

# CCC® Quick Valuation – Mobile App

## Introduction

The CCC® Quick Valuation mobile application allows salvors to quickly and easily capture photos and an optional video of a total loss vehicle; in addition to documenting the vehicle’s condition, salvors can use the app to review and, if necessary, edit the vehicle’s options.

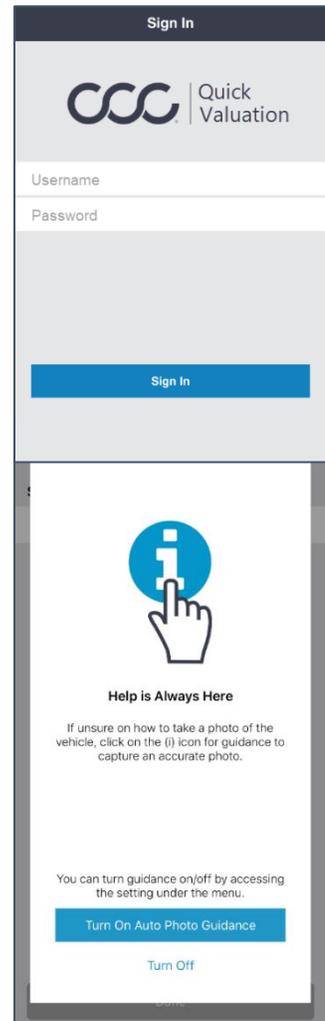
This job aid explains how salvors use the app to capture and submit vehicle images and details to an insurance carrier.

## Login & Photo Guidance

After the user downloads and launches the app, they are prompted to login. The user enters their credentials and taps the **Sign In** button.

The user is next asked whether they’d like to turn **Photo Guidance** on or off. If the user chooses “on,” an instructional screen displays for each required photo. If the user chooses “off” but needs help while capturing photos, they can tap the **“i” icon** at the top of a photo capture screen for instructions; the user can also toggle Photo Guidance on and off from the tribar menu in the upper right corner of the app.

**Note:** After making a selection here, the user is advised that once they begin an inspection, that inspection must be completed on the same mobile device.



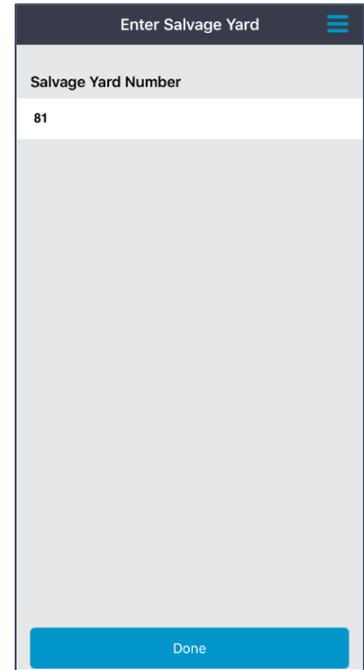
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## CCC® Quick Valuation – Mobile App, Continued

### Enter Salvage Yard Number

The user arrives to the Enter Salvage Yard screen.

The user taps the **Salvage Yard Number** field, enters the appropriate salvage yard number by using the keypad that appears, and then taps the **Done** button to advance.



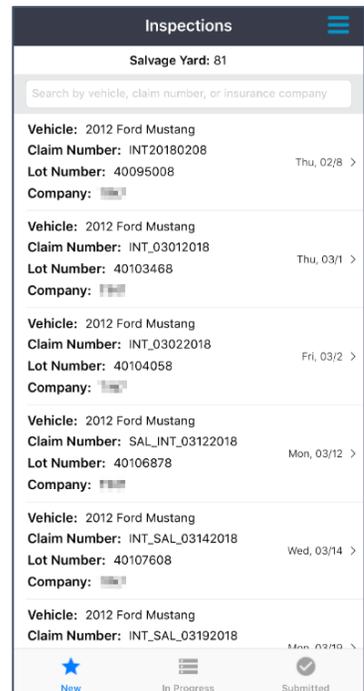
### Inspections Screen

The Inspections screen opens and, by default, a list of **New** inspections—i.e. inspections that have not yet been started—appears.

The user taps the desired entry to begin their inspection.

**Note:** The user can view inspections that have been started but not completed by tapping **In Progress** at the bottom of the screen; the user can view completed inspections by tapping **Submitted**.

Additionally, the user can enter a different salvage yard number and/or toggle Photo Guidance on/off by tapping the tribar in the upper right corner and choosing the desired action.



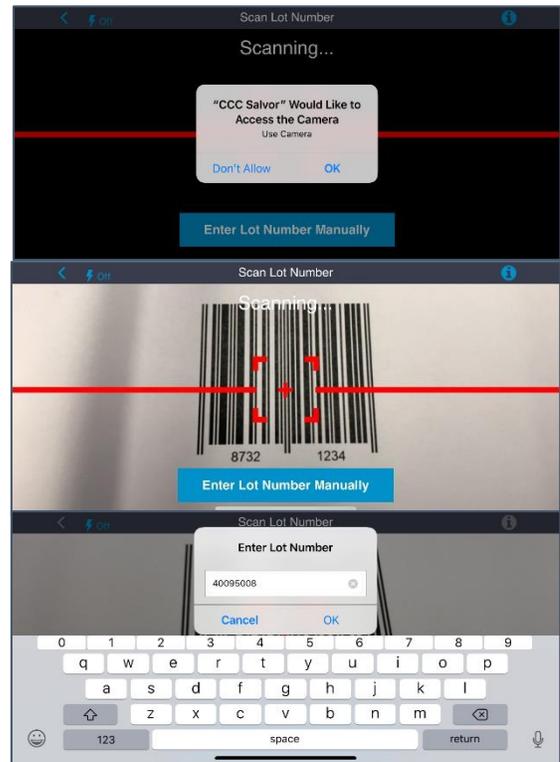
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## CCC® Quick Valuation – Mobile App, Continued

### Scan Lot Number

The user is next prompted to grant the app access to their mobile device's camera. By tapping **OK** in this popup, the user can scan the appropriate lot number.

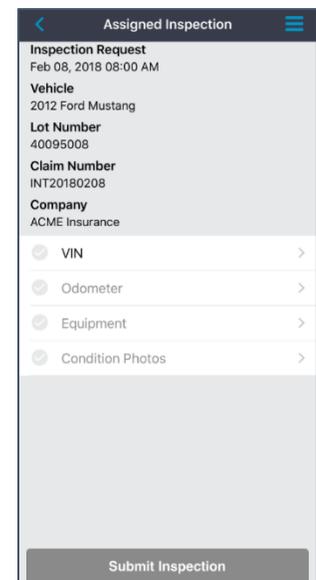
If the user is unable to scan the lot number, they can tap the **Enter Lot Number Manually** button (right) to type it in (below right).



### Assigned Inspection

Upon scanning or entering the lot number, the Assigned Inspection page opens. The date and time of the assignment displays along with the vehicle's year, make, and model; the lot number; the claim number; and the insurance company's name.

The four required inspection sections are also listed here: **VIN**, **Odometer**, **Equipment**, and **Condition Photos**. Each section must be completed (in the order they're listed) before the Submit Inspection button is enabled. The user taps **VIN** to begin the inspection process.

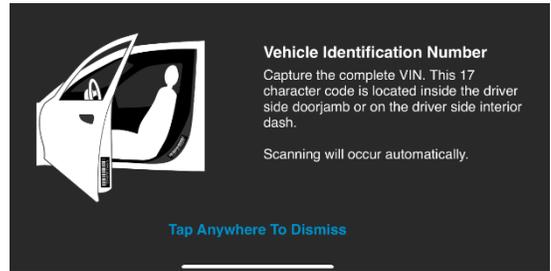


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## CCC® Quick Valuation – Mobile App, Continued

### VIN Capture

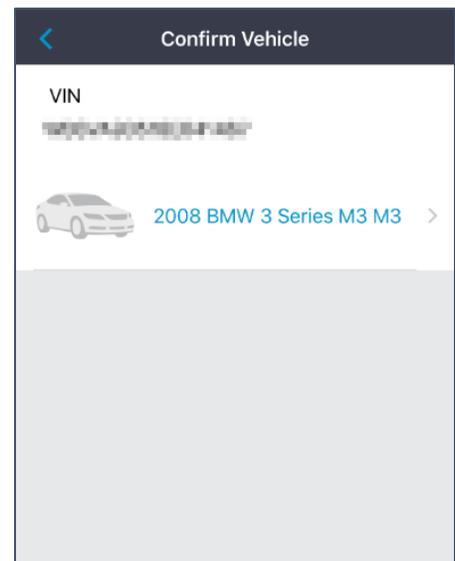
If the user elected to enable the Photo Guidance feature (see page 1), they next see an instructional screen that explains how to scan the vehicle's VIN. They tap this screen to dismiss it.



The user then **scans** the vehicle's VIN. If the user is unable to scan the VIN, they can tap the **Enter Manually** button to type it in (the number is obscured here for security purposes).



The Confirm Vehicle screen opens. One or more potential vehicle matches appear. The user taps on the appropriate match to proceed.



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## CCC® Quick Valuation – Mobile App, Continued

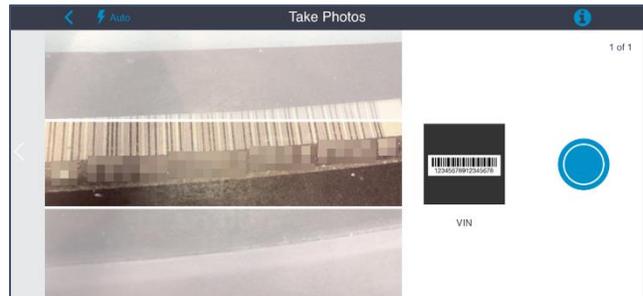
### VIN Capture, continued

After confirming the vehicle, the user is prompted to grant the app access to their location. The user taps **Allow** in the popup to proceed.



If Photo Guidance is turned on, the user sees an instructional screen that contains information about how to capture a photo of the vehicle's VIN. The user taps this screen to dismiss it.

The photo capture screen opens. The user positions the VIN within the frame and taps the **circle button** to capture the photo. (Flash settings can be adjusted by tapping the **lightning icon** towards the upper left corner of the screen.)



**Note:** If the app detects a blurry photo, a popup appears and contains two options: **Retake** and **Use Photo**. The user taps Retake to retake the photo; the user taps Use Photo to keep the photo they've captured and to proceed to the next step.



After capturing a photo, the user taps the **Use Photo** button to proceed. If the user needs to retake the photo, they tap the **Retake** button.



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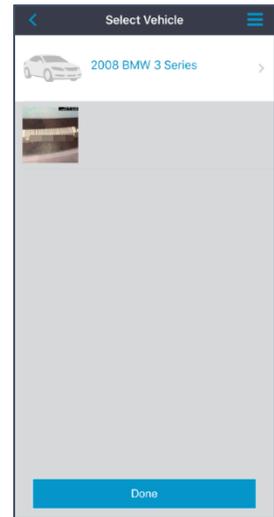
## CCC® Quick Valuation – Mobile App, Continued

### VIN Capture, continued

After tapping the Use Photo button, the user taps **Continue**.



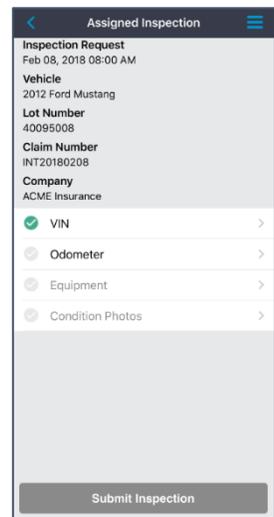
The user taps **Done** at the bottom of the next screen to return to the Assigned Inspection page.



### Odometer Capture

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

The user taps on the next available section heading, **Odometer**, to proceed with the inspection.



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## CCC® Quick Valuation – Mobile App, Continued

### Odometer Capture, continued

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.

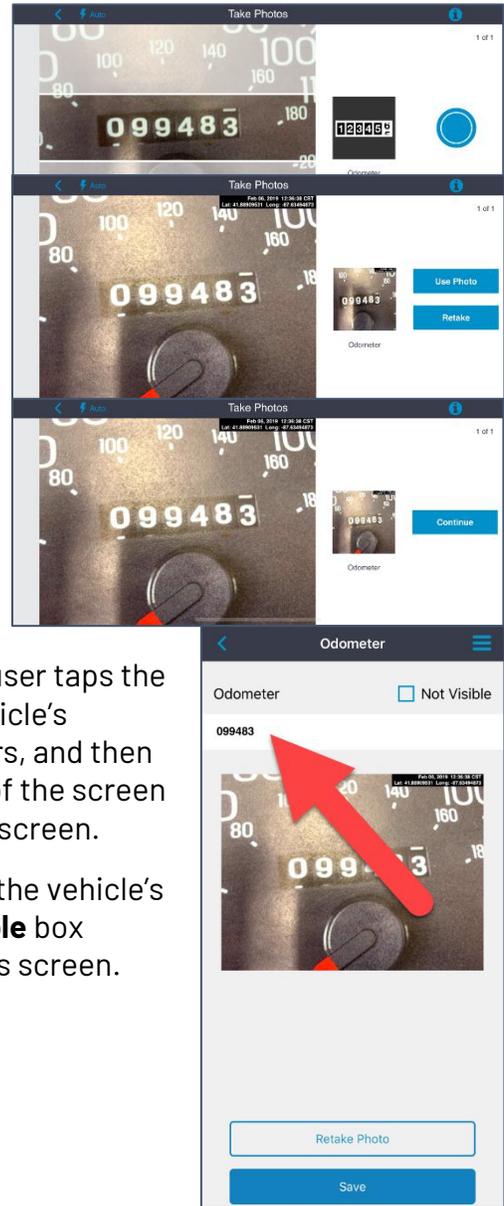
The user positions the odometer in the center of the frame and taps the **circle button** to capture the photo.

The user taps **Use Photo** to keep the photo and proceed.

The user then taps the **Continue** button to advance.

The Odometer screen appears. The user taps the field pictured at right, enters the vehicle's mileage via the keyboard that appears, and then taps the **Save** button at the bottom of the screen to return to the Assigned Inspection screen.

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



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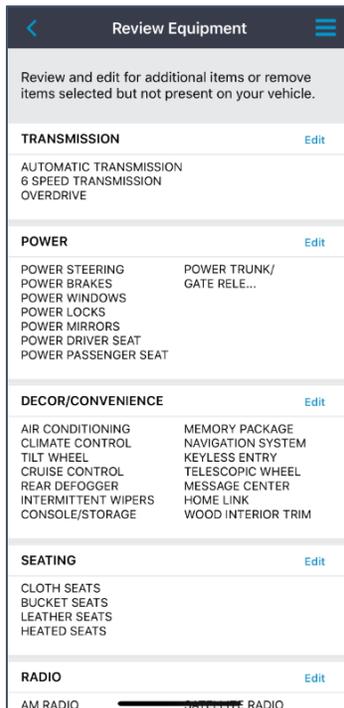
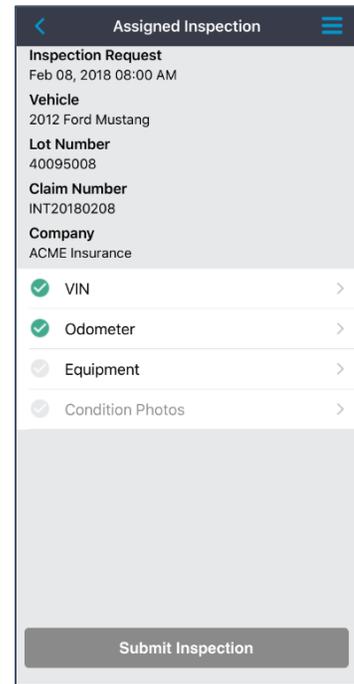
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# CCC® Quick Valuation – Mobile App, Continued

## Vehicle Equipment Review

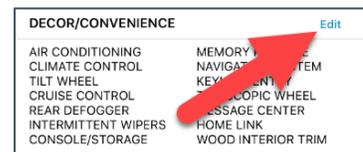
After successfully capturing an odometer photo and entering the vehicle's mileage on the Odometer screen, the user returns to the Assigned Inspection screen. The green checkmark next to the Odometer section heading indicates that this section is complete.

The user taps the **Equipment** section heading (right) to continue their inspection.



The Review Equipment screen opens (left). This screen lists the options the vehicle is likely to have installed. (This data is either pulled from the appropriate buildsheet or from a list of standard options depending on the carrier's preferences.)

The user should carefully review the options listed. If an option needs to be added or removed, the user taps the **Edit** link in the appropriate section (right).



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## CCC® Quick Valuation – Mobile App, Continued

### Vehicle Equipment Review, continued

Tapping the Edit link in a section on the Review Equipment screen opens another screen from which the user can select and deselect options relevant to the chosen category.

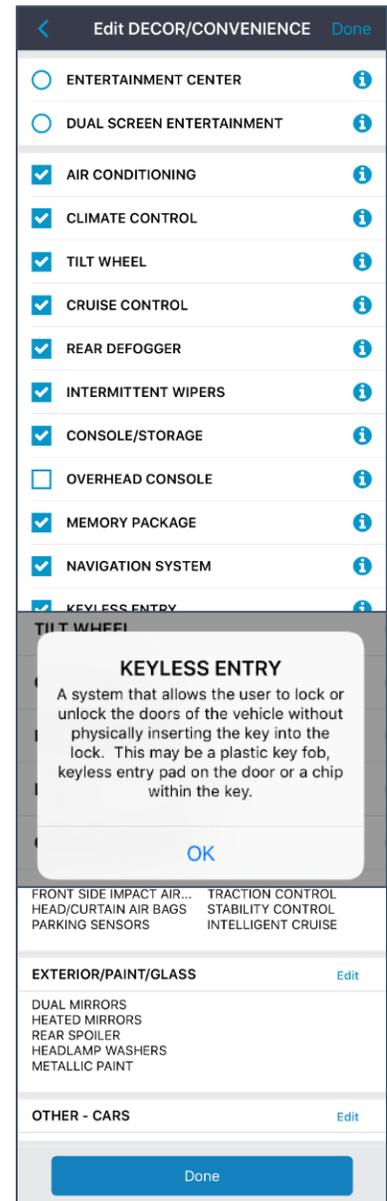
If the user taps Edit in the DÉCOR/CONVENIENCE section, for example, the associated option category screen opens (right).

The user should use the checkboxes towards the left edge of the screen to **select** and **deselect options**. Tapping **Done** in the upper right corner returns the user to the Select Options screen.

**Note:** To see a concise description of an option, the user taps the appropriate information icon towards the right edge of the option category screen (above right). The user taps **OK** to dismiss the description popup (right).

When the user is finished editing the vehicle's options, they tap the **Done** button at the bottom of the Review Equipment screen (right).

Upon tapping Done, the user returns to the Assigned Inspection screen (next page), and a green checkmark appears next to the Equipment section heading to indicate that section is complete.



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## CCC® Quick Valuation – Mobile App, Continued

### Condition Photos

The user taps the **Condition Photos** section heading on the Assigned Inspection screen (right) to begin the final inspection step.

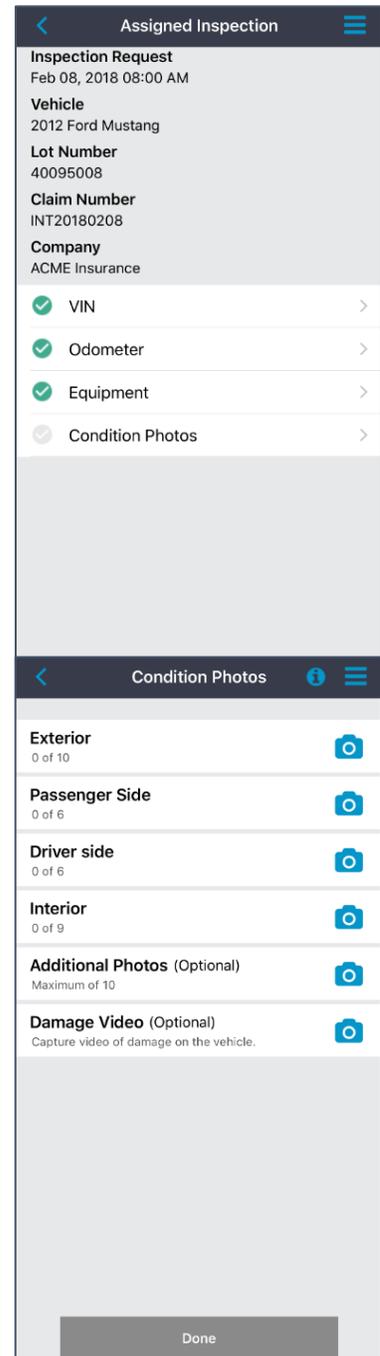
A popup advises the user to remove the vehicle's seat covers, steering wheel cover, all floor/carpet mats, and any personal items that might obstruct the camera's view of the vehicle's interior. The user is also advised to take each photo to the best of their ability, as the vehicle's condition might make some photos difficult to capture. The user taps this popup to dismiss it.

The Condition Photos screen opens (below right).

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

The user taps on a section label to begin taking the associated photos, and the user must complete the four required sections before the Done button is enabled.

See page 11 for a list of the required photos and page 12 for photo capture instructions.



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## CCC® Quick Valuation – Mobile App, Continued

### Condition Photos, continued

While carriers can configure the required Condition Photos, i.e. choose which photos must be captured by the user, the default **required** photos are (again, Additional Photos and Damage Video are optional):

Exterior	Passenger Side	Driver Side	Interior
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			

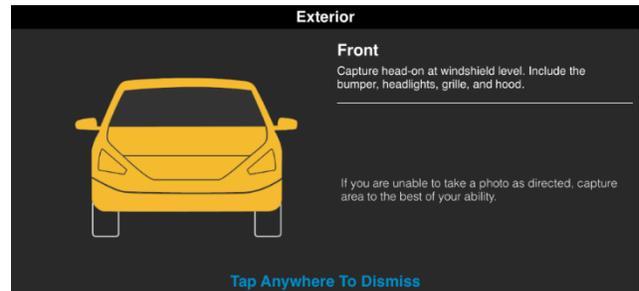
\*Before capturing the Interior photos, the user is asked via a popup box whether the vehicle has a third row of seats; if they answer in the affirmative, two additional photos are required.

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## CCC® Quick Valuation – Mobile App, Continued

### Condition Photos, continued

When the user taps the Exterior section heading on the Condition Photos screen, for example, the first required photo is “Front”. If the user has enabled Photo Guidance, an instructional screen appears (right). The user taps this screen to dismiss it.



The user positions themselves relative to the vehicle as directed by the instructions and taps the **circle button** to capture the photo.



The user taps **Use Photo** to advance to the next required photo in a section.



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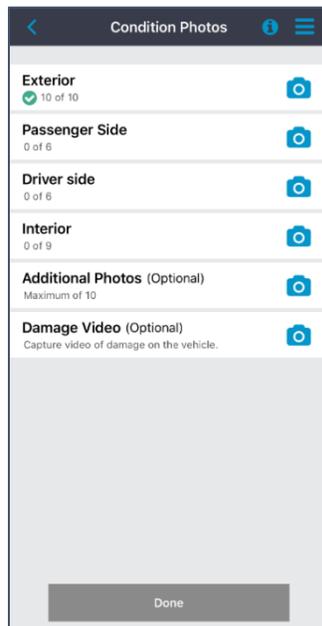
## CCC® Quick Valuation – Mobile App, Continued

### Condition Photos, continued

Once the user captures each of the required photos in a section, a review screen appears (right). The user can tap on a thumbnail to retake that photo.

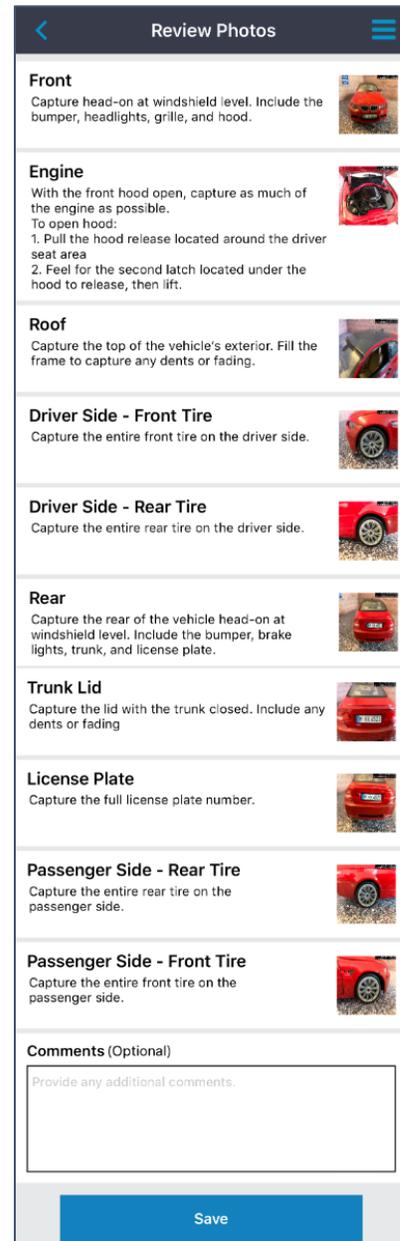
If desired, the user can enter comments in the **Comments** field towards the bottom of the screen.

The user taps the **Save** button to return to the Condition Photos menu screen (below).



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

Once the user completes the four required sections, the **Done** button at the bottom of the screen is enabled; the user can tap this button to conclude their inspection—they return to the Assigned Inspection screen where the Submit Inspection button is enabled (see page 17)—or they can add Additional Photos (page 14) and/or a Damage Video (pages 15 and 16), both of which are optional.



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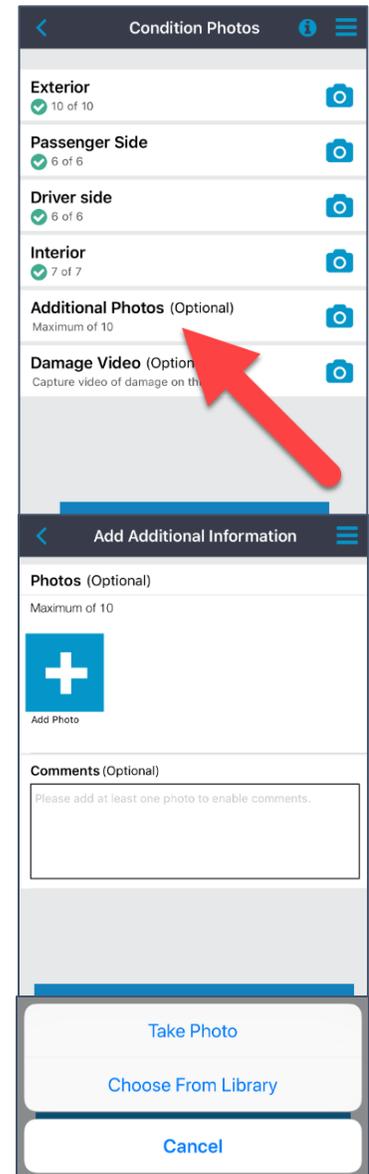
## CCC® Quick Valuation – Mobile App, Continued

### Additional Photos (Optional)

The user can include up to 10 additional photos if they desire. To include additional photos, the user taps **Additional Photos** on the Condition Photos menu screen.

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

Upon tapping the plus icon, a popup appears; the user taps **Take Photo** to take a photo within the app, **Choose From Library** to upload a photo from their mobile device’s photo library, or **Cancel** to dismiss the popup. When finished, the user taps **Save** on the Add Additional Information screen pictured above to return to the Condition Photos screen.



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## CCC® Quick Valuation – Mobile App, Continued

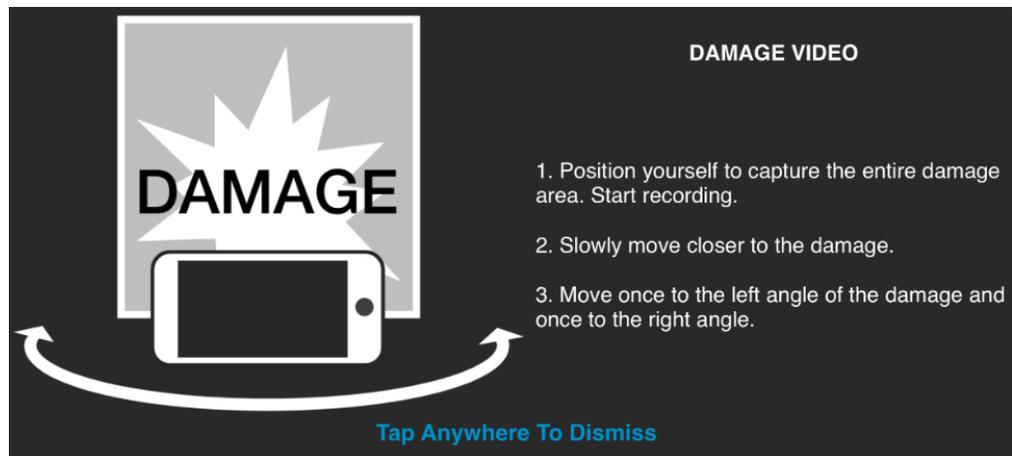
### Damage Video (Optional)

The user can include a video of the vehicle if they desire. To include a video, the user taps **Damage Video** on the Condition Photos menu screen.

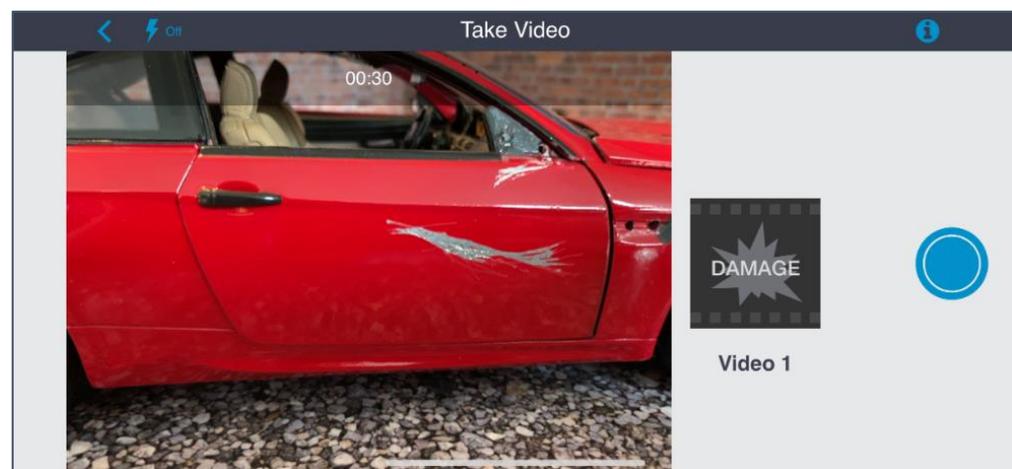
The user taps **OK** in the popup to grant the app access to their device's microphone; this allows the salvor to narrate their video while recording. (The user must grant this permission in order to record video.)



The user is provided instructions for video capture:



Upon tapping the instructional screen to dismiss it, the user taps the **circle button** to begin recording:

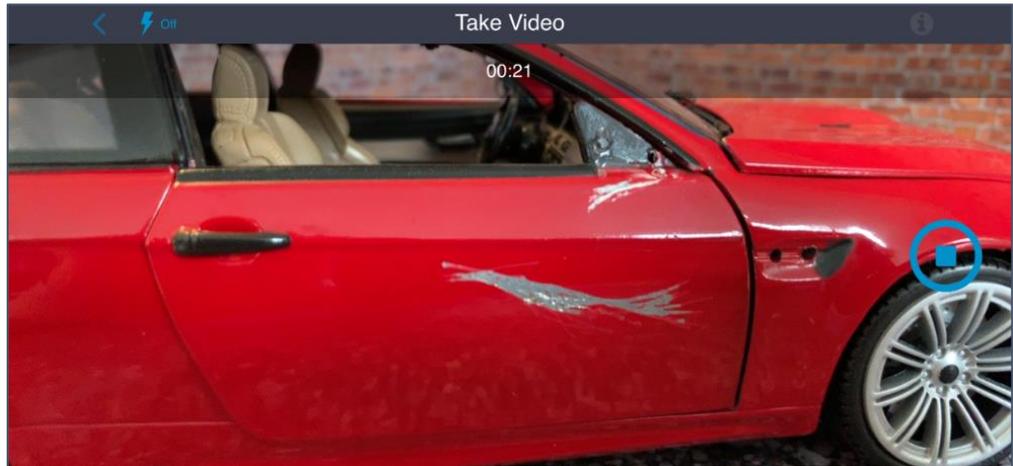


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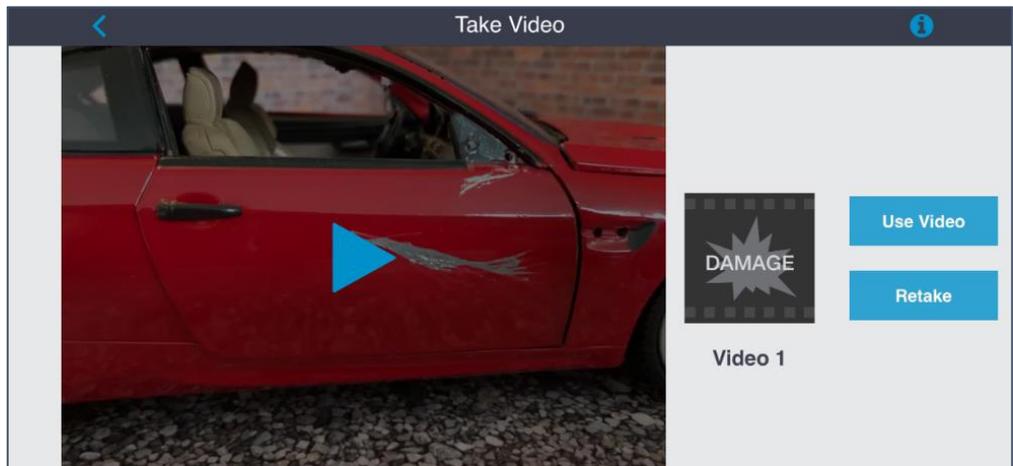
## CCC® Quick Valuation – Mobile App, Continued

### Damage Video (Optional), continued

The user taps the **stop button** to the right edge of the screen to end the recording, though the app will automatically stop recording after 30 seconds:



The user then taps **Use Video** to advance to the Condition Photos screen, where they tap the Done button to advance to the Assigned Inspection screen (page 17), or **Retake** to retake the video (they can review their video before making a decision by tapping the **play icon** in the center of the screen):



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## CCC® Quick Valuation – Mobile App, Continued

### Submit Inspection

Once the user has completed the four required sections, a green checkmark appears next to each section heading.

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

The inspection information is submitted to the carrier. The vehicle condition photos appear in the claim folder on the CCC® Portal and are accessible under the Images tab; they also can be viewed via the Virtual Inspection platform.

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.

