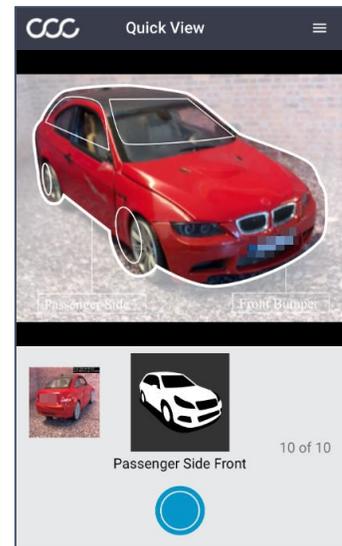


CCC® Quick View

Introduction

CCC® Quick View is an HTML5 web-based application created by CCC for standard and non-standard insurance carriers. Carriers can invite their customers or potential customers to use the app to capture and submit photos of their vehicle and any related documentation. Carriers then use these images and documents for underwriting purposes and/or for possible fraud detection (e.g. to spot existing/prior damage).

This job aid explains how consumers use the Quick View web app (**pages 1-6**) and details how an insurance company representative views submitted photos and describes the subsequent actions the representative can take in the CCC Portal (**pages 7-10**).



Quick View can be customized to include a carrier's logo and brand colors. This job aid contains generic images of a non-branded version of the web app.

Device Requirements:

iOS: OS version 11 and above and the Safari browser.

Android: Chrome version 53 and above.

Tip: As the consumer captures their vehicle photos, an overlay appears (pictured above) that helps them position their vehicle correctly in the frame.

Language

CCC® Quick View will display in either **English** or **Spanish**, this is based on the user's primary language setting. The Language preference cannot be changed within the web app.

Continued on next page

CCC® Quick View, Continued

**HTML5 Web
App –
Consumer**

The consumer should follow these steps to capture and upload their photos.

Step	Action	
1	<p>The consumer receives their invitation from the carrier via email or text message. Select the link contained in the message to open Quick View on the device’s browser.</p> <p>Note: Users on iOS 12 must select and hold a text message invitation to activate the hyperlink.</p>	
2	<p>The web app opens in the mobile device’s browser.</p> <p>The Policy Number and Last Name fields are pre-populated.</p> <p>The user must select the checkbox next to the Terms of Use and Privacy Policy statement. Select the Sign In button to continue. (The user is notified on this screen if there are any browser or OS compatibility issues.)</p>	
3	<p>The Camera & Location Permissions page opens. Select the Enable Permissions button.</p>	

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CCC® Quick View, Continued

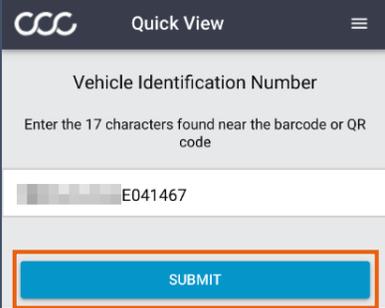
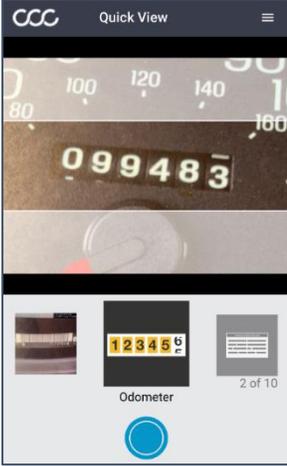
HTML5 Web App – Consumer, continued

Step	Action
4	<p>Grant permission in the two popups.</p> <p>Examples:</p> <div style="display: flex; justify-content: space-around;"> <div data-bbox="875 401 1127 558"> </div> <div data-bbox="1148 401 1425 558"> </div> </div>
5	<p>Select how the VIN will be entered (Barcode, QR Code, or Manual entry). After device permissions have been granted, the VIN photo capture screen (right) opens. Begin the photo capture sequence.</p> <p>To capture a photo, position the vehicle part or document, indicated by the icon above the blue circle button, in the frame. Select the blue circle button.</p> <div data-bbox="1089 579 1425 1129"> </div>
6	<p>The user is asked whether they'd like to Retake or Use the captured photo.</p> <p>If satisfied with the captured photo, select the Use Photo button to proceed to the next required photo.</p> <div data-bbox="1089 1150 1425 1690"> </div>

Continued on next page

CCC® Quick View, Continued

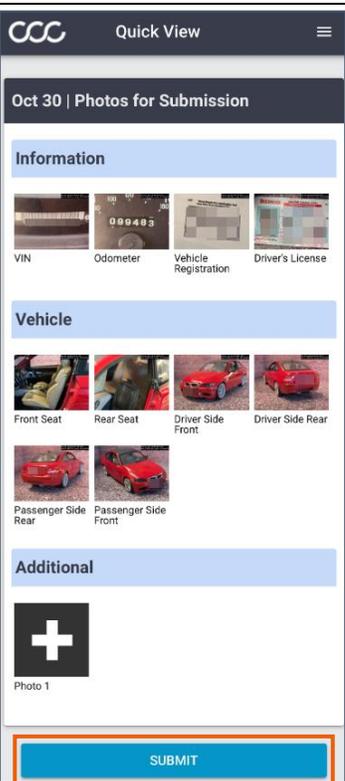
HTML5 Web
App –
Consumer,
continued

Step	Action																						
7	<p>After capturing the VIN photo, the consumer is prompted to manually enter their VIN. Once typed in, select Submit to continue.</p> 																						
8	<p>Next, the user is prompted to capture a photo of the odometer.</p> <p>Once the odometer is in the frame, select the blue circle to capture the photo.</p> <p>Select the Use Photo button on the next screen to proceed.</p> 																						
9	<p>Continue the photo capture sequence. The entire sequence contains 10 photos.</p> <table border="1" data-bbox="586 1272 1422 1675"> <thead> <tr> <th>Number</th> <th>Item</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>VIN</td> </tr> <tr> <td>2</td> <td>Odometer</td> </tr> <tr> <td>3</td> <td>Vehicle Registration Card</td> </tr> <tr> <td>4</td> <td>Driver's License</td> </tr> <tr> <td>5</td> <td>Vehicle Interior – Front Seat</td> </tr> <tr> <td>6</td> <td>Vehicle Interior – Rear Seat</td> </tr> <tr> <td>7</td> <td>Vehicle Exterior – Driver Side Front</td> </tr> <tr> <td>8</td> <td>Vehicle Exterior – Driver Side Rear</td> </tr> <tr> <td>9</td> <td>Vehicle Exterior – Passenger Side Rear</td> </tr> <tr> <td>10</td> <td>Vehicle Exterior – Passenger Side Front</td> </tr> </tbody> </table>	Number	Item	1	VIN	2	Odometer	3	Vehicle Registration Card	4	Driver's License	5	Vehicle Interior – Front Seat	6	Vehicle Interior – Rear Seat	7	Vehicle Exterior – Driver Side Front	8	Vehicle Exterior – Driver Side Rear	9	Vehicle Exterior – Passenger Side Rear	10	Vehicle Exterior – Passenger Side Front
Number	Item																						
1	VIN																						
2	Odometer																						
3	Vehicle Registration Card																						
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10	Vehicle Exterior – Passenger Side Front																						

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CCC® Quick View, Continued

HTML5 Web App – Consumer, continued

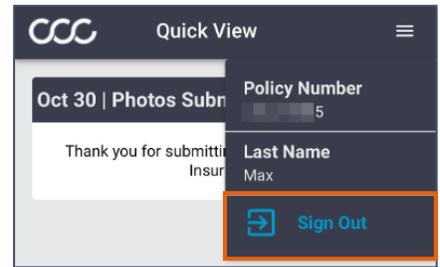
Step	Action	
10	<p>Once the final photo is captured in the sequence, Passenger Side Front, select the Use Photo button. The Continue button will appear.</p> <p>Select Continue to advance.</p>	
11	<p>The Photos for Submission review screen opens.</p> <p>The user has several options here:</p> <ul style="list-style-type: none"> • Select a thumbnail to retake the corresponding photo. • Select the plus icon under the Additional heading to take and submit additional photos (photos cannot be attached from the device's image gallery). • Select Submit at the bottom of the screen to send the captured photos to the carrier. 	

Continued on next page

CCC® Quick View, Continued

HTML5 Web App – Consumer, continued

Step	Action
12	<p>Upon selecting Submit, the user sees the Photos Submitted screen. At this point, the consumer's photos are available to the carrier via the CCC Portal.</p> <p>If desired, the user can logout by selecting the tribar in the upper right corner and select Sign Out in the dropdown menu.</p>



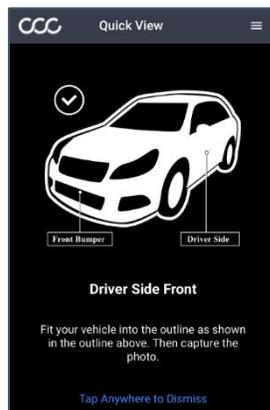
Screen Orientation

The Quick View web app is designed to be used in **portrait mode**, i.e. with the device held vertically. If the device is held horizontally, this message will display: Please position your phone in portrait (vertical).

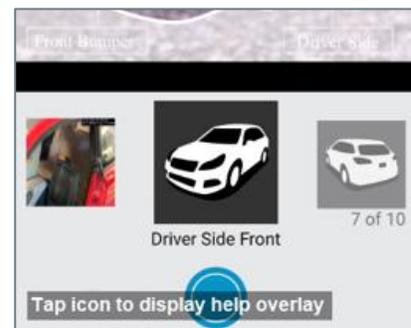


Help Overlay Screens

The user can select an icon above the **blue circle** (right) on any photo-capture screen to see a help overlay screen (left) that contains instructions for capturing a given photo.



Select the overlay to dismiss it and return to the photo capture screen.



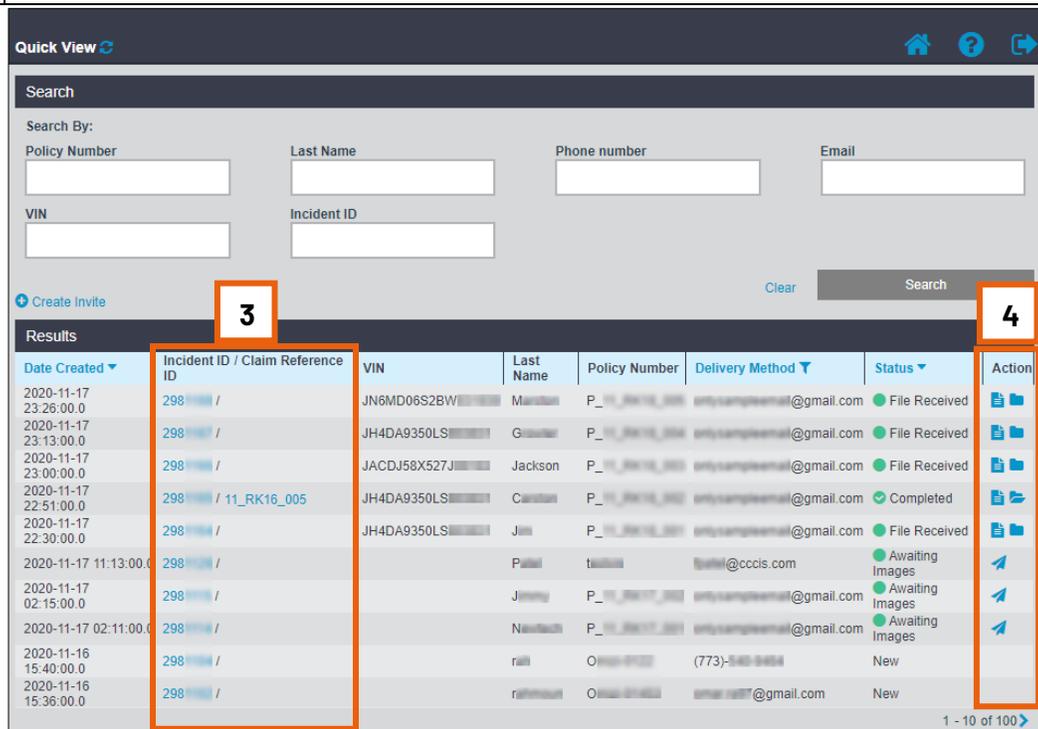
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CCC® Quick View, Continued

Insurance Co. User – Portal Follow these steps to access the photos submitted by a consumer via the Quick View web app:

Step	Action
1	Log in to mycccportal.com .
2	Select the Quick View link under the Incident Management heading in the left side panel. The Quick View page opens. <div style="border: 1px solid gray; padding: 5px; margin-top: 10px;"> <p>Incident Management</p> <ul style="list-style-type: none"> Accident Advisor Search for Incident Folder Manage Tow Assignment Quick View Video Chat </div>
3	Select the link in the Incident ID/ Claim Reference ID column to access the Incident Folder and Claim Folder. See page 8 for a sample Incident and Claim areas.
4	Select the document icon  in the Action column, to open the Quick View Report PDF. See page 9 for a sample of the report.

To view a .pdf containing the images submitted by the consumer, along with heatmaps of any vehicle damage, locate the appropriate **claim/incident** by either utilizing the search functionality at the top of the screen or by identifying the claim/incident from the **Results** list.



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CCC® Quick View, Continued

**Incident ID/
Claim
Reference ID** The **Incident Folder** sample summary:

The screenshot displays the 'Incident Folder' interface. On the left is a 'Quick Search' sidebar with a search box for 'Incident ID / Reference ID' and 'Clear' and 'Search' buttons. The main content area is titled 'Incident Summary (298 | SH)'. It features a grid of key information: Incident Source (Quick View), Incident Status (File Received), Date and Time (11/18/2020 05:16), Name (Soft Newton), Year/Make/Model, VIN (JH4NA1150NT), Odometer, and Contact (o@gmail.com). Below this are tabs for 'DETAILS', 'MEDIA', and 'DOCUMENTS'. The 'Associated Incident' section has a table with columns ID, Date, Incident Source, and Status, and a '+ Add Associated Incident or Claim' link. The 'Notes' section has a table with columns Date, From, Description, Priority, and Actions, and a '+ Add Note' link. The 'History' section has a table with columns Date, From, and Description, listing two entries from 11/18/2020 with 'File Received' descriptions. The footer contains copyright information: '© 2003 - 2020 CCC Information Services Inc. All rights reserved.' and the website 'www.cccis.com'.

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CCC® Quick View, Continued

Insurance Co. User – Portal,
continued

A PDF report sample (final report layout might vary slightly).



Quick View Report

CCC INS COMPANY
Incident ID: 1234

 **VEHICLE**

Date	Time	Policy #	VIN
11/14/2018	1:15 p	123	12345678899000

 **VEHICLE OWNER**

First	Last
John	D.

 **VEHICLE PHOTOS**



VIN



Odometer



Vehicle
Registration



Driver's License



Front Seat



Rear Seat



Driver Side
Front



Driver Side Rear



Passenger Side
Rear



Passenger Side
Front



Driver Side
Front



Passenger Side
Rear

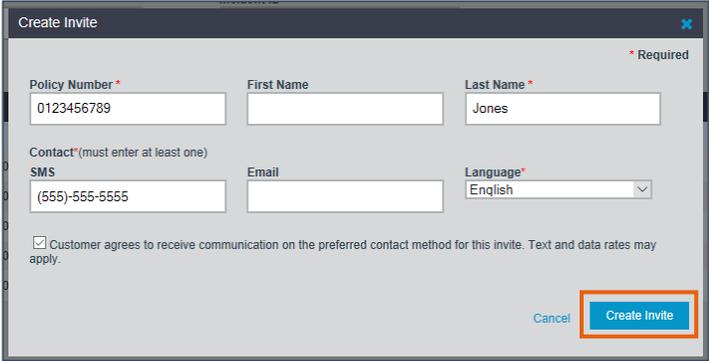
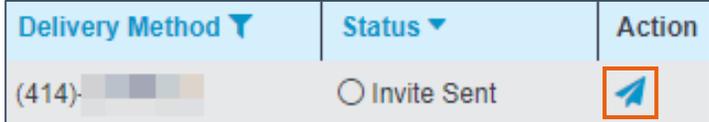
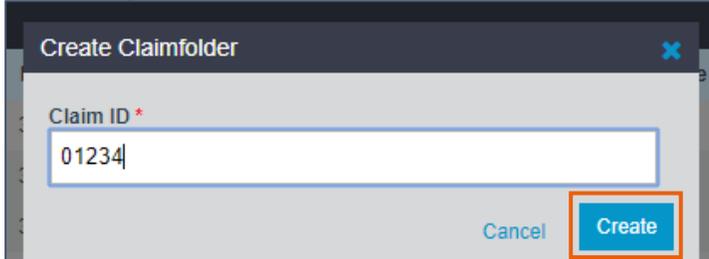
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Page 1 of 2

Continued on next page

CCC® Quick View, Continued

Other Available Insurance Co. User Actions – Portal

<p>Create/Send a Quick View Invitation</p>	<p>To create and send a Quick View invitation, select the Create Invite link above the results list. Complete the fields in the popup that opens (required fields are marked with an asterisk). Select the checkbox and select Create Invite in the lower right corner.</p> 
<p>Resend a Quick View Invitation</p>	<p>To resend an invitation, select the paper plane icon in the Action column:</p> 
<p>Convert to Claim Folder</p>	<p>To convert an incident to a Claim Folder, first select the folder icon in the Action column:</p>  <p>Then assign a Claim ID and click Create:</p> 

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CCC® Quick View, Continued

Red Flag Detection

Red Flag Detection occurs after a consumer submits their photos. Several things can trigger a **Red Flag Detection** and they're weighted to create a **Red Flag Score**. The weight for each type can be configured.

Type	Weight (from 0 to 100)
Vehicle Damage Detected	Configurable
Photo Zip code Different from Policy Zip code	Configurable
VIN does not match with Policy VIN	Configurable
Threshold Value	Configurable

If an incident meets the configured Red Flag Score, an e-mail is triggered to the consumer. It will indicate what their red flag score is.
