first time using the app, a pop-up appears requesting permission to access your device's camera.



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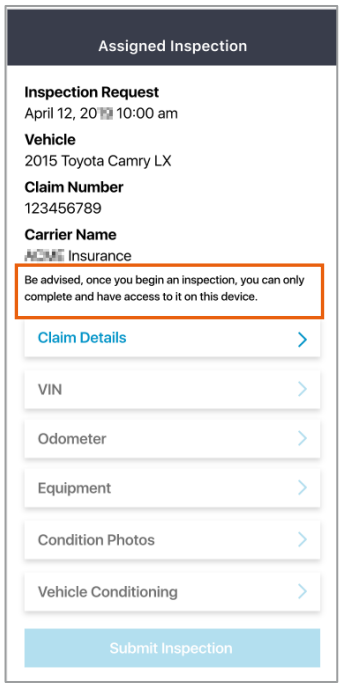
Assigned Inspection

Once a vehicle is selected on the Inspections screen, the **Assigned Inspection** screen opens.



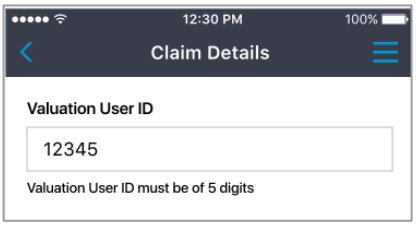
The Inspection Request date and time displays along with the vehicle's year, make, and model; the claim number; and the insurance company's name.

You must complete each section in the order they're listed. Once complete, the **Submit Inspection** button is enabled.

Click **VIN** to begin the inspection process.

Claim Details

In this section, you will capture the Claim Details.

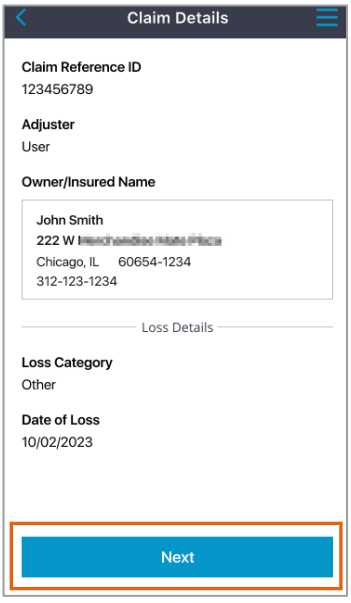


Enter the **Valuation ID** provided by the insurance carrier. Click **Next** to continue.

Note: You will only need to enter the Valuation ID once for a company. This information is auto populated on the next valuation submission for that carrier.

Once entered the following information displays within the Claim Detail section.

The Claim Details section is complete, and you can move to the VIN section.



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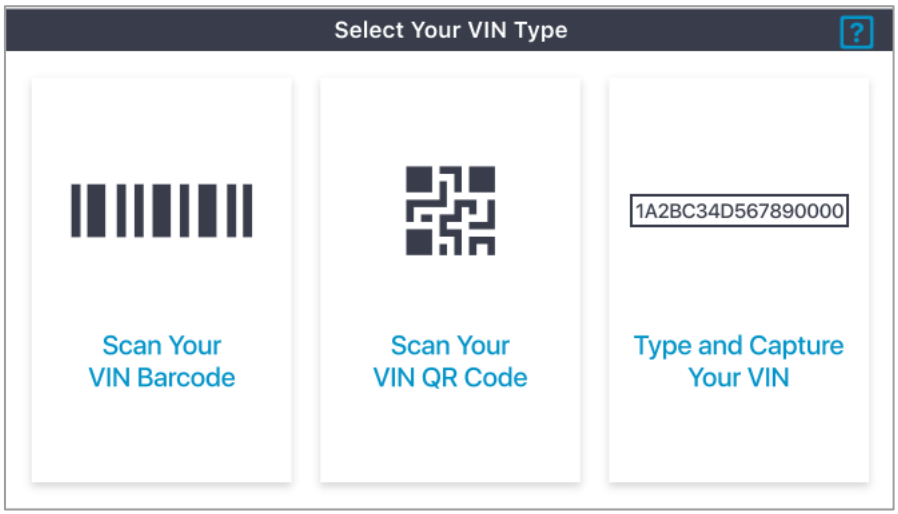
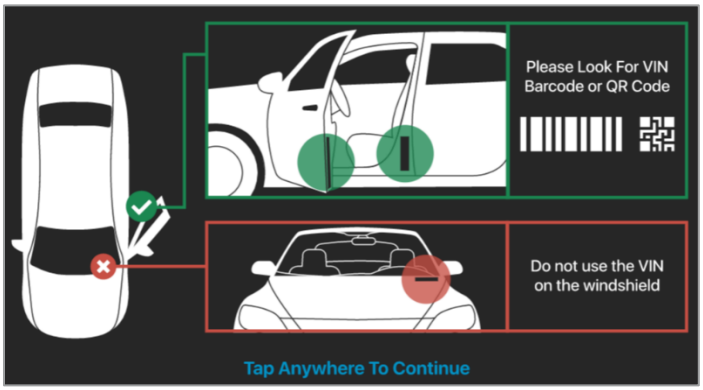
VIN Capture In this section, you will capture a photo of the car's Vehicle Identification Number (VIN).

You can select to scan the **VIN** with either the barcode or QR code or you can manually enter the VIN.



Note: If Photo Guidance is enabled, a screen that explains how to scan the vehicle's VIN. Tap this screen to dismiss it.

The user **scans** the vehicle's VIN. Tap anywhere to continue.



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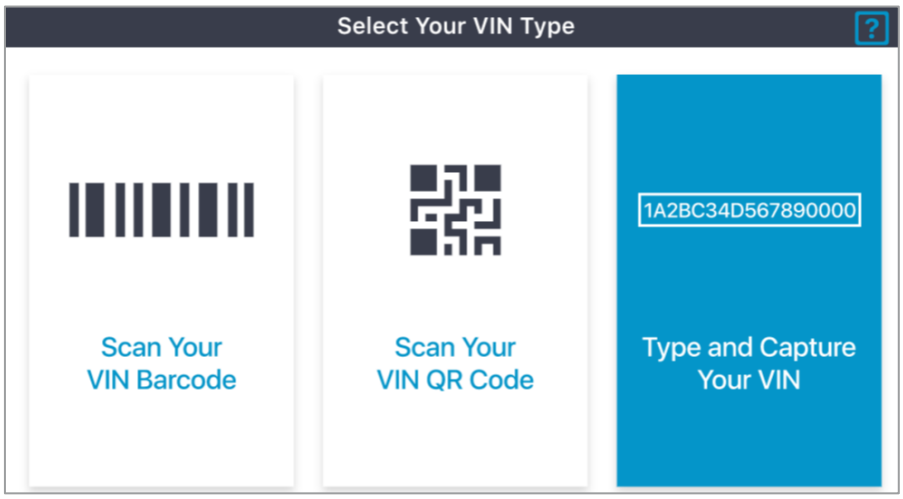
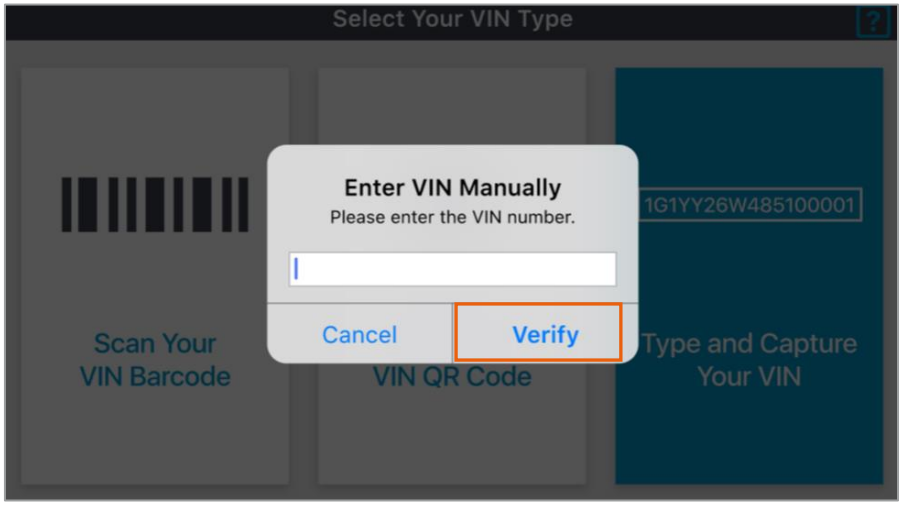
VIN Capture,
continued

If you are unable to scan the VIN, choose **Type and Capture Your VIN**.



When finished click **Verify**.



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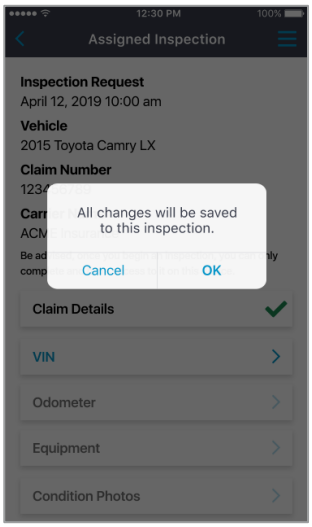
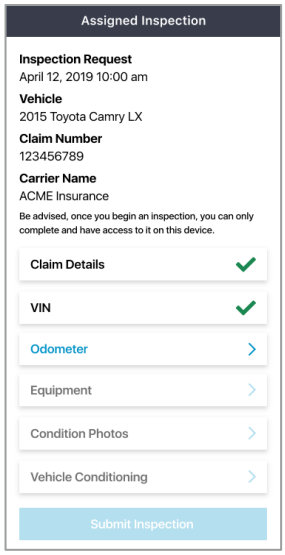
VIN Capture,
Continued

The **Confirm Vehicle** screen opens. One or more potential vehicle matches appear. Click on the appropriate match and press **Continue**.

The **Assigned Inspection** screen will open. Click **OK** to save changes.





A green **checkmark** now appears next to the **VIN** section. This indicates the section is **complete**.

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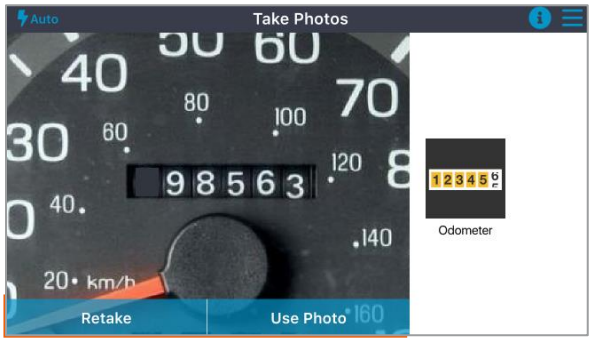
Odometer Capture

In this section, you will capture a photo of the car's Odometer.

Click on the next available section heading, **Odometer**, to proceed with the inspection.

If Photo Guidance is turned on, an instructional screen appears and contains information about capturing a photo of the vehicle's odometer. The user taps this screen to dismiss it. The photo capture screen opens.

Position the odometer in the center of the frame and click the **circle button** to capture the photo.



Click **Use Photo** to keep the photo and proceed.

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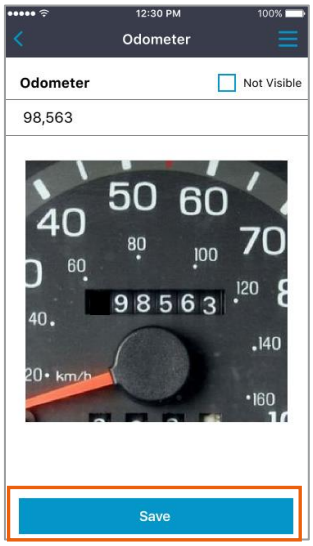
Odometer Capture, Continued

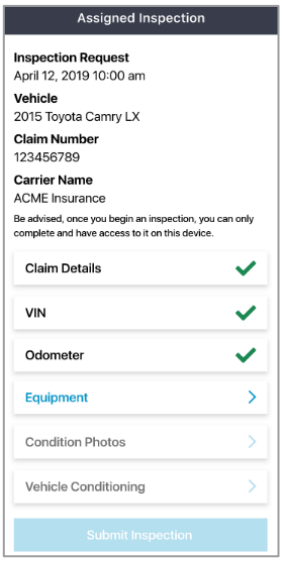
The **Odometer** screen appears. Click the Odometer entry field pictured at right and enter the vehicle's mileage via the keyboard that appears.

Click the **Save** button at the bottom of the screen to return to the Assigned Inspection screen.

Note: If unable to access the vehicle's odometer, click the **Not Visible** box towards the upper right corner of this screen.



A green **checkmark** now appears next to the **Odometer** section. This indicates the section is **complete**.



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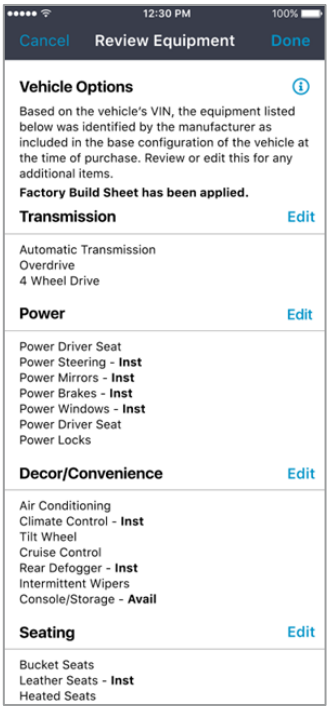
Vehicle Equipment Review

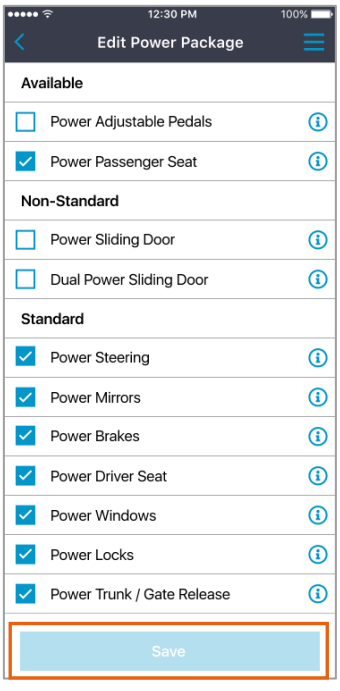
In this section, you will review the vehicle's equipment.

Click the **Equipment** section heading to continue the inspection.



The Review Equipment screen opens. The vehicle equipment displayed is based on Buildsheet data if the insurance carrier is enabled for Buildsheets. Otherwise, the standard options installed on the vehicle are displayed.

Carefully review the options listed. If an option needs to be added or removed, click the **Edit** link in the appropriate section.



Clicking the Edit link in a section on the **Review Equipment** screen opens another screen to select and deselect options relevant to the chosen category.

Click on the (i) icon to view information regarding a vehicle feature.

Use the checkboxes towards the left edge of the screen to **select** and **deselect** options.

The Shop user can provide additional photos on the Vehicle Equipment screen if required. (Optional)

Click **Save** when finished.

Note: The Vehicle Equipment is not configurable by carrier. Unlike Quick Valuation Consumer, this feature is not available to be configured by carrier.

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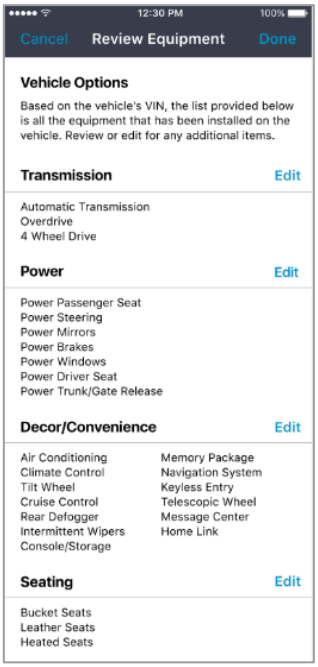
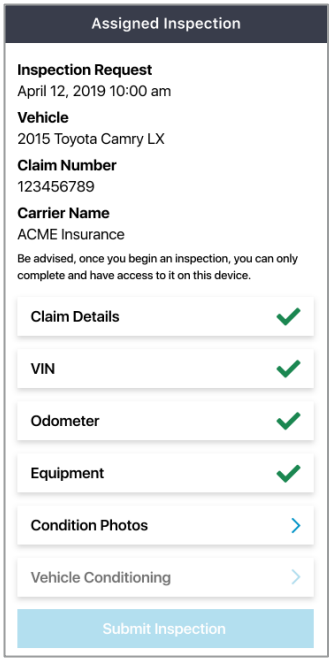
Vehicle Equipment Review, Continued

When finished editing the vehicle's options, **Done** in the top right of the **Review Equipment** screen.





A green **checkmark** now appears next to the **Equipment** section. This indicates the section is **complete**.

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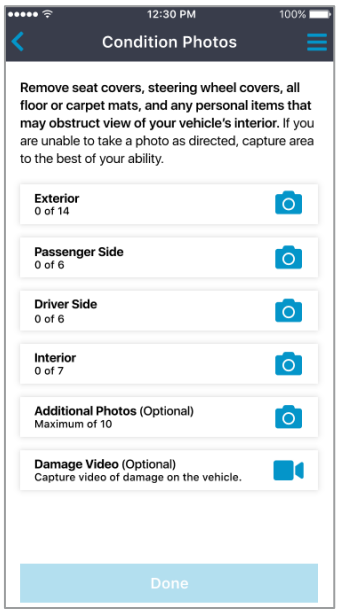
Condition Photos

In this section, you will review the Condition Photos.

Click the **Condition Photos** section heading on the Assigned Inspection screen to begin the final inspection step.

The instructions at the top of the screen advise removing the vehicle's seat covers, steering wheel cover, all floor/carpet mats, and any personal items that might obstruct the camera's view of the vehicle's interior. Take each photo to the best of your ability, as the vehicle's condition might make some photos difficult to capture.



There are four required sections here (**Exterior**, **Passenger Side**, **Driver Side**, and **Interior**) and two optional sections (**Additional Photos** and **Damage Video**).

Click on a section label to begin taking the associated photos. All four required sections must be completed before the **Done** button is enabled.

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Condition Photos, Continued

The full list of photos corresponding to each section is listed below.
Note: The list of required photos is configurable by carrier.

Front	Front Seat	Rear Seat	Steering Wheel
Engine	Front Floor	Rear Floor	Radio/Heat/AC
Roof	Front Door Interior	Rear Door Interior	Center Console
Driver Side – Front Tire	Rear Seat	Front Seat	Windshield
Driver Side – Rear Tire	Rear Floor	Front Floor	Oil Change Sticker
Rear	Rear Door Interior	Front Door Interior	Dashboard
Trunk Lid			Headliner
License Plate			Third Row Seats*
Passenger Side – Rear Tire			Third Row Floor*
Passenger Side – Front Tire			

*Before capturing the Interior photos, the user is asked via a popup box whether the vehicle has a third row of seats; if they answer in the affirmative, two additional photos are required.

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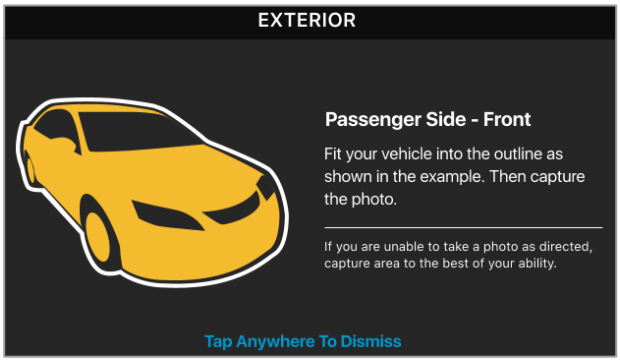
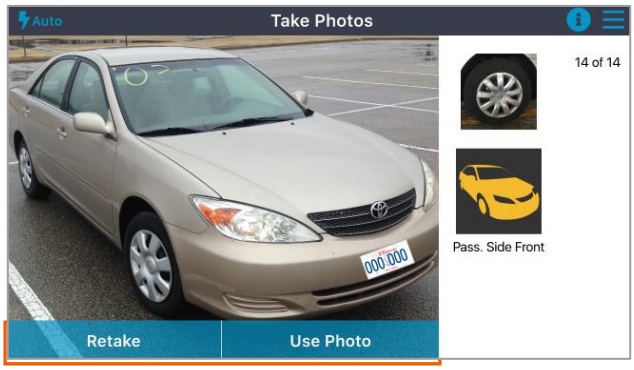
Condition Photos,
Continued

When the **Exterior** section heading is clicked, for example, the first required photo is "Passenger Side-Front" will open. If the user has enabled Photo Guidance, an instructional screen appears. Click this screen to dismiss it.



Position yourself to the vehicle as directed by the instructions and click the **circle button** to capture the photo.

Click **Use Photo** to advance to the next required photo in a section.



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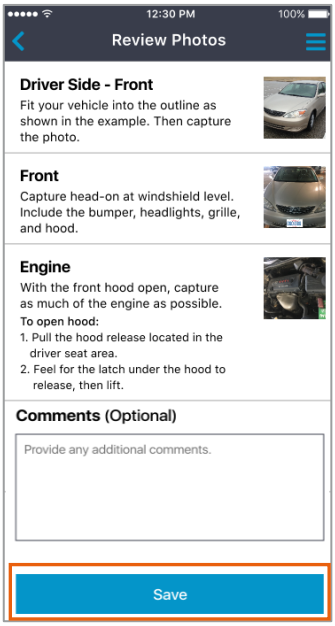
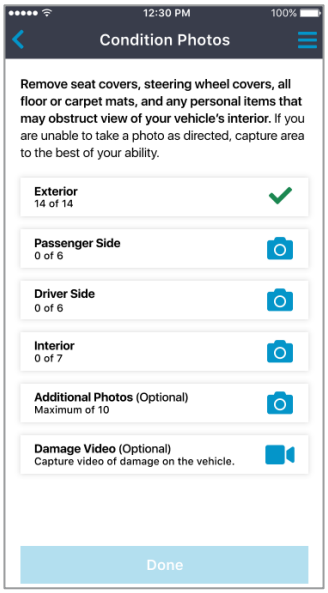
Condition Photos, Continued

Once the required photos are captured in a section, a **Review Photos** screen appears. A photo can be retaken if needed.

If desired, comments can be made in the **Comments** field towards the bottom of the screen.

Click the **Save** button to return to the **Condition Photos** menu screen.





A green check icon indicates that all required photos for that section have been captured. In the example below, the **Exterior** section is shown as complete; the user must now complete the remaining sections.

Once the **four required sections** are complete, the **Done** button at the bottom of the screen is enabled. Click this button to conclude the inspection—return to the Assigned Inspection screen where the Submit Inspection button is enabled —or add Additional Photos and/or a Damage Video, both of which are optional.

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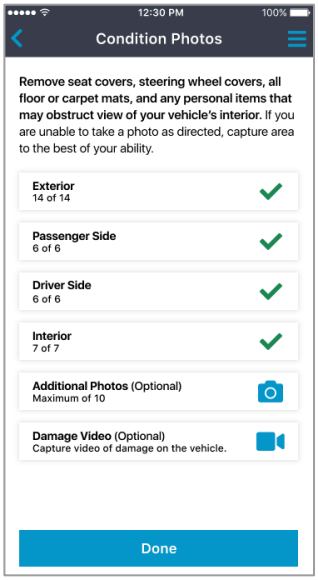
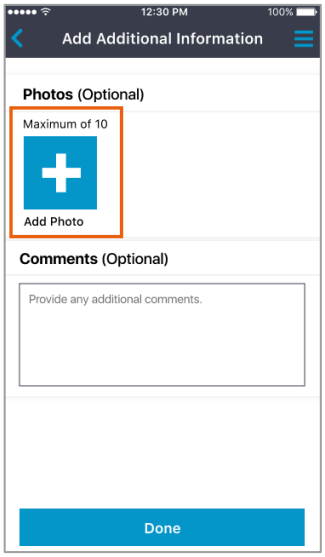
Additional Photos (Optional)

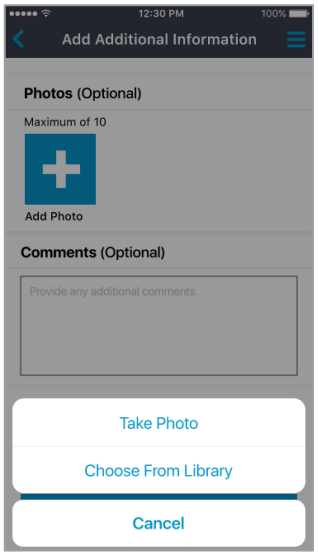
In this section, you will review how to add Additional Photos.

A maximum of 10 additional photos can be included. To include additional photos, click **Additional Photos** on the Condition Photos menu screen.





The **Add Additional Information** screen opens. Click the **plus ("+") icon** to add photos. (Comments can also be added in the Comments field.)



Click **Take Photo** to take a photo within the app, **Choose From Library** to upload a photo from the mobile device's photo library, or **Cancel** to dismiss the popup.

When finished, click **Done** on the **Add Additional Information** screen pictured above to return to the **Condition Photos** screen.

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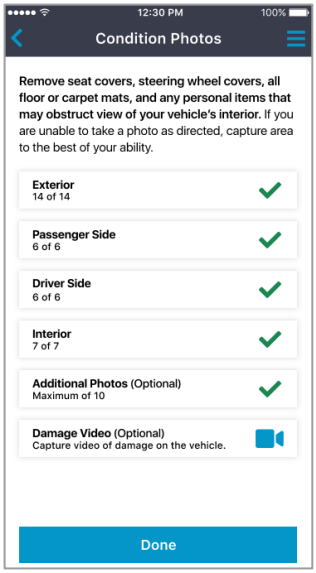
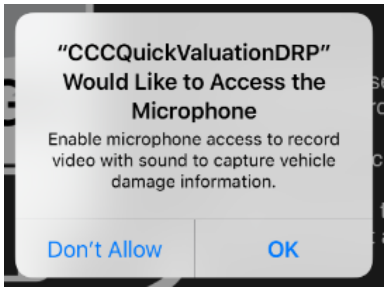
Damage Video (Optional)

In this section, you will review how to add a Damage Video.



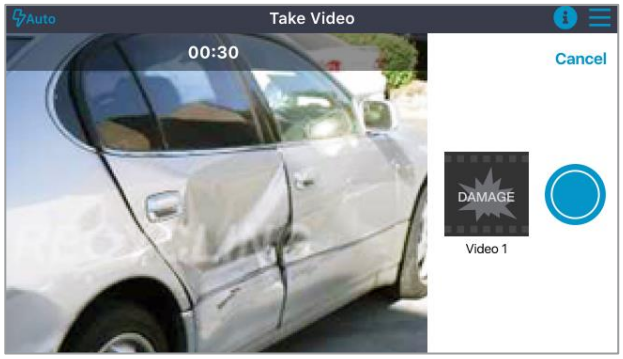
A video can be included of the vehicle if desired. To include a video, click **Damage Video** on the Condition Photos menu screen.

Click **OK** in the popup to grant the app access to their device's microphone; this allows to narrate the video while recording. (Permission must be granted to record videos.)



Instructions are provided for video capture.

Upon clicking the instructional screen to dismiss it, click the **circle button** to begin recording.



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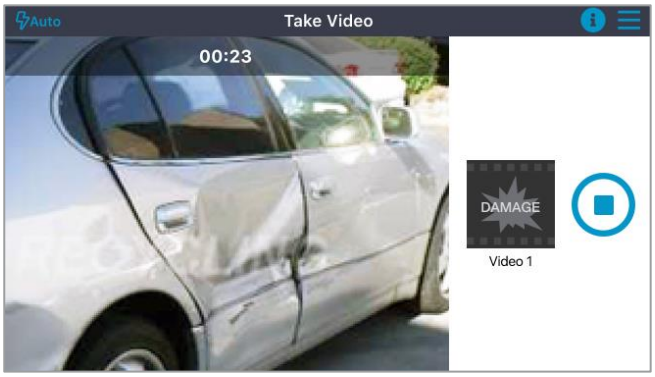
Damage Video (Optional), Continued

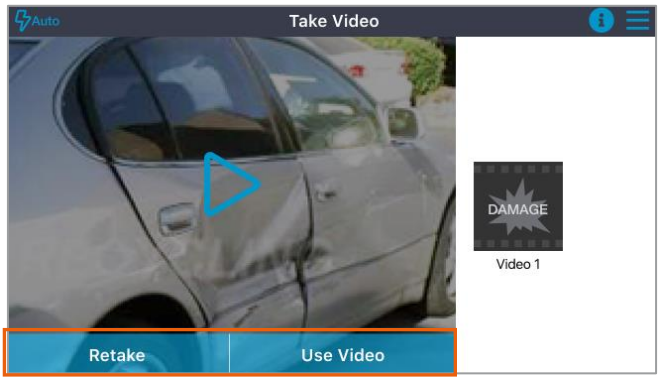
Click the **stop button** to the right edge of the screen to end the recording.

Note: The app will automatically stop recording after 30 seconds.



Click **Use Video** to advance to the Condition Photos screen. Click the **Done** button to advance to the Assigned Inspection screen, or **Retake** to retake the video.

Note: The video can be reviewed before deciding by clicking the **play icon** in the center of the screen.



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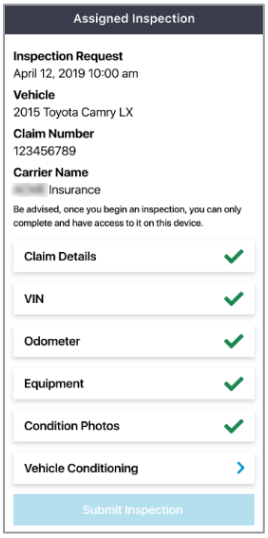
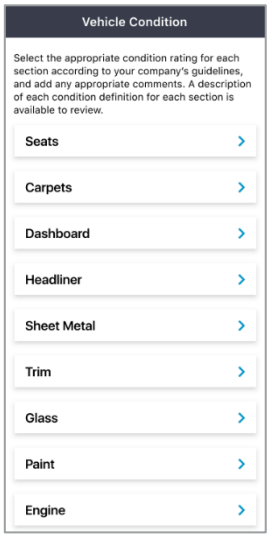
CCC® Quick Valuation – RF, Continued

Vehicle Condition

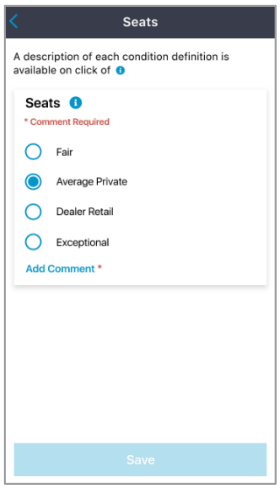
In this section, you will review how to add the condition of the vehicle.

To add the vehicle condition, click on **Vehicle Conditioning**.

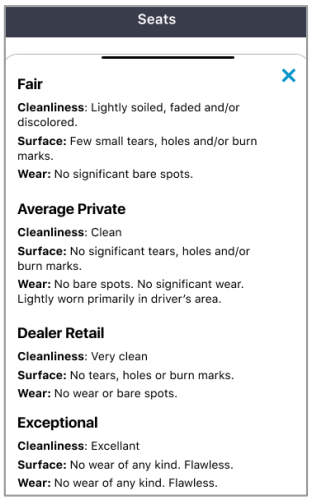




Click on a **section** to document the vehicle's condition.



Select the **condition** that best describes the section.



A **description** of each **condition** is available by pressing the

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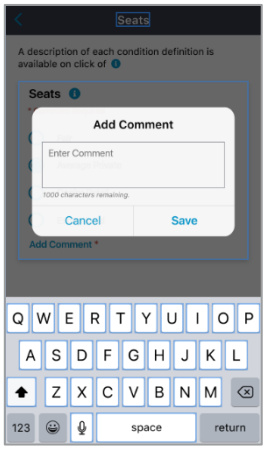
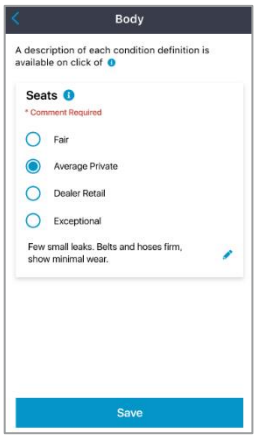
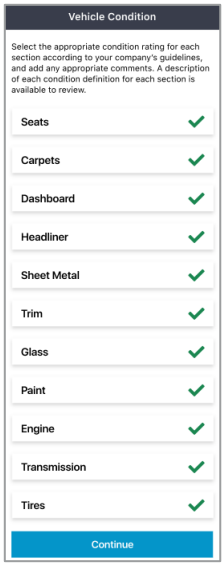
Vehicle Condition, Continued



A comment can be added by clicking on **Add Comment**.

Click **Save** when finished.





When all the sections are completed click **Continue**.

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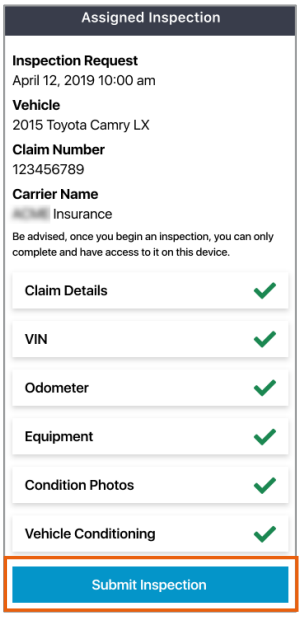
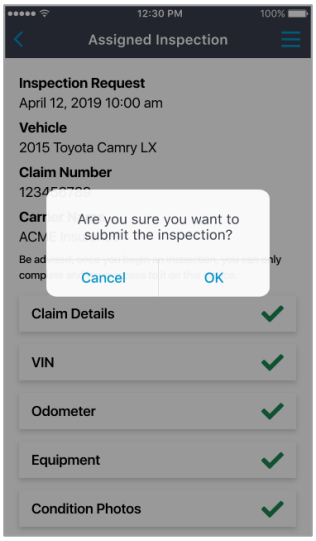
Submit Inspection

Once the required sections are complete, a green checkmark appears next to each section heading.



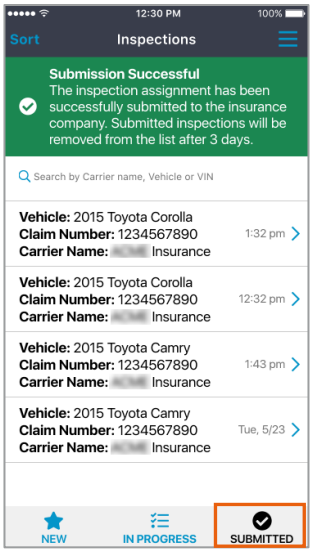
When the inspection is complete and ready to submit the captured information, click the **Submit Inspection** button at the bottom of the screen.



The inspection information is submitted to the carrier.

Upon submission, the assignment moves from the **In Progress** tab in the app to the **Submitted** tab.

The user can now begin a new inspection.



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