

Request Total Loss Valuation on a Claim in CCC ONE® Estimating

Overview

This job aid demonstrates how to submit a valuation request from a workfile within CCC ONE® Estimating. It also shows you how to add a Market Valuation Report (MVR) completed via the CCC® Portal or manually using a valid Valuation ID#.

Fields Required to Successfully Submit a Valuation Request

The following fields within the workfile must be populated to successfully submit a valuation request through CCC ONE® Estimating.

Note: Your company may have additional required fields specific to your Profile configuration that must be populated to submit this request in addition to the fields listed below.

Contacts Tab

- Company Information or Vehicle Owner First and Last Name
- Vehicle Owner Zip Code
- Adjuster or Estimator First and Last Name

Insurance Tab

- Claim Number
- Type of Loss
- Loss Date

Vehicle > Description Tab

- VIN (or enter UNK if unknown)
- Year
- Make
- Model
- Body Style
- Engine
- Odometer

Vehicle > Options Tab

- Transmission

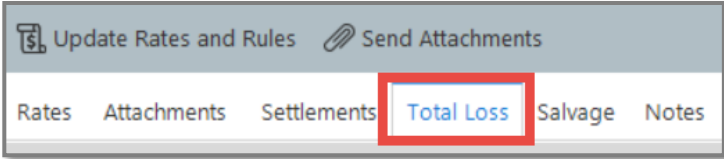




Total Loss Tab

- Valuation User ID (Displayed in Request Details field)
- **Note:** This is edited via Configuration > Profile > Valuation User ID

Important: These fields are required to submit a valuation request. Once entered, you can write an estimate or submit a total loss request. If no estimate is required, you can advance directly to the Total Loss tab.

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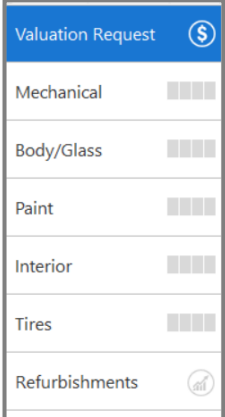
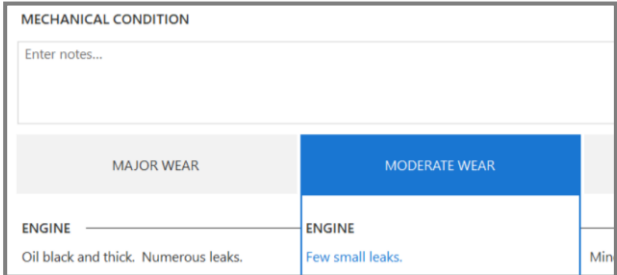
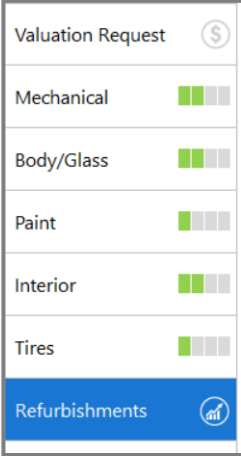
Request Total Loss Valuation on a Claim in CCC ONE® Estimating, Continued

Procedure	Step	Action
	1	Begin by creating an Estimate in CCC ONE® . Ensure all fields listed on the previous page are populated as these are required to submit a valuation request. Once the Estimate is created and populated appropriately, advance to Step 2. If no estimate is required, advance to Step 2.
	2	Open the Total Loss tab. 
	3	The Request Details field should automatically default to your CCC ONE® Valuation User ID . If needed, select another User ID from the drop-down menu. Note: This field is required to submit the valuation request. This is edited via Configuration > Profile > Valuation User ID. 
	4	The Vehicle Zip Code is pre-populated with the Vehicle Owner's Zip Code entered on the Contacts tab. 
	5	Specify the Tax Type from the drop-down menu. The default is Auto Tax . To manually override this, select User Tax Rate and enter the Tax Rate % in the corresponding text box. 
	6	Enter any applicable information in the Instructions field. Note: Entering text in this field will prevent the valuation from being completed "instantly". It will be completed manually. 

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Request Total Loss Valuation on a Claim in CCC ONE® Estimating, Continued

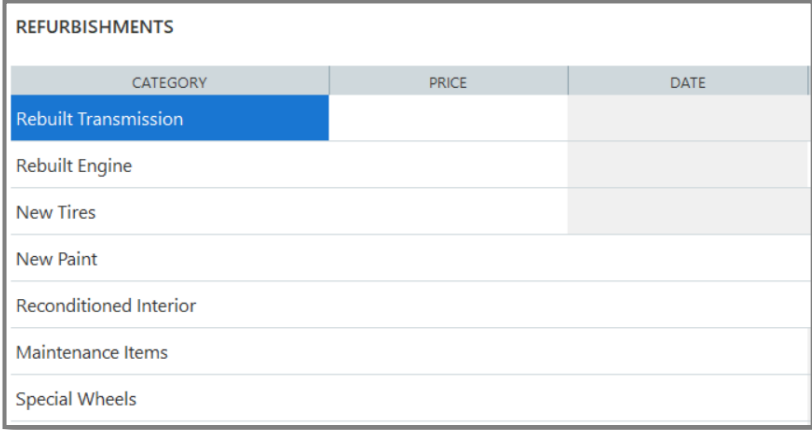
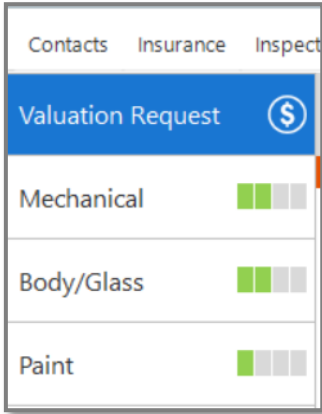
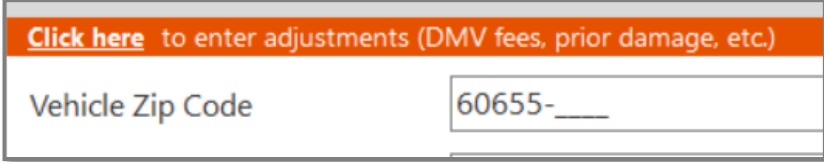
Procedure,
continued

Step	Action
7	<p>Select each Vehicle Condition section from the left column to specify its condition rating. Ex. Mechanical, Body/Glass, Paint, etc.</p> 
8	<p>Select the appropriate Condition rating for each section according to your company's guidelines and add any appropriate notes. Note: A description of each condition definition for each section is displayed here. The condition ratings used by your company may differ from those shown in the screenshot below.</p> 
9	<p>Enter all applicable refurbishments on the Refurbishments screen.</p> 

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Request Total Loss Valuation on a Claim in CCC ONE® Estimating, Continued


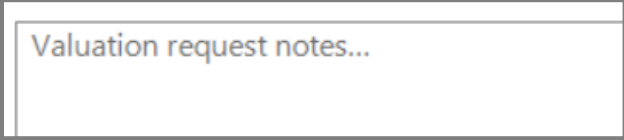
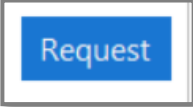
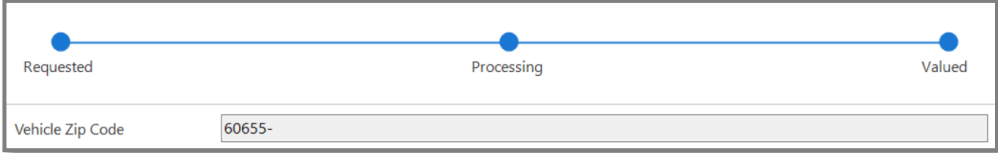
Procedure,
continued

Step	Action																											
10	<p>Add any appropriate Refurbishments information, including Price, Date, Type, Mileage, and Description. Enter text and select items from the drop lists as needed. Note: If any After Factory Options are added, the valuation will be processed manually.</p>  <table border="1" data-bbox="558 472 1365 898"> <thead> <tr> <th colspan="3">REFURBISHMENTS</th> </tr> <tr> <th>CATEGORY</th> <th>PRICE</th> <th>DATE</th> </tr> </thead> <tbody> <tr> <td>Rebuilt Transmission</td> <td></td> <td></td> </tr> <tr> <td>Rebuilt Engine</td> <td></td> <td></td> </tr> <tr> <td>New Tires</td> <td></td> <td></td> </tr> <tr> <td>New Paint</td> <td></td> <td></td> </tr> <tr> <td>Reconditioned Interior</td> <td></td> <td></td> </tr> <tr> <td>Maintenance Items</td> <td></td> <td></td> </tr> <tr> <td>Special Wheels</td> <td></td> <td></td> </tr> </tbody> </table>	REFURBISHMENTS			CATEGORY	PRICE	DATE	Rebuilt Transmission			Rebuilt Engine			New Tires			New Paint			Reconditioned Interior			Maintenance Items			Special Wheels		
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11	 <p>When finished entering the condition ratings, click Valuation Request to return to the original request screen.</p>																											
12	<p>If any adjustments such as DMV fees or prior damage need to be added, use the “Click here” hyperlink above the Vehicle Zip Code to enter the adjustments on the Settlements > Adjustments tab. When finished, click the Total Loss tab to return to this screen.</p>  <p>Click here to enter adjustments (DMV fees, prior damage, etc.)</p> <p>Vehicle Zip Code <input type="text" value="60655-___"/></p>																											

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Request Total Loss Valuation on a Claim in CCC ONE® Estimating, Continued

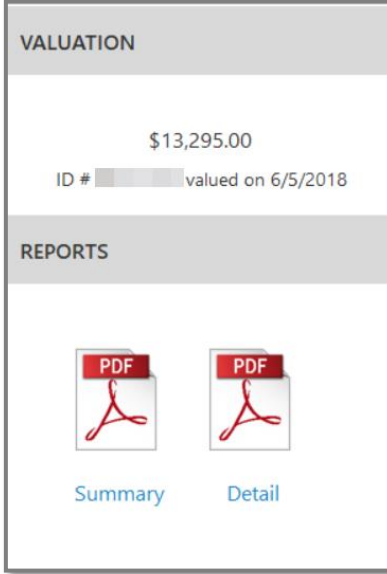

Procedure,
continued

Step	Action
13	<p>Select Yes or No for the Leased Vehicle, Third Party, and Use Deductible as Adjustment fields.</p> <p>Note: A Deductible can be entered on the Insurance tab.</p>  <p>The screenshot shows three rows of selection buttons. Each row has a label on the left and two buttons labeled 'Yes' and 'No' on the right. The 'Leased Vehicle' row has 'Yes' in grey and 'No' in blue. The 'Third Party' row has 'Yes' in grey and 'No' in blue. The 'Use Deductible as Adjustment' row has 'Yes' in grey and 'No' in blue.</p>
14	<p>Enter any additional Valuation request notes.</p>  <p>The screenshot shows a rectangular text input field with a light grey border and a light grey background. The text 'Valuation request notes...' is displayed in a light grey font inside the field.</p>
15	<p>Once all items are completed, click Request to submit the valuation request.</p>  <p>The screenshot shows a blue rectangular button with the word 'Request' in white text.</p>
16	<p>The status on the workfile changes to Processing and then Valued once the valuation has been returned.</p> <p>Note: This may take a few minutes to process.</p>
 <p>The screenshot shows a progress bar with three stages: 'Requested', 'Processing', and 'Valued'. Each stage has a blue dot above it. Below the progress bar is a text input field labeled 'Vehicle Zip Code' with the value '60655-'.</p>	

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Request Total Loss Valuation on a Claim in CCC ONE® Estimating, Continued

Procedure,
continued

Step	Action	
17		<p>When the valuation is returned, the Total Loss tab will display the:</p> <ul style="list-style-type: none"> - Value of the Total Loss - Request ID # - Date Valued - Market Valuation Summary Report - Market Valuation Report <p>Note: Sections within the valuation request will be grayed out because they are not editable.</p>
18		<p>Click the Summary link to open the Market Valuation Summary Report.</p> <p>Click the Detail link to open the Market Valuation Report (MVR).</p> <p>Note: These reports can be saved and added as attachments within the Attachments tab.</p>

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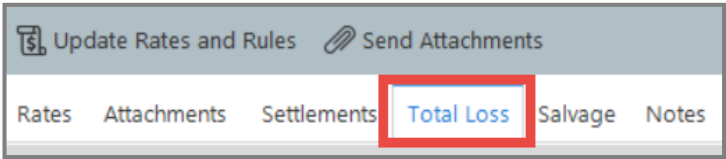
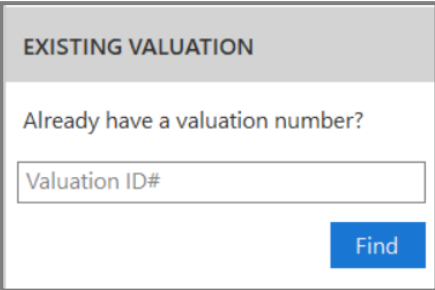
Request Total Loss Valuation on a Claim in CCC ONE® Estimating, Continued

Existing Valuation Section

You may need to contact CCC® to:

- Modify a submitted Valuation Request
- Handle a valuation request manually
- Retrieve a Valuation ID # for request submitted via the CCC Portal

In the instances listed above, a separate Valuation request and Valuation ID will be created. Use the **Existing Valuation** section to enter the Valuation ID from the request and pull the Valuation Report Data, including the Market Valuation Summary Report and Market Valuation report, into the Workfile.

Step	Action
1	<p>Open the Total Loss tab within the workfile.</p> 
2	<div style="display: flex; align-items: flex-start;">  <div style="margin-left: 20px;"> <p>In the Existing Valuation section, enter the Valuation ID # and click Find.</p> </div> </div>
3	<p>If a valid Valuation ID is found, the valuation information, including the Market Valuation Summary Report, and Market Valuation Report will replace any existing valuation request information in the Total Loss tab. The Valuation ID # is saved to the workfile and used going forward.</p>