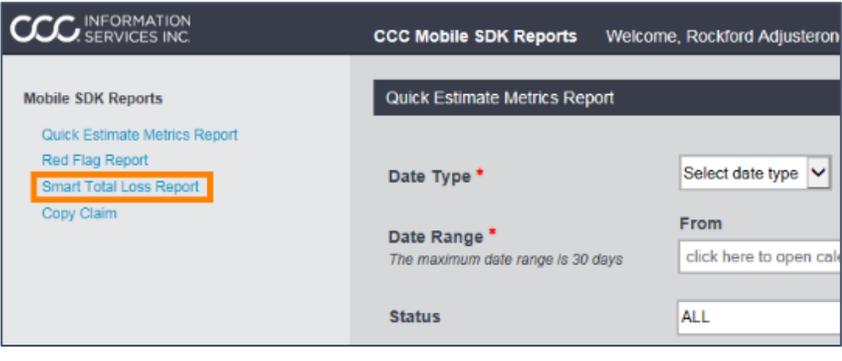


CCC Smart Total Loss™ Report

Overview

Insurance carriers subscribing to the CCC Smart Total Loss™ service can run the Smart Total Loss Report through the CCC Portal. The report contains information about claims sent through the Smart Total Loss channel. This job aid contains information about running, reading, and saving the report.

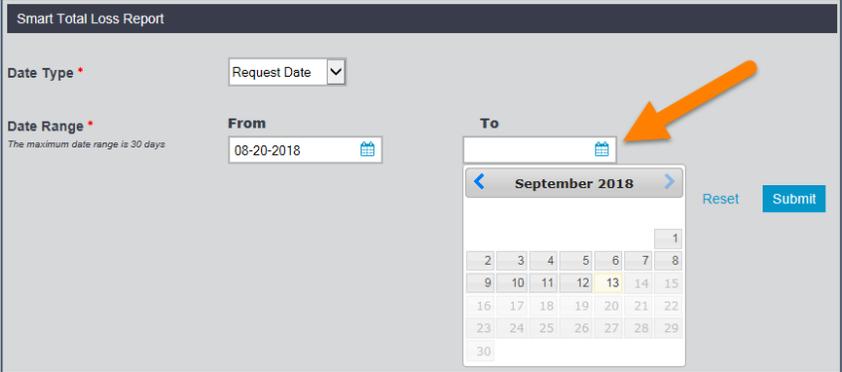
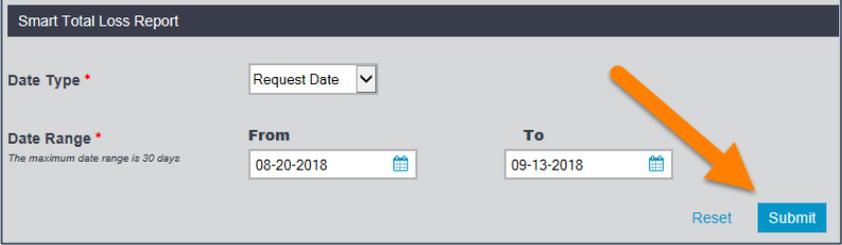
Running the Report

Step	Action
1	<p>To access the Smart Total Loss Report in the Portal, first click on the Smart Claims Reports link in the left side panel's Claim Management section.</p> 
2	<p>The CCC Mobile SDK Reports page opens. Click the Smart Total Loss Report link toward the left side of the screen.</p> 

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CCC Smart Total Loss™ Report, Continued

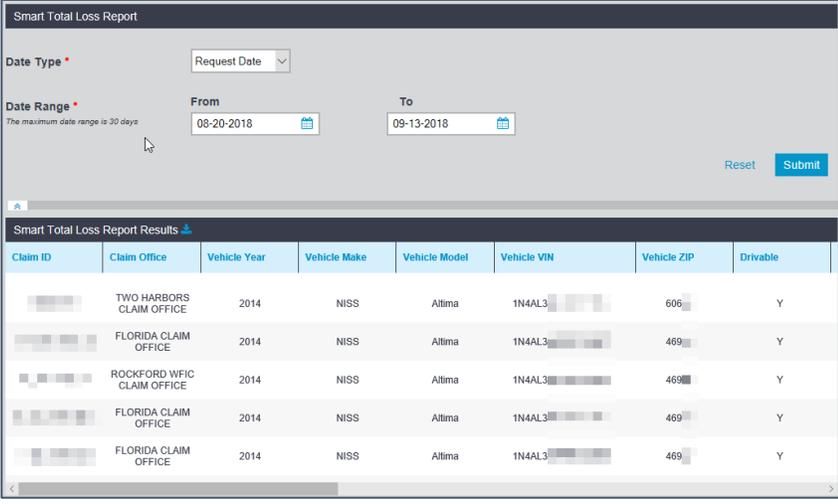
Running the Report, cont.

Step	Action
3	<p>The CCC Smart Total Loss Metrics Reports page opens. Select Request Date from the Date Type dropdown menu.</p> 
4	<p>Use the calendar icons to select a From and To date for the report.</p> <p>Note: The maximum date range is 30 days.</p> 
5	<p>Click the Submit button to generate the report.</p> 

Continued on next page

CCC Smart Total Loss™ Report, Continued

Running the Report, cont.

Step	Action																																																
6	<p>The report opens.</p>  <p>The screenshot shows the 'Smart Total Loss Report' interface. At the top, there are filters for 'Date Type' (Request Date) and 'Date Range' (From: 08-20-2018, To: 09-13-2018). Below the filters is a table titled 'Smart Total Loss Report Results' with the following data:</p> <table border="1"> <thead> <tr> <th>Claim ID</th> <th>Claim Office</th> <th>Vehicle Year</th> <th>Vehicle Make</th> <th>Vehicle Model</th> <th>Vehicle VIN</th> <th>Vehicle ZIP</th> <th>Drivable</th> </tr> </thead> <tbody> <tr> <td>[REDACTED]</td> <td>TWO HARBORS CLAIM OFFICE</td> <td>2014</td> <td>NISS</td> <td>Altima</td> <td>1N4AL3 [REDACTED]</td> <td>606 [REDACTED]</td> <td>Y</td> </tr> <tr> <td>[REDACTED]</td> <td>FLORIDA CLAIM OFFICE</td> <td>2014</td> <td>NISS</td> <td>Altima</td> <td>1N4AL3 [REDACTED]</td> <td>469 [REDACTED]</td> <td>Y</td> </tr> <tr> <td>[REDACTED]</td> <td>ROCKFORD WFIC CLAIM OFFICE</td> <td>2014</td> <td>NISS</td> <td>Altima</td> <td>1N4AL3 [REDACTED]</td> <td>469 [REDACTED]</td> <td>Y</td> </tr> <tr> <td>[REDACTED]</td> <td>FLORIDA CLAIM OFFICE</td> <td>2014</td> <td>NISS</td> <td>Altima</td> <td>1N4AL3 [REDACTED]</td> <td>469 [REDACTED]</td> <td>Y</td> </tr> <tr> <td>[REDACTED]</td> <td>FLORIDA CLAIM OFFICE</td> <td>2014</td> <td>NISS</td> <td>Altima</td> <td>1N4AL3 [REDACTED]</td> <td>469 [REDACTED]</td> <td>Y</td> </tr> </tbody> </table>	Claim ID	Claim Office	Vehicle Year	Vehicle Make	Vehicle Model	Vehicle VIN	Vehicle ZIP	Drivable	[REDACTED]	TWO HARBORS CLAIM OFFICE	2014	NISS	Altima	1N4AL3 [REDACTED]	606 [REDACTED]	Y	[REDACTED]	FLORIDA CLAIM OFFICE	2014	NISS	Altima	1N4AL3 [REDACTED]	469 [REDACTED]	Y	[REDACTED]	ROCKFORD WFIC CLAIM OFFICE	2014	NISS	Altima	1N4AL3 [REDACTED]	469 [REDACTED]	Y	[REDACTED]	FLORIDA CLAIM OFFICE	2014	NISS	Altima	1N4AL3 [REDACTED]	469 [REDACTED]	Y	[REDACTED]	FLORIDA CLAIM OFFICE	2014	NISS	Altima	1N4AL3 [REDACTED]	469 [REDACTED]	Y
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CCC Smart Total Loss™ Report, Continued

Reading the Report

The report contains the following information divided into columns.

Note: Click a blue column heading to sort that column.

Claim ID	Claim Office	Vehicle Year	Vehicle Make	Vehicle Model	Vehicle VIN	Vehicle ZIP	Drivable
	TWO HARBORS CLAIM OFFICE	2014	NISS	Altima	1N4AL3	606	Y

Column	Description
Claim ID	Claim ID
Claim Office	Claim office
Vehicle Year	Vehicle year
Vehicle Make	Vehicle make
Vehicle Model	Vehicle model
Vehicle VIN	Vehicle identification number
Vehicle ZIP	Vehicle zip code
Drivable	Is the vehicle drivable or not? (Y/N)

Airbag Deployed	Primary POI	Channel	Prediction Date	TVR Recommendation	Odometer	Last Name	Assignment sent date
N	1 - Right Front	Portal	2018-08-29 22:13:51	Repairable	50000		2018-08-27 05:46:35.0

Column	Description
Airbag Deployed	Were airbags deployed or not? (Y/N)
Primary POI	Primary point of impact
Channel	How the image or images were submitted to the Smart Total Loss service (possible values are: Text, Assignment Entry, Webservice, Quick Estimate, Portal, and HTML5)
Prediction Date	When the prediction was generated (displayed as year-month-date and hours:minutes:seconds)
TVR Recommendation	Values in this column will vary by carrier (examples include Repairable, Obvious Total Loss, etc.)
Odometer	Vehicle odometer reading
Last Name	Vehicle owner's last name
Assignment Sent Date	When the assignment was sent (displayed as year-month-date and hours:minutes:seconds)

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CCC Smart Total Loss™ Report, Continued

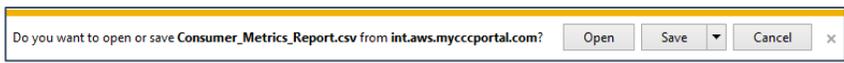
Reading the Report, cont.

Smart Total Loss Report Results 				
Photo Uploaded date	Assignment status	Image labels	Claim folder status	Request ID
2018-08-29 22:13:25.0	SENT	Smart Total Image	OPEN	

Column	Description
Photo Uploaded Date	When the photo was uploaded (displayed as year-month-date and hours:minutes:seconds)
Assignment Status	Possible values: Dispatched, Archived, Sent, Cancelled, and Saved
Image Labels	All submission channels are labeled "Smart Total Image". Quick Estimate photos are identified as Driver Side Front, Driver Side Rear, Passenger Side Front, or Passenger Side Rear.
Claim Folder Status	Possible values: Open and Closed
Request ID	The unique transaction ID (a claim can have multiple transactions)

Exporting and Saving the Report

The report can be opened as a spreadsheet or saved to a computer.

Step	Action
1	<p>Click the Download icon in the report header.</p> 
2	<p>The following options appear along the bottom of the screen: Open, Save, and Cancel.</p>  <p>Click Open to open the report as a spreadsheet. Click Save > Save as to choose a file type for saving. Click Cancel to dismiss these options.</p>