

# CCC Smart™ Claims – Smart Total Loss HTML5

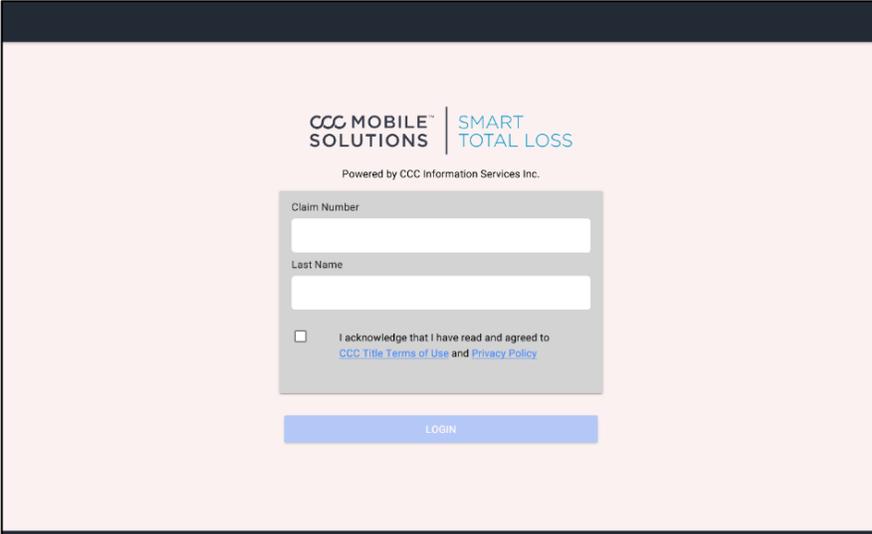
## Overview

The Smart Total Loss HTML5 web-based application, which is accessible via desktop and laptop computers and on mobile devices, is one component of the CCC Smart™ Claims service. Through an analysis of metadata and a single vehicle photo, this service helps Appraisers/Adjusters determine if a damaged vehicle is a total loss.

This job aid describes how to use the Smart Total Loss HTML5 desktop and mobile web apps.

## Desktop Web Application

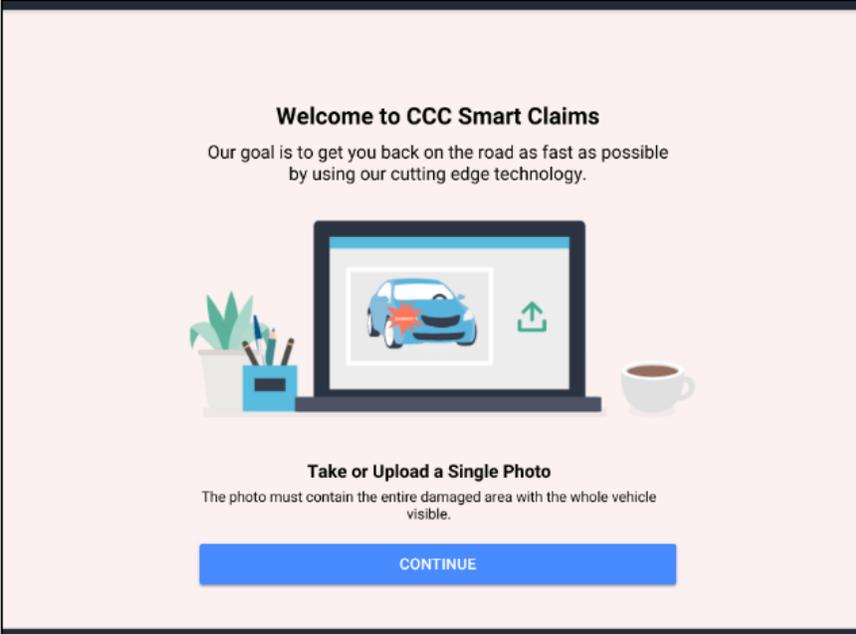
Once the Carrier determines a Claimant is eligible to use the web app, the Carrier sends that Claimant a **Smart Claims Email Invitation** (the contents of this email can be customized by each Carrier). The Claimant clicks on the Smart Claims link within the email to begin the process.

Step	Action
1	<p>The Claimant enters the <b>Claim ID</b> and their <b>Last Name</b>, checks the <b>acknowledgement box</b>, and clicks the <b>Login</b> button.</p> 

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# CCC Smart™ Claims – Smart Total Loss HTML5, Continued

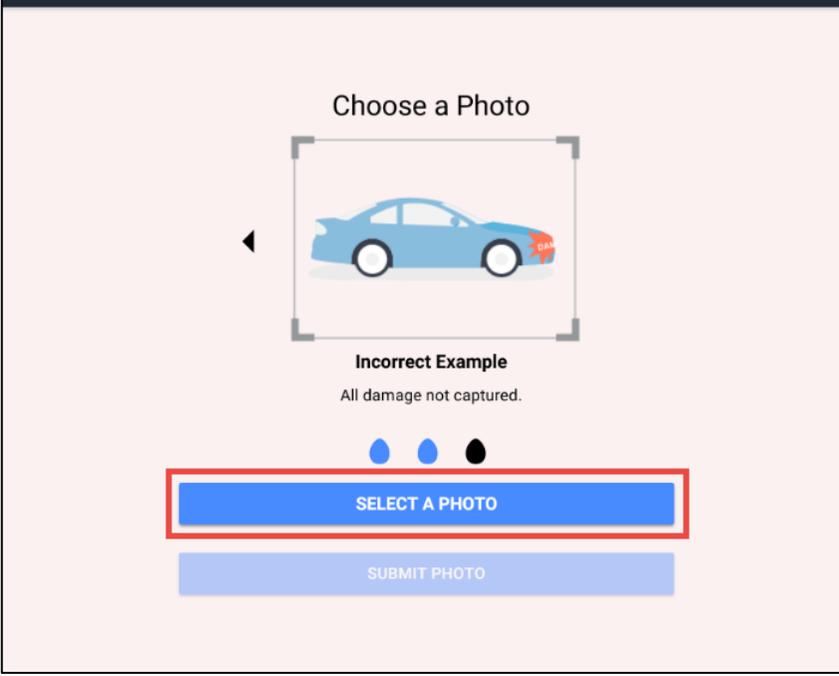
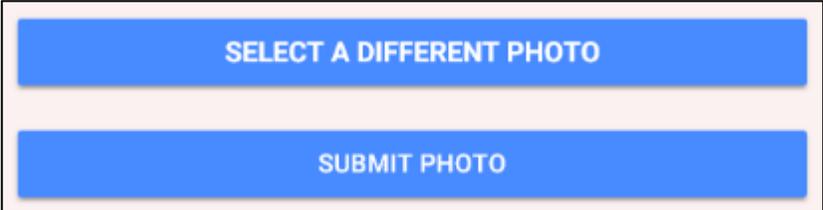
Desktop Web Application, continued

Step	Action
2	<p>The user is instructed to upload a single photo. Click <b>Continue</b> to see correct and incorrect photo examples.</p> 
3	<p>Review correct and incorrect photo examples.</p> <p><b>Note:</b> The uploaded photo must contain the whole vehicle and the entire damaged area.</p> 

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## CCC Smart™ Claims – Smart Total Loss HTML5, Continued

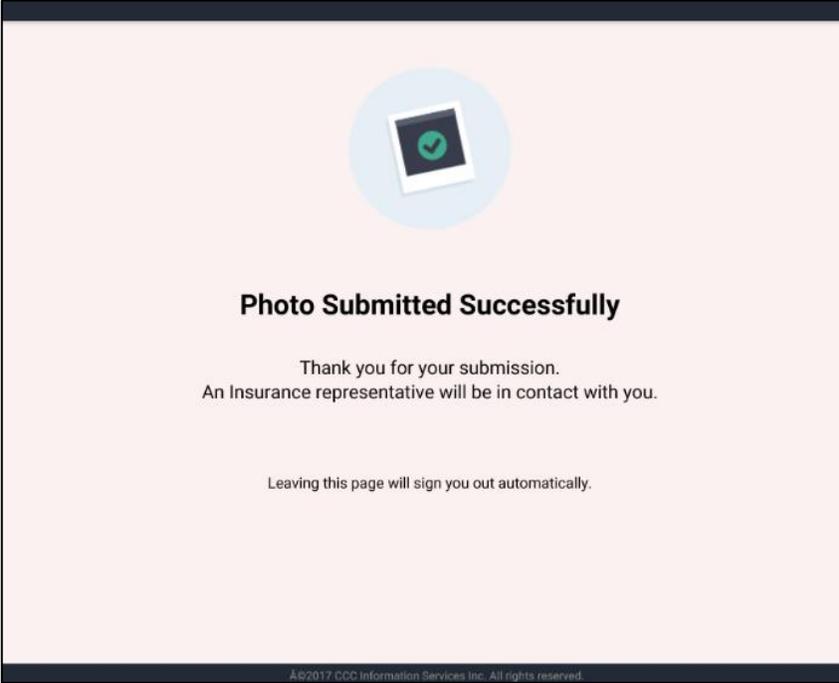
Desktop Web Application, continued

Step	Action
4	<p>Click the <b>SELECT A PHOTO</b> button to proceed.</p> 
5	Select a photo from your local machine.
6	Review the photo you selected.
7	<p>If the selected photo does not meet the criteria, click the <b>SELECT A DIFFERENT PHOTO</b> button. If the photo does meet the criteria, click the <b>SUBMIT PHOTO</b> button.</p> <p><b>Note:</b> Photos must meet the following criteria:</p> <ul style="list-style-type: none"> <li>• Contains the whole car and the entire damaged area</li> <li>• JPG/JPEG format only</li> <li>• Maximum file size of 10 MB</li> <li>• Minimum dimensions of 299 x 299 pixels</li> </ul> 

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## CCC Smart™ Claims – Smart Total Loss HTML5, Continued

**Desktop Web Application, continued, continued**

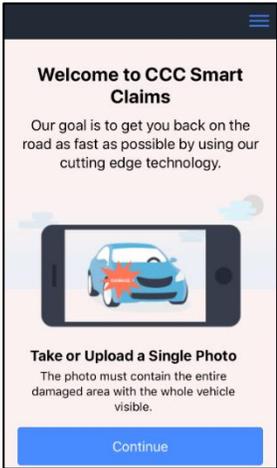
Step	Action
8	<p>Once a photo is submitted, a confirmation screen displays.</p>  <p>The photo is then submitted to the CCC Smart™ Claims service for evaluation. The Appraiser/Adjuster reviews the Service’s recommendation in the Claim Folder’s History and/or in the Virtual Inspection platform’s Summary Details section.</p>

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## CCC Smart™ Claims – Smart Total Loss HTML5, Continued

### Mobile Web Application

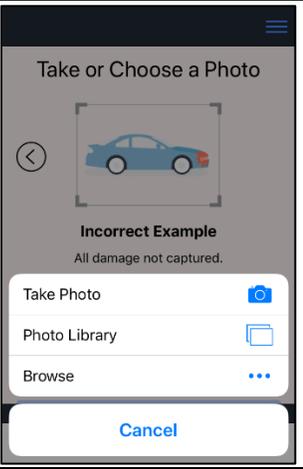
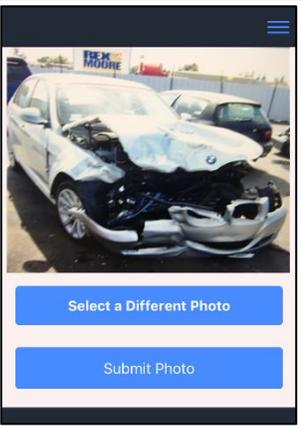
The process for accessing the web-based app on a mobile device is the same: Once the Carrier determines a Claimant is eligible to use the web app, the Carrier sends that Claimant a **Smart Claims Email Invitation** (the contents of this email can be customized by each Carrier). The Claimant taps on the Smart Claims link within the email to begin the process.

Step	Action
1	The Claimant enters the <b>Claim ID</b> and their <b>Last Name</b> , taps the <b>acknowledgement radio button</b> , and taps the <b>Login</b> button.
2	The welcome page opens. Tap the <b>Continue</b> button. <div data-bbox="1144 703 1421 1171" style="float: right; border: 1px solid black; padding: 5px;">  </div>
3	Review correct and incorrect example photos. <div data-bbox="584 1239 1404 1558" style="display: flex; justify-content: space-around; border: 1px solid black; padding: 5px;"> <div style="border: 1px solid black; padding: 5px; width: 30%;"> <p>Take or Choose a Photo</p>  <p><b>Correct Example</b> Must contain the whole car including the entire damaged area.</p> <p>● ● ●</p> <p>Select a Photo</p> </div> <div style="border: 1px solid black; padding: 5px; width: 30%;"> <p>Take or Choose a Photo</p>  <p><b>Incorrect Example</b> Whole car not captured.</p> <p>● ● ●</p> <p>Select a Photo</p> </div> <div style="border: 1px solid black; padding: 5px; width: 30%;"> <p>Take or Choose a Photo</p>  <p><b>Incorrect Example</b> All damage not captured.</p> <p>● ● ●</p> <p>Select a Photo</p> </div> </div>

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## CCC Smart™ Claims – Smart Total Loss HTML5, Continued

Mobile Web Application, continued

Step	Action	
4	Tap the <b>Select a Photo</b> button.	
5	<p>Tap the desired option: <b>Take Photo</b>, <b>Photo Library</b>, or <b>Browse</b>, and capture or select a photo that meets the following criteria:</p> <ul style="list-style-type: none"> <li>• Image must contain the whole car and the entire damaged area</li> <li>• JPG/JPEG format only</li> <li>• Max 10 MB file size</li> <li>• Minimum of 299 x 299 pixels</li> </ul>	
6	Review the captured or selected photo, and tap either <b>Select a Different Photo</b> or <b>Submit Photo</b> .	
7	<p>Once a photo is submitted, a confirmation page displays.</p> <p>The photo is then submitted to the Smart Total Loss Service for evaluation. The Appraiser/Adjuster reviews the Service's recommendation in the Claim Folder's History and/or in the Virtual Inspection platform's Summary Details section.</p>	