# **CCC® Quick Valuation – Mobile App**

**Introduction** The CCC<sup>®</sup> 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 & PhotoAfter the user downloads and launches the app,Guidancethey are prompted to login. The user enters their<br/>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.





Enter Salvage The user arrives to the Enter Salvage Yard Yard Number 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.

Inspections	
Salvage Yard: 81	
Search by vehicle, claim number, or insurance	
Vehicle: 2012 Ford Mustang Claim Number: INT20180208 Lot Number: 40095008 Company:	Thu, 02/8 >
Vehicle: 2012 Ford Mustang Claim Number: INT_03012018 Lot Number: 40103468 Company:	Thu, 03/1 >
Vehicle: 2012 Ford Mustang Claim Number: INT_03022018 Lot Number: 40104058 Company:	Fri, 03/2 >
Vehicle: 2012 Ford Mustang Claim Number: SAL_INT_03122018 Lot Number: 40106878 Company:	Mon, 03/12 >
Vehicle: 2012 Ford Mustang Claim Number: INT_SAL_03142018 Lot Number: 40107608 Company:	Wed, 03/14 >
Vehicle: 2012 Ford Mustang Claim Number: INT_SAL_03192018	Map 02/10 \
New In Progress	Submitted

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.

Vehi 2012 Lot I 4009 Clair INT2 Com ACM	cle Ford Mustang Number 5008 n Number 0180208 ipany E Insurance	
	VIN	>
	Odometer	>
	Equipment	>
	Condition Photos	>

Continued on next page

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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.







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

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



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Odometer If Photo Guidance is turned on, an instructional screen appears and Capture, contains information about capturing a photo of the vehicle's odometer. continued 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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Retake Photo



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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.



< Review	w Equipment 🗧
Review and edit for ad items selected but no	dditional items or remove t present on your vehicle.
TRANSMISSION	Edit
AUTOMATIC TRANSMIS 6 SPEED TRANSMISSION OVERDRIVE	SION V
POWER	Edit
POWER STEERING POWER BRAKES POWER WINDOWS POWER LOCKS POWER MIRRORS POWER DRIVER SEAT POWER PASSENGER SE	POWER TRUNK/ GATE RELE
DECOR/CONVENIENC	E Edit
AIR CONDITIONING CLIMATE CONTROL TILT WHEEL CRUISE CONTROL REAR DEFOGGER INTERMITTENT WIPERS CONSOLE/STORAGE	MEMORY PACKAGE NAVIGATION SYSTEM KEYLESS ENTRY TELESCOPIC WHEEL MESSAGE CENTER HOME LINK WOOD INTERIOR TRIM
SEATING	Edit
CLOTH SEATS BUCKET SEATS LEATHER SEATS HEATED SEATS	
RADIO	Edit
AM RADIO	SATELLITE RADIO

### 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).



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.



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.





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 -	Rear Seat	Front Seat	Windshield
Front Lire			
Driver Side –	Rear Floor	Front Floor	Oil Change Sticker
Rear Tire			
Rear	Rear Door Interior	Front Door Interior	Dashboard
Trunk Lid			Headliner
License Plate			Third Row Seats*
Passenger Side –			Third Row Floor*
Rear Tire			
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.

**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.





**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).

<	Condition Photos	0 ≡
Exterior 10 of 10		٥
Passenger 0 of 6	Side	o
Driver side	)	o
Interior 0 of 9		o
Additional Maximum of 1	Photos (Optional)	O
Damage V Capture video	ideo (Optional) of damage on the vehicle.	٥
-		_
	Done	

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

**Review Photos** Front Capture head-on at windshield level. Include the bumper, headlights, grille, and hood Engine With the front hood open, capture as much of the engine as possible To open hood 1. Pull the hood release located around the driver 2. Feel for the second latch located under the hood to release, then lift. Roof Capture the top of the vehicle's exterior. Fill the frame to capture any dents or fading. Driver Side - Front Tire Capture the entire front tire on the driver side Driver Side - Rear Tire Capture the entire rear tire on the driver side Rear Capture the rear of the vehicle head-on at windshield level. Include the bumper, brake lights, trunk, and license plate. Trunk Lid Capture the lid with the trunk closed. Include dents or fading License Plate Capture the full license plate number. Passenger Side - Rear Tire Capture the entire rear tire on the passenger side. Passenger Side - Front Tire Capture the entire front tire on the passenger side. Comments (Optional) Save

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.

Additional

(Optional)

Photos

The user can include up to 10 additional Condition Photos photos if they desire. To include additional photos, the user taps Additional Photos on Exterior 0 🔿 10 of 10 the Condition Photos menu screen. Passenger Side 0 🔿 6 of 6 Driver side 0 🔿 6 of 6 Interior 0 💽 7 of 7 Additional Photos (Optional) 0 Maximum of 10 Damage Video (Option 0 Capture video of da The Add Additional Information screen opens. Add Additional Information The user taps the **plus ("+") icon** to add Photos (Optional) photos. (Comments can also be added in the Maximum of 10 Comments field.) Comments (Optional) Upon tapping the plus icon, a popup appears; **Take Photo** the user taps Take Photo to take a photo within the app, Choose From Library to **Choose From Library** upload a photo from their mobile device's Cancel 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

Continued on next page

Condition Photos screen.

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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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):



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<sup>®</sup> 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.

