



CCC ONE® Predictive Solutions Method of Inspection (P-MOI)

Overview

CCC ONE® Predictive Solutions Method of Inspection (P-MOI) is a service integrated with the CCC ONE® Portal that uses the CCC Smart™ Claims service to analyze **a)** information captured at FNOL along with **b)** a vehicle image uploaded by an Appraiser/Adjuster to generate a recommendation for how to first inspect a vehicle.

After uploading the vehicle image, the Appraiser/Adjuster reviews the system’s highly accurate recommendation to determine the best method of inspection. This predictive model is based on industry repair cost estimate data, customer rules, and key vehicle damage data.

	P-MOI Standalone		P-MOI with TvR
1	Estimates the repair cost	1	Determines total loss using photo of the vehicle
2	Fetches salvage value	2	Estimates the repair cost (optional)
3	Fetches regional value	3	Fetches salvage value (optional)
4	Computes total loss ratio	4	Fetches regional value (optional)
5	Applies Carrier’s business rules	5	Computes total loss ratio (optional)
6	Determines the recommendation	6	Applies Carrier’s business rules
		7	Determines the recommendation

The submitted vehicle damage photo and MOI recommendation are stored in the Claim Folder’s History and are also accessible in the Virtual Inspection platform’s Summary Details section.

This job aid explains how to upload a vehicle photo to the P-MOI service and retrieve the MOI recommendation via both the **Assignment Entry** page and **FNOL – Method of Inspection**.

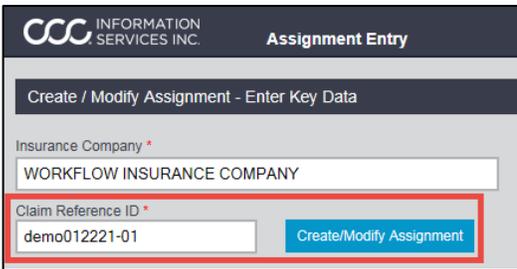
Continued on next page

CCC ONE® Predictive Solutions Method of Inspection (P-MOI),

Continued

Uploading a Vehicle Damage Photo – Assignment Entry

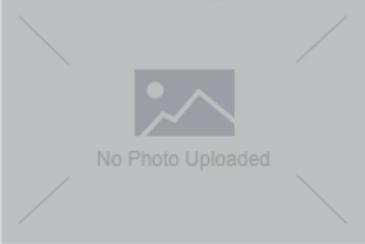
Follow these steps to upload a vehicle damage photo.

Step	Action
1	<p>Click the Create/Modify Assignment link under the Claim Management section in the left side panel of the CCC ONE Portal's homepage. The Assignment Entry page opens.</p> 
2	<p>Enter the appropriate Claim Reference ID and click the Create/Modify Assignment button.</p> 
3	<p>If the Select JPG button/section is not visible by default, click the Full Entry link in the left side panel.</p> 
4	<p>Enter the appropriate information in each section of the Assignment Entry form. Required fields are identified by an asterisk.</p>

Continued on next page

CCC ONE® Predictive Solutions Method of Inspection (P-MOI), Continued

Uploading a Vehicle Damage Photo – Assignment Entry, continued

Step	Action
5	<p>Click the Select JPG button under the Vehicle Damage section to upload a vehicle damage photo.</p> <div data-bbox="553 520 1422 890" style="border: 1px solid gray; padding: 5px;"> <p>Upload Image</p> <p>Select JPG </p> <div style="display: flex; justify-content: space-between; align-items: flex-start;"> <div data-bbox="570 625 935 869" style="border: 1px solid gray; padding: 5px; text-align: center;">  <p>No Photo Uploaded</p> </div> <div data-bbox="1008 638 1403 852"> <p>Photo must meet the following criterias</p> <ul style="list-style-type: none"> ▪ Contain the whole car including the entire damaged area. View Examples ▪ JPG/JPEG format only ▪ Maximum 10 MB file size ▪ Minimum 299 x 299 pixels </div> </div> </div> <p>Note: Click the View Examples link to see examples in a popup window of acceptable and unacceptable vehicle photos. Photo criteria are listed on the screen (see image above).</p> <div data-bbox="553 1104 1422 1549" style="border: 1px solid gray; padding: 5px;"> <p>Example Image</p> <div style="display: flex; justify-content: space-around;"> <div data-bbox="570 1178 1127 1549" style="text-align: center;">  <p>Show the whole vehicle with damages </p> </div> <div data-bbox="1143 1178 1386 1325" style="text-align: center;">  <p>All damage not captured </p> </div> <div data-bbox="1143 1356 1386 1503" style="text-align: center;">  <p>Whole car not captured </p> </div> </div> </div>
6	<p>Click the Browse button in the Upload Image File popup to browse your computer for an acceptable vehicle photo.</p>

Continued on next page

CCC ONE® Predictive Solutions Method of Inspection (P-MOI),

Continued

Uploading a Vehicle Damage Photo – Assignment Entry, continued

Step	Action
7	Once you've selected an acceptable photo, click the Upload button.

Upload Image File

File Upload: C:\Users\rfelten\Desktop\Projects\Getty Images\Getty

Retrieving Suggested MOI – Assignment Entry

To retrieve the MOI recommendation, click the **Get MOI Recommendations** button under the Appraiser section on the Assignment Entry page.

Upload Image

Select JPG



Photo must meet the following criterias

- Contain the whole car including the entire damaged area. [View Examples](#)
- JPG/JPEG format only
- Maximum 10 MB file size
- Minimum 299 x 299 pixels

Appraiser [back to the top](#)

Note: All required fields must be completed before a recommendation will be returned.

The recommendation displays in the **Suggestion** column:

Appraiser		
<input type="button" value="Get MOI Recommendations"/>		
Priority	Suggestion	Total Loss Category
1	Send to Salvage yard	Obvious Total Loss

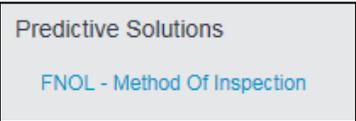
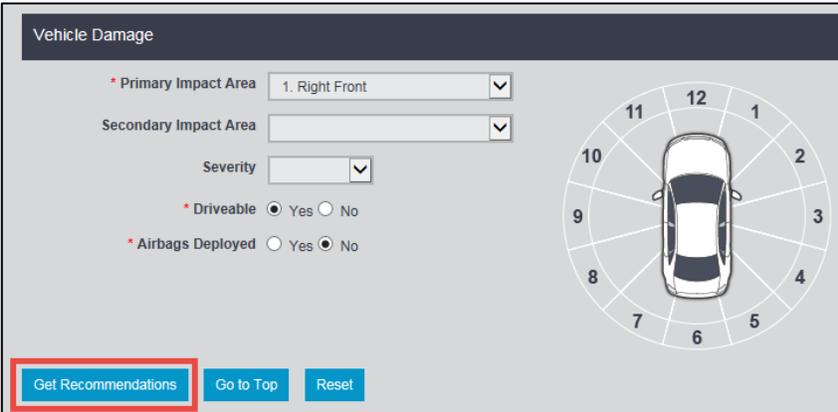
Continued on next page

CCC ONE® Predictive Solutions Method of Inspection (P-MOI),

Continued

Uploading a Vehicle Damage Photo – FNOL

A P-MOI recommendation can also be retrieved during FNOL.

Step	Action
1	<p>Click the FNOL – Method of Inspection link under the Predictive Solutions section in the left side panel of the Portal’s homepage. The Get MOI Recommendations page opens.</p> 
2	<p>Enter the required information under the Claim, Vehicle, and Vehicle Damage sections. Required fields are marked with an asterisk. The photo upload option appears under the Vehicle section; upload the photo provided by the consumer.</p> <p>Note: You must either enter a valid VIN or click the Enter Vehicle button under the Vehicle section and enter the vehicle’s year, make, and model.</p>
3	<p>Click the Get Recommendations button toward the bottom of the page.</p>  <p>The recommendations appear in the Suggestion column:</p> 