

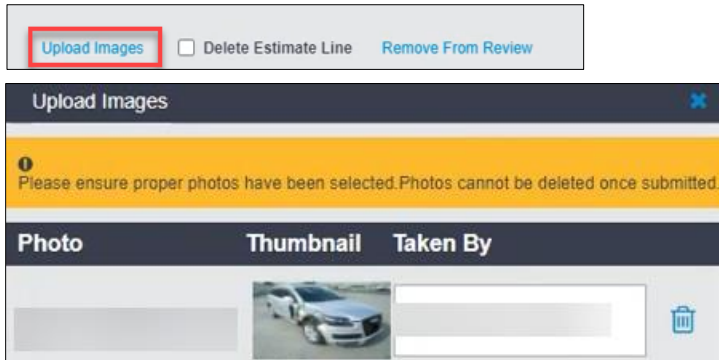
CCC® Manual Estimate Review Guidance Report

Overview

The Manual Estimate Review Guidance Report enables insurance carriers to merge file review data, reinspection data, and Manual Estimate Review images into one all-inclusive report that can be used for training purposes.

Note: The user must have the appropriate permissions to use the Guidance Report functionality. The upload image functionality is only available for reviews completed in the CCC® Portal.


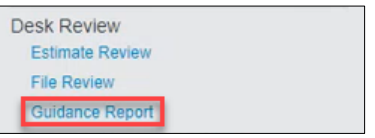
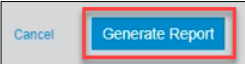
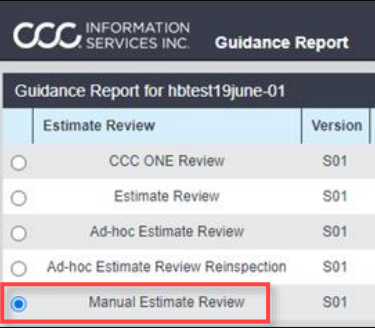
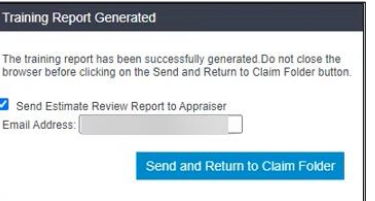
Estimate Review – Upload Images

Step	Action
1	Open the claim folder in the CCC® Portal and select Manual Estimate Review from the left panel.
2	Click Add Additional Change .
3	Enter a Description, Original/Review Amount, Category , and Category Description in the Manual Review Details section.
4	Select the desired review action from the dropdown and click Go . Optional: In the Reinspection Details screen, click Upload Images to select and add images to the Estimate Lines.
 <p>The selected images will display as thumbnails in a pop-up window.</p> <p>Review the photos to ensure they are correct. Delete them from this screen using the trash can icon as needed. Photos cannot be deleted once submitted. Click Submit to upload the photos.</p> <p>Note: 4 images may be added per line, and 20 images may be added in total for the Manual Estimate Review. These images will be stored in the claim folder and included in the Guidance Report. The images will NOT be included in the standard Manual Estimate Review Report.</p>	
5	Follow your process to complete the Manual Estimate Review.


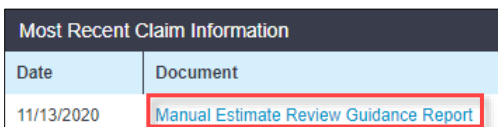
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CCC® Manual Estimate Review Guidance Report, Continued

Run Guidance Report

Step	Action
1	Once the Manual Estimate Review is completed, refresh the claim folder by clicking the refresh button. 
2	Click Guidance Report from the left panel of the claim folder. 
3	A list of available Estimate Review reports will display. Select the radio button of the desired Manual Estimate Review report and click Generate Report .  
4	A confirmation message appears once the report is generated. If desired, specify an email address and click Send and Return to Claim Folder to email a copy of the report to a specific user and then return to the claim folder. 

Access Guidance Report

Step	Action
1	Return to the claim folder and, refresh the claim folder by clicking the refresh button. 
2	The Guidance Report is included in the Summary tab of the claim folder. Click the report link to open it. 
3	The report includes file review data, reinspection data, and Manual Estimate Review images.