

CCC® Quick Estimate for Non-Standard Vehicles

Introduction The Quick Estimate (“QE”) HTML5 web application for Non-Standard Vehicles allows consumers to capture photos of their damaged vehicle(s) and to submit these photos to their insurance carrier, who in turn creates an estimate based on these photos (the estimate can be sent to the consumer via the web app). The web app allows a consumer to submit photos quickly and conveniently through their device’s web browser without having to install an app onto their mobile device. (See next page for a consumer workflow diagram.)

Note: All images in this job aid were captured on an iOS device.

Vehicle/Claim Types This version of QE is triggered based on the **Claim Type** selected in the Appraisal Assignment, though the same “dummy appraiser” should be selected (varies by carrier). Any of the following Claim Types will trigger the QE for Non-Standard Vehicles web app:

- Bus • Emergency • Heavy Equipment • Heavy Truck
 - Motorcycle • Other • Recreational Vehicles & Campers
 - Sport/Off Road • Trailer • Watercraft
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Language The text within the web app will display in either English or Spanish depending on the user’s phone settings, i.e., the web app detects and uses whichever language is set as the device’s primary language.

Note: Language preference cannot be changed within the web app; the user must adjust their preference via their device’s Settings app.

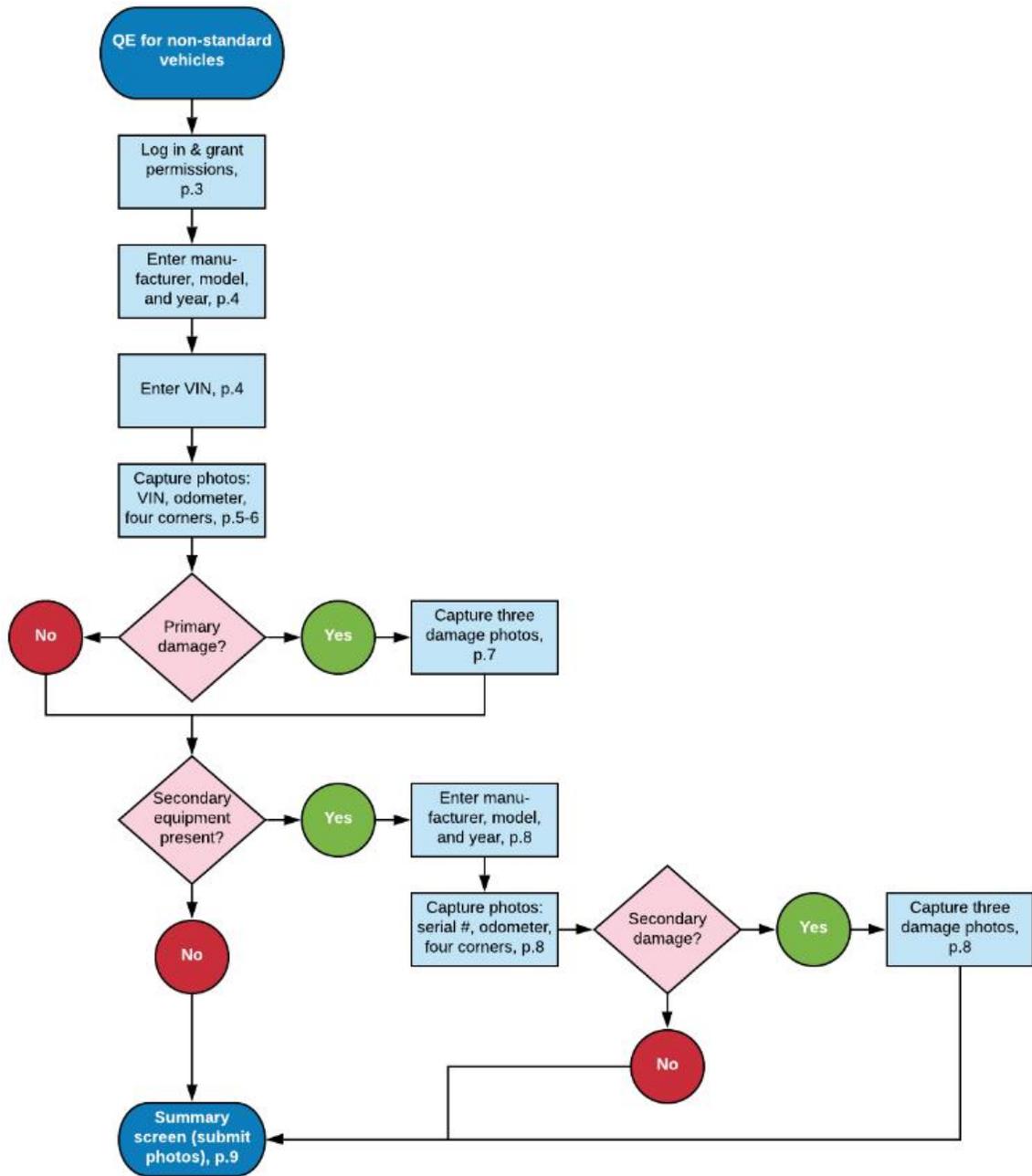
Device & Browser Requirements **Android** devices with Chrome version 53 or higher are fully compatible. **iPhone** users must be on iOS 11 or above to use the web app. Additionally, iOS users must use the Safari web browser.

Screen Orientation The consumer must hold their device in **portrait mode** while using the web app, i.e., vertically, and not horizontally.

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Consumer Workflow



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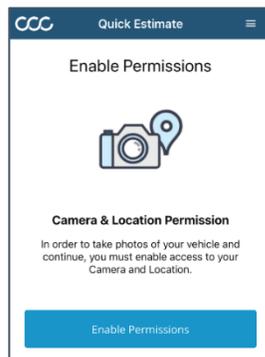
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Access, Log In, and Device Permissions

Once the carrier determines the vehicle owner is eligible to use the Quick Estimate for Non-Standard Vehicles HTML5 web app, the vehicle owner is sent an access link (URL) via text message or email.

When the user taps this link, they arrive to the Quick Estimate landing page (right); the user's login information (i.e., Claim Number and Last Name) is auto populated, and these fields cannot be edited.

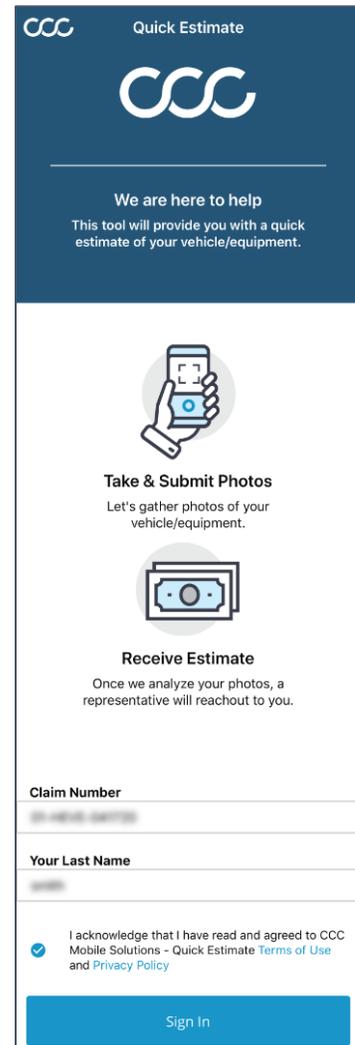
The user must tap the **radio button** next to the Terms of Use and Privacy Policy statement and then tap the **Sign In** button. The Enable Permissions page opens.



At this point, the user is prompted to grant two device permissions: **Camera** (required) and **Location** (not required). To do this, the user taps the **Enable Permissions** button (left) and then taps Allow in the Camera popup and

Allow in the Location popup.

Note: Insurance carriers can choose to send consumers login and photo upload reminders via email and/or text message. Consumers can opt out by tapping/clicking the **unsubscribe link** in an email or by replying with **"STOP"** to a reminder text message.



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Primary Vehicle/Equipment Information & VIN Entry

Next, the consumer is prompted to enter information about their primary vehicle or equipment. The user taps in each field to open an on-screen keyboard that allows them to enter **Manufacturer**, **Model**, and **Year** info (right).

The **Next** button is enabled once at least two (2) characters have been entered in the Manufacturer field. The user taps it to proceed.

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Primary Vehicle/Equipment Information

Review the primary vehicle/equipment Information.

Manufacturer
Honda

Model
Civic

Year
2015

Next

The consumer then enters the vehicle/equipment **VIN** by tapping the empty field and using the onscreen keyboard.

Once at least eight (8) characters have been entered, the **Continue** button is enabled. The user taps it to proceed.

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Provide your VIN

Vehicle Identification Number (VIN) for your primary vehicle/equipment, is a 17-character ID often found on the driver side door and/or the driver side interior frame.

Enter VIN Manually
XXXXXXXXXX

Enter minimum of 8 characters.

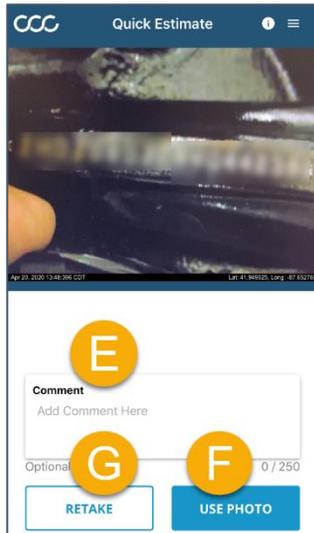
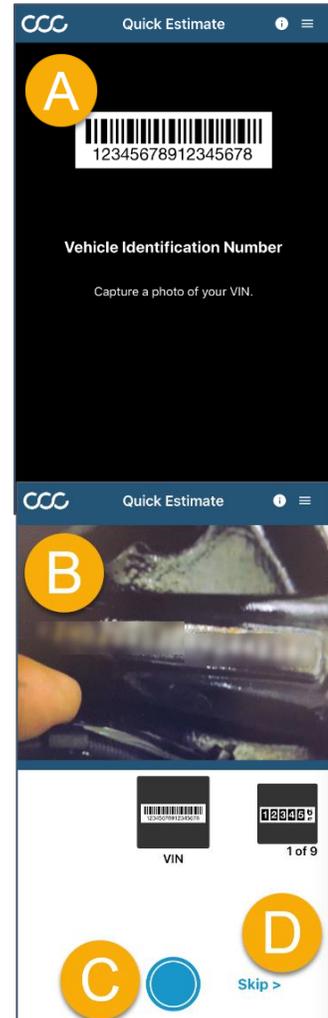
Continue

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Primary Photo Capture

The consumer now begins the photo capture process, which begins with a photo of the vehicle's/equipment's **VIN**. The user taps the **instructional screen (A)** to dismiss it, positions the VIN as guided **(B)**, and taps the **blue circle button (C)** to capture the photo. The user can tap Skip the VIN photo by tapping the **Skip link (D)**.



The user can add a **Comment (E)** if desired (up to 250 characters) and taps **Use Photo (F)** to advance. (They can tap **Retake (G)** to recapture the photo.)

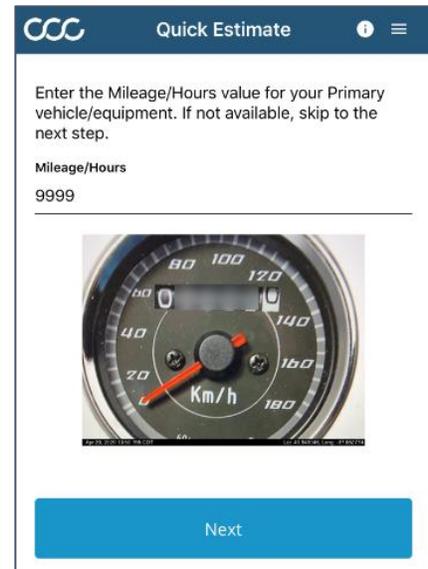
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Primary Photo Capture, cont.

Next, the consumer follows these same steps to capture their **Mileage/Hours**: tap the instructional screen to dismiss it, capture the odometer photo, and tap **Use Photo**.

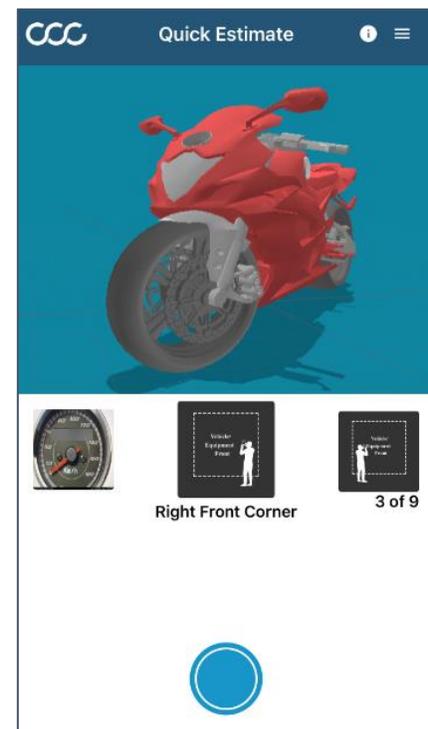
The user is asked to also **type out the Mileage/Hours** as captured in their photo. To do this, the user taps in the Mileage/Hours field (right), uses the onscreen keyboard to enter the information, and taps the **Next** button. (The user can tap Next to advance without entering this information if it's unavailable to them.)



The user follows these same steps to capture the remaining vehicle photos:

- **Right Front Corner**
- **Left Front Corner**
- **Right Rear Corner**
- **Left Rear Corner**

NOTE: When capturing photos, the user should position themselves relative to their vehicle/equipment as directed by the instructions and, when capturing the corner photos, should make sure the entire vehicle is in the photo viewer as pictured here. Guides/outlines are not displayed as to allow users to use the app for any non-standard vehicles or equipment.

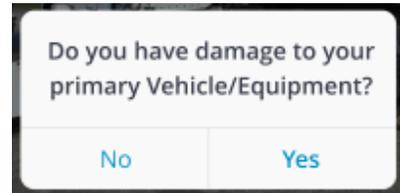


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Primary Photo Capture, cont.

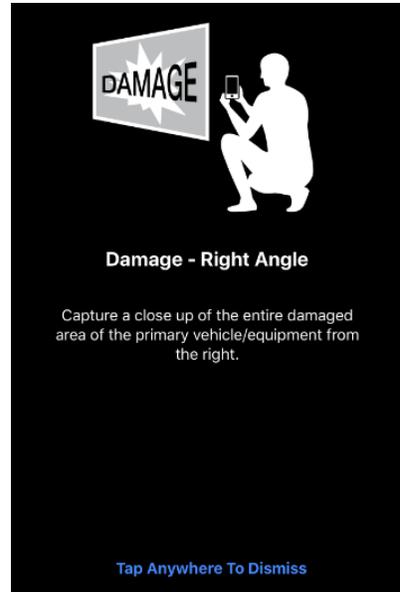
The user is next asked whether their primary vehicle/equipment is physically damaged (right).



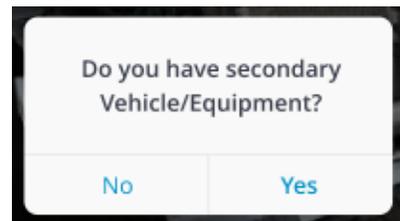
If the user taps **Yes**, they are prompted to take three additional photos:

- **Damage – Center**, i.e., straight on
- **Damage – from the Left Angle**
- **Damage – from the Right Angle**

The user then advances to the secondary vehicle/equipment prompt described below.



If the user taps **No** in the damage prompt pictured above, they immediately advance to the secondary vehicle/equipment prompt (right). Examples of secondary equipment include trailers, tanks, attachments (such as concrete mixers), etc.



If the user taps **No** in the secondary vehicle/equipment prompt, they immediately advance to the Summary screen from which they can submit their photos.

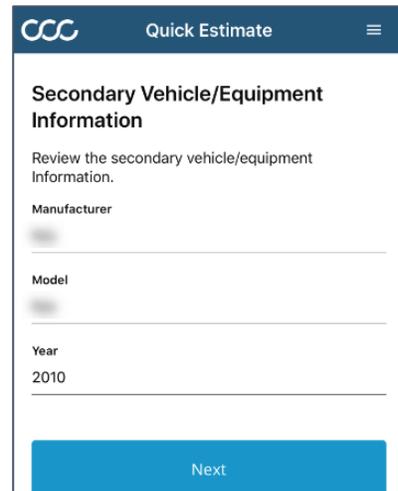
If the user taps **Yes**, they are prompted to enter details about and capture photos of the secondary equipment/vehicle (see next page).

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Secondary Photo Capture

If the user taps **Yes** in the **secondary Vehicle/Equipment** prompt pictured on the previous page, they next enter the **Manufacturer, Model, and Year** info for their secondary vehicle/equipment (right). A minimum of two characters must be entered in the Manufacturer field in order to advance.



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Secondary Vehicle/Equipment Information

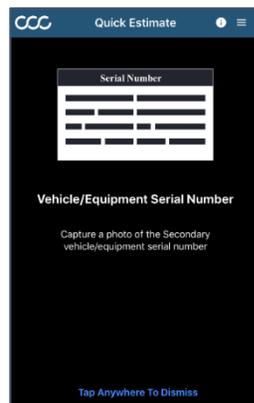
Review the secondary vehicle/equipment Information.

Manufacturer

Model

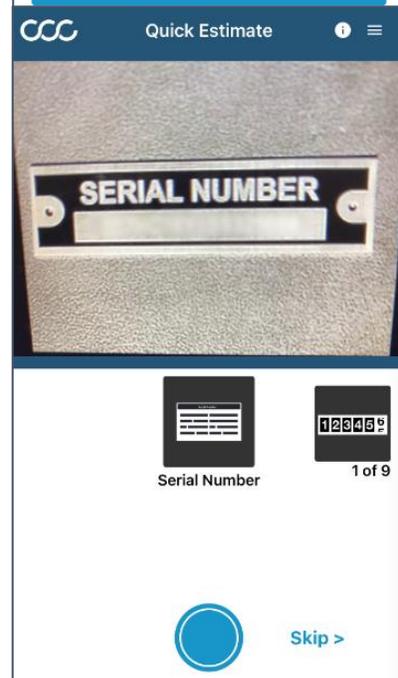
Year
2010

Next



The user next captures a photo of the secondary vehicle's/equipment's **Serial Number**, which is typically located on an ID tag. If the user is unable to capture this photo, they can tap **Skip** on the photo capture screen (right)

to advance.



As the user did with their primary vehicle/equipment, they next capture the following photos:

- Odometer (Mileage/Hours also typed in by the user [*optional*])
- Four corners (Right Front, Left Front, Right Rear, Left Rear)

The user is asked if there's **damage** to the secondary vehicle/equipment. If they select **No**, they advance to the Summary screen; if they select **Yes**, they capture three damage photos and then advance to the Summary screen.

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Summary Screen, a.k.a. Review Photos

The consumer has an opportunity to review – and, if necessary, retake – images before submitting them to the carrier.

Note: If Secondary Vehicle/Equipment photos were captured, they will also display on this screen.

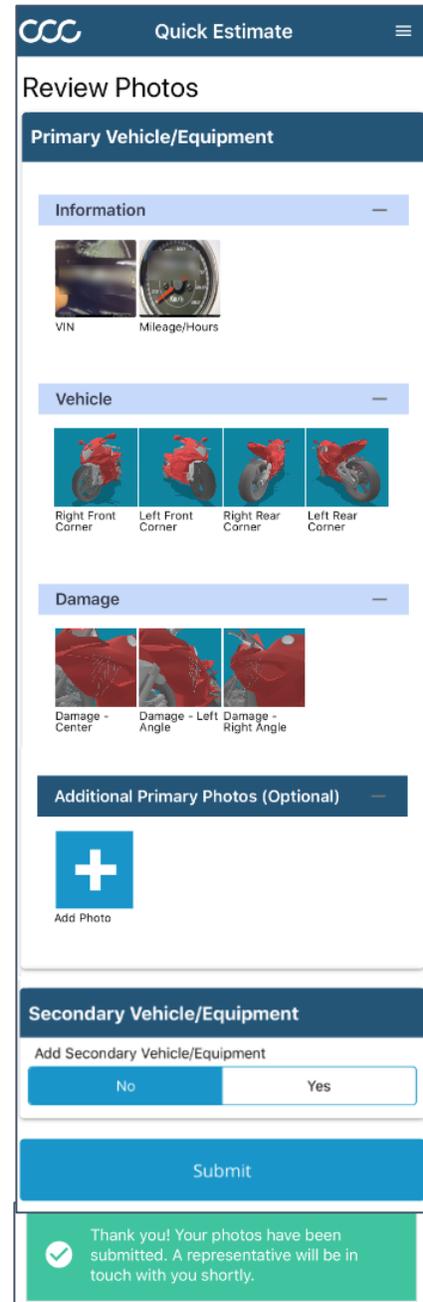
The user can tap any **thumbnail** to retake the corresponding photo.

The user can also tap the **plus icon** to take or upload additional photos (maximum number of additional photos will vary).

If the user did not capture **Secondary Vehicle/Equipment** photos during the initial workflow, they can tap **Yes** under that heading (pictured at right) and then tap the plus icon that appears to do so.

When the user is ready to submit their photos, they simply tap the blue **Submit** button at the bottom of the screen. A confirmation message appears (bottom right).

Note: To avoid failures when uploading photos, the user must maintain a consistent internet connection from the time they tap Submit until the upload is complete, i.e., the user should not move from cellular data connectivity to wi-fi connectivity or vice versa during the upload process.

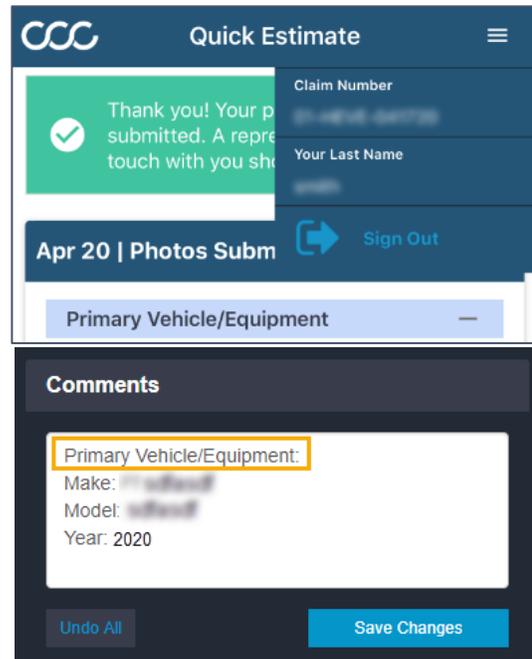


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Final Notes

The consumer can log out of the web app by tapping the **tribar** in the upper right corner and then tapping **Sign Out** in the menu that appears (right).



The consumer's photos are made available to the appraiser, who can access them in the Claim Folder and can use the **Virtual Inspection** tool in the CCC® Portal to view them while writing the estimate. Refer to the **Comments** section in Virtual Inspection (image above) for each photo to identify whether that photo is of the Primary or Secondary Vehicle or Equipment. **Note:** Appraisers can't issue photo retake requests for images submitted via the QE for Non-Standard Vehicles web app. Additionally, heatmaps, 3D photos, and Red Flag reporting are not available for non-standard vehicle claims.

The estimate can be returned to the consumer via the web app if that is part of a carrier's workflow. In such cases, the consumer will receive an email or text message notification containing a link that will take the consumer back into the web app so they can view their estimate PDF.

