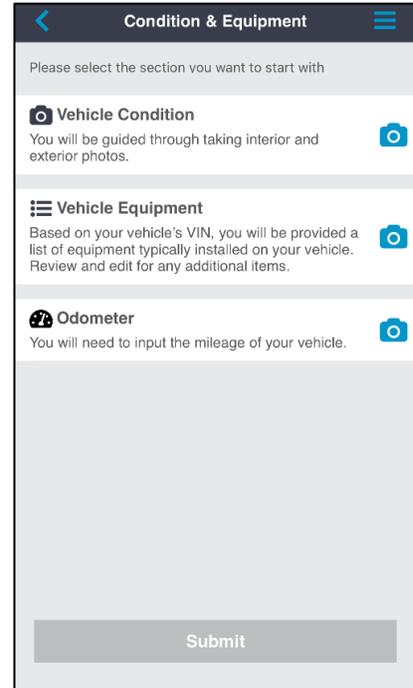


CCC® Quick Estimate: Quick Valuation

Introduction

CCC® Quick Estimate allows claimants to capture and submit to their insurance carrier photos, video, and/or a 3D image of vehicle damage. In turn, a carrier's desk appraiser can analyze this media and complete an estimate.

If, however, the carrier also subscribes to CCC's **Smart Total Loss™** service, this service analyzes the Quick Estimate photos upon submission; if the service predicts the vehicle is a total loss, the claimant is immediately asked to complete the Quick Valuation workflow, which allows them to use the CCC® Quick Estimate native app or HTML5 web app to capture additional vehicle condition photos, review their vehicle's equipment and features, and input their vehicle's mileage. This data is then sent to the carrier for review.



This job aid documents the Quick Valuation workflow for claimants.

Note: The instructions included in this document apply to **both** the CCC® Quick Estimate native app and CCC® Quick Estimate HTML5 web application.

For information on the Quick Estimate primary workflow, please consult the appropriate CCC® Quick Estimate job aid – Mobile application (native app) or HTML5 Web Application.

Continued on next page

CCC® Quick Estimate: Quick Valuation, Continued

Device & Browser Requirement

To use the CCC® Quick Estimate HTML5 web application, the following device & browser **requirements** must be met:

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. VIN scan is supported for iOS 11.3 and above; other users must manually enter their VIN when prompted. Additionally, iOS users must use the Safari web browser.

Condition & Equipment Menu Screen

If CCC's Smart Total Loss service suspects the claimant's vehicle is a **total loss**:

If the claimant **closed CCC® Quick Estimate** prior to photo upload completion and notifications are enabled on the mobile device:

Native App: The claimant will receive the notification: "Additional Photos Required". The claimant re-opens CCC® Quick Estimate to begin the Quick Valuation workflow. *(Continue to page 3)*

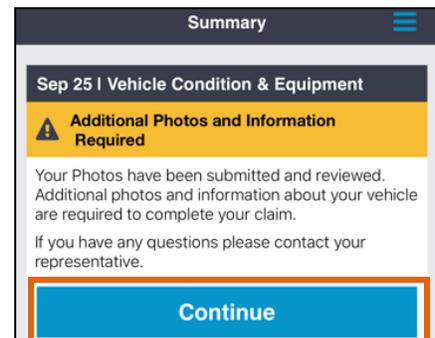
HTML5 web application: The claimant will be notified via their requested method of communication (text or email): "Additional Photos Required". The claimant re-opens CCC® Quick Estimate to begin the Quick Valuation workflow. *(Continue to page 3)*

If the claimant **kept CCC® Quick Estimate open** after submitting their vehicle damage media:

The claimant will receive the following message on the Quick Estimate **Summary Screen** (right):

"Your photos have been submitted and reviewed. Additional photos and information about your vehicle are required to complete your claim. If you have any questions, please contact your representative."

Select the blue **Continue** button to begin the Quick Valuation workflow. *(Continue to page 3)*



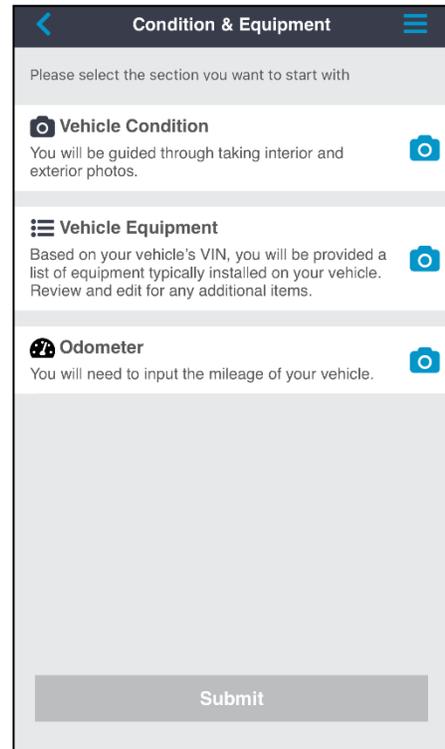
Continued on next page

CCC® Quick Estimate: Quick Valuation, Continued

Condition & Equipment Menu Screen, continued

The **Condition & Equipment** menu screen opens. The user **must** complete each of the three sections listed on the menu screen **before** the Submit button is enabled, i.e. all sections are mandatory. The sections can be completed in **any order**.

Note: The user can select the **blue tribar menu icon** in the upper right corner at any time during the process to view their **adjuster's** available **contact information**.



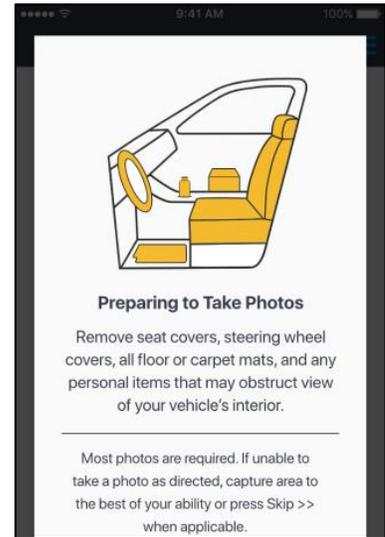
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CCC® Quick Estimate: Quick Valuation, Continued

Help Overlay Screens

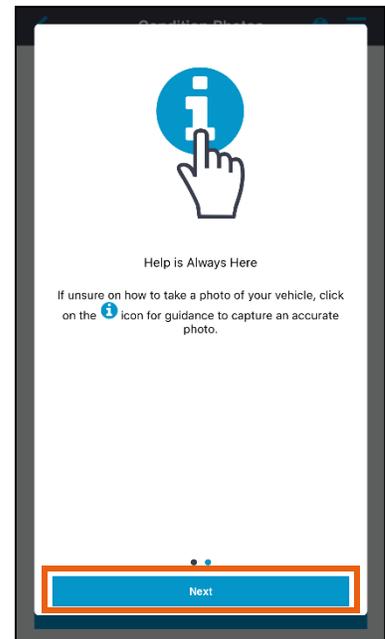
The **help overlay screen** opens. This overlay instructs the user to remove seat covers, steering wheel covers, floor mats, and any personal items prior to capturing their additional vehicle photos.

If the user swipes left on the first overlay screen, a second help screen appears.



This screen advises the user to select the **blue information icon** towards the upper right corner of the photo capture screens if they have questions during the capture process; upon selecting the **information icon**, the user is displayed instructions for photo capture (see example on page 5).

Select the blue **Next** button at the bottom of either overlay screen to **dismiss** the overlay and begin the Quick Valuation photo capture and information entry process.



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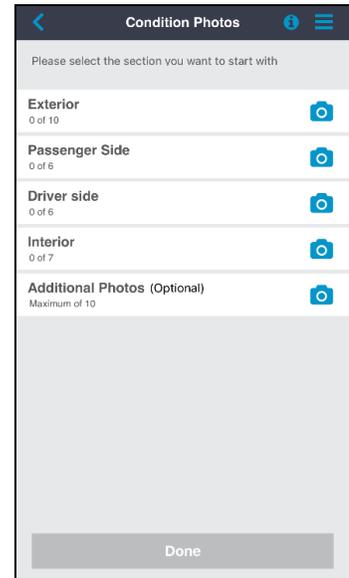
CCC® Quick Estimate: Quick Valuation, Continued

Vehicle Condition Photos

While the user can complete the three sections listed on the **Condition & Equipment** menu screen in any order, this job aid details them in this order: 1) Vehicle Condition Photos, 2) Vehicle Equipment, and 3) Odometer.

The **Condition Photos** screen opens after the user selects the **Vehicle Condition** option and **dismisses** the help overlay (again, assuming the claimant is completing the sections in the order they're listed).

While carriers can configure the required vehicle condition photos, i.e. choose which photos must be captured by the claimant, the default **required** photos are:



Exterior	Passenger Side	Driver Side	Interior	Additional
Front	Front Seat	Front Seat	Steering Wheel	Max of 10
Engine	Front Floor	Front Floor	Radio/Heat/AC	
Roof	Front Door Interior	Front Door Interior	Center Console	
Driver Side - Front Tire	Rear Seat	Rear Seat	Windshield	
Driver Side - Rear Tire	Rear Floor	Rear Floor	Oil Change Sticker	
Rear	Rear Door Interior	Rear Door Interior	Dashboard	
Trunk Lid			Headliner	
License Plate			Third Row Seats*	
Passenger Side - Rear Tire			Third Row Floor*	
Passenger Side - Front Tire				

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

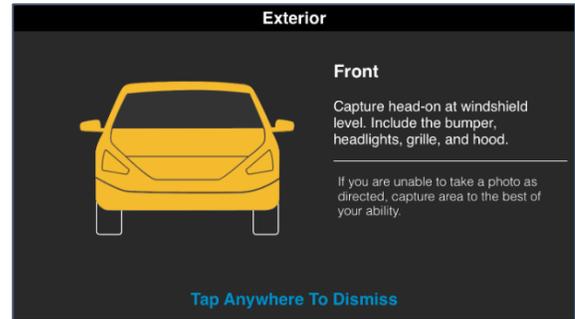
Continued on next page

CCC® Quick Estimate: Quick Valuation, Continued

Vehicle Condition Photos, cont.

The user selects a **section heading** on the **Condition Photos** screen (see previous page for image) to begin capturing photos.

Instructions are provided for each photo to be captured. If, for example, the user selects the Exterior section heading, the Exterior > Front overlay (above) instructs them to “capture head-on at windshield level. Include the bumper, headlights, grille, and hood.” The area of the vehicle to be captured is highlighted in **yellow**.

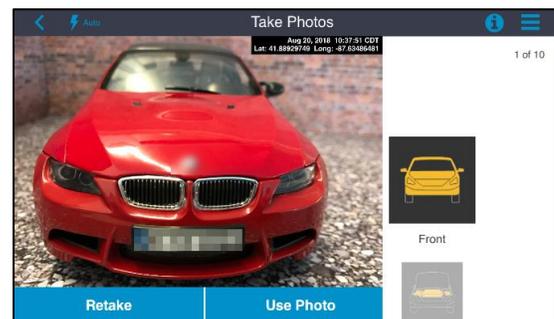


Select the instructional screen to dismiss it.

Upon dismissing the instructional screen, the **Take Photos** screen opens. Positions the phone/camera as directed and select the **blue circle button** to capture the photo.



Upon capturing a photo, the user is asked whether they'd like to **Retake** or **Use Photo**. Select the appropriate button to proceed. If they select **Retake**, retake that photo. If they select **Use Photo**, they advance in the sequence and are shown the instructions for the next required photo.



Repeat these steps for each photo in each of the **Condition Photos** sections.

Continued on next page

CCC® Quick Estimate: Quick Valuation, Continued

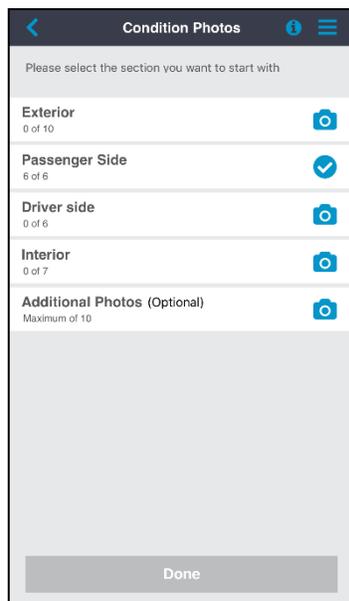
Vehicle Condition Photos, cont.

Once each of the **required** photos are captured in a section, a review screen appears (right). Select on a thumbnail to **retake** that photo.

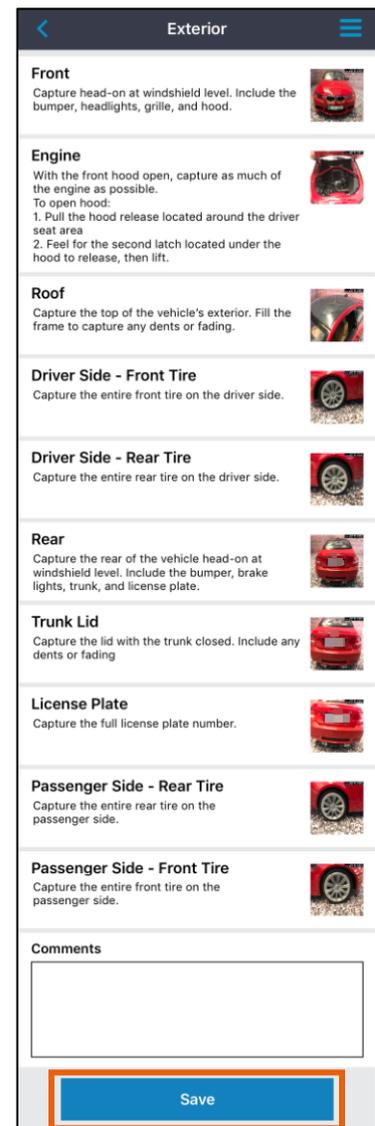
If desired, enter comments in the **Comments** field towards the bottom of the screen.

Select the **Save** button to return to the Condition Photos menu screen (below).

A **blue check** icon indicates that **all required** photos for that section have been captured. In the example, the Passenger Side section is complete.



The user **must** now complete the remaining sections. As mentioned earlier, when the user selects on the Interior section heading, a **popup** window appears and asks whether the vehicle has a third row of seats. If **Yes** is selected, additional photos are required.



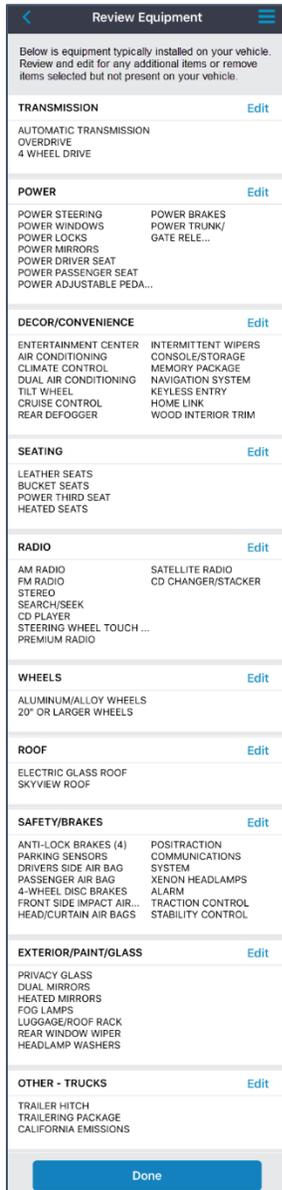
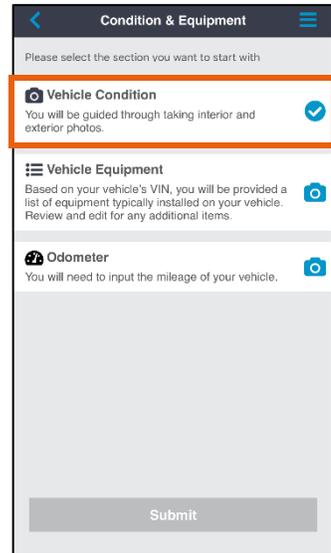
Once the user completes the four required sections, the **Done** button is enabled, i.e. turns blue. Select the **Done** button to return to the **Condition & Equipment** menu screen.

Continued on next page

CCC® Quick Estimate: Quick Valuation, Continued

Vehicle Equipment

Once the **Done** button is selected on the **Condition Photos** menu screen, the **Condition & Equipment** screen opens (right). A **check icon** indicates a section is **complete**. In this example, we see the user has completed the **Vehicle Condition** section and must now **complete** the remaining two sections—**Vehicle Equipment and Odometer**.



Note: The Vehicle Equipment section is configurable by carrier and might not be available to all users.

Select the next section heading to advance. Once **Vehicle Equipment** is selected, the **Review Equipment** screen (left) opens. This screen lists the **options** the user's vehicle is likely to have. (This data is either pulled from the appropriate buildsheet or from a list of standard options depending on the carrier's preferences.)

Carefully review the options listed. If an option needs to be **added or removed**, select the **blue Edit** link in the desired section. (See next page for an example.)



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CCC® Quick Estimate: Quick Valuation, Continued

Vehicle Equipment, cont.

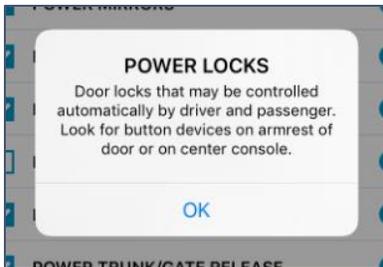
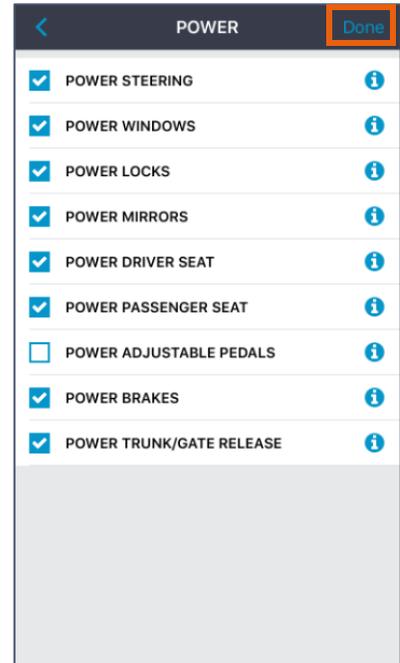
Selecting the **Edit** link in a section on the **Review Equipment** screen opens another screen from which the user can **select and deselect** options relevant to the chosen category.

If **Edit** is selected in the **Power** section, for example, the **Power** option category screen opens (right).

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

Selecting **Done** in the upper right corner returns the user to the **Select Options** screen.

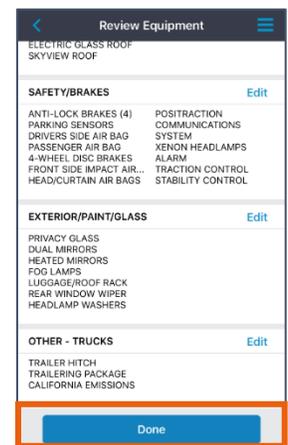
Note: To see a concise **description** of an option, select the appropriate information icon towards the right edge of the option category screen (above right).



Select **OK** to **dismiss** the description popup.

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

After selecting **Done**, the user returns to the Condition & Equipment menu screen (next page), and a **check icon** appears next to the Vehicle Equipment section heading to indicate it's complete.



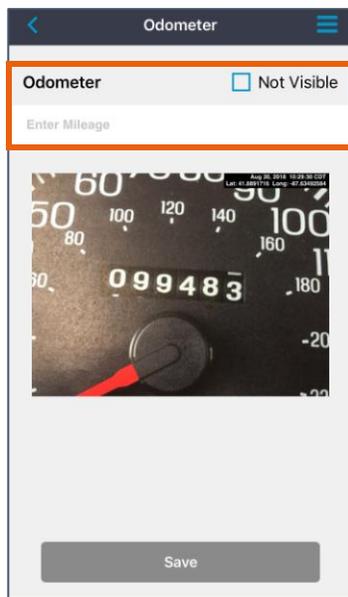
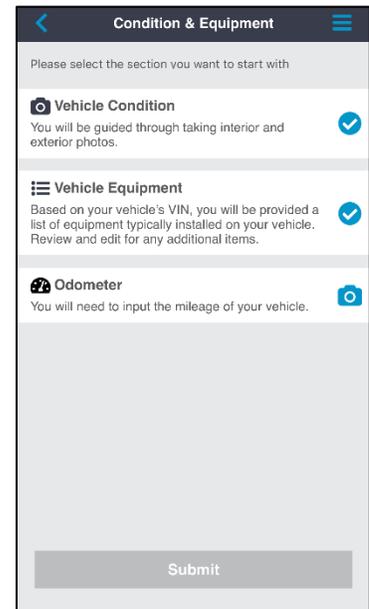
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CCC® Quick Estimate: Quick Valuation, Continued

Odometer

The final section listed on the **Condition & Equipment** menu screen is **Odometer**.

Select this section heading to open the **Odometer** screen.



A copy of the **odometer photo** captured during the initial **Quick Estimate photo capture** process displays here for reference. Select the **Enter Mileage** field above the photo to type in the vehicle's mileage.

If the odometer is not visible, e.g. if the user was/is unable to turn on their vehicle, select the **Not Visible** checkbox in the upper right corner of the screen.

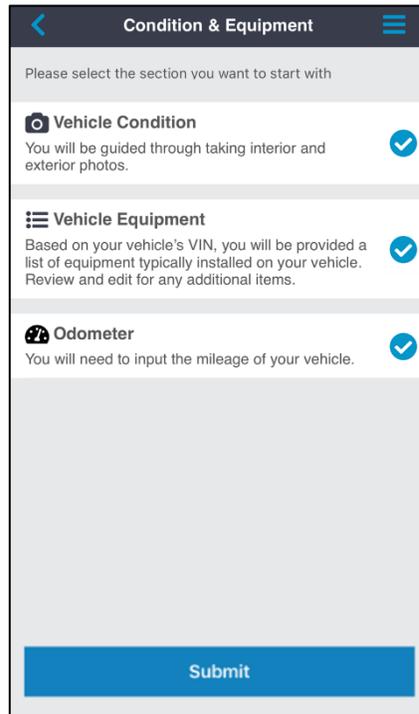
The **Save** button is enabled **after** the user enters their mileage or selects the checkbox. Select **Save** to proceed.



Continued on next page

CCC® Quick Estimate: Quick Valuation, Continued

Submit



Upon returning to the **Condition & Equipment** menu screen after **completing** the third and final section, the user sees a **check icon** next to each of the section headings. The **Submit** button is enabled, i.e. it is blue instead of gray.

Select **Submit** to complete the end of the process and send the data to the carrier.

Upon selecting **Submit**, the **Quick Estimate's Summary** screen opens. A note informs the user that their **adjuster** will be in touch shortly.

Retake Photos

If the adjuster needs the claimant to retake one or more photos to process the claim, they can issue a **photo retake request**. Please see the "Appraiser Issues Photo Retake Request" section in the Quick Estimate job aid for more information about how the claimant retakes photos.

CCC® Portal

The claimant's **Vehicle Condition photos** are available to the carrier under the **Claim Folder's Images** tab in the CCC Portal. Additionally, the images can be **viewed and edited** by the appraiser in the Virtual Inspection platform. If needed, the appraiser can issue a **photo retake request** from within Virtual Inspection. Please see the Virtual Inspection Platform job aid for more information.