CCC® QUICK ESTIMATE – CRV

The Quick Estimate HTML5 web application for Commercial & Recreational Vehicles (CRV) allows claimants to capture photos of their damaged vehicle(s) and to submit these photos to their insurance carrier. The insurance carrier creates an estimate based on these photos that can be sent to the claimant via the web app. If the Claim Type selected in the appraisal assignment is a Commercial or Recreational Vehicle (CRV), the CCC® Quick Estimate – CRV application can be used to capture information.

The following vehicle types are supported for the Quick Estimate – CRV web app:
• Bus • Emergency • Heavy Equipment • Heavy Truck • Motorcycle • Other • Recreational Vehicles & Campers • Sport/Off Road • Trailer • Watercraft

Device & Browser Requirements	
Android	iPhone
Chrome – 53+	iOS 11+ and the Safari Web Browser must be used

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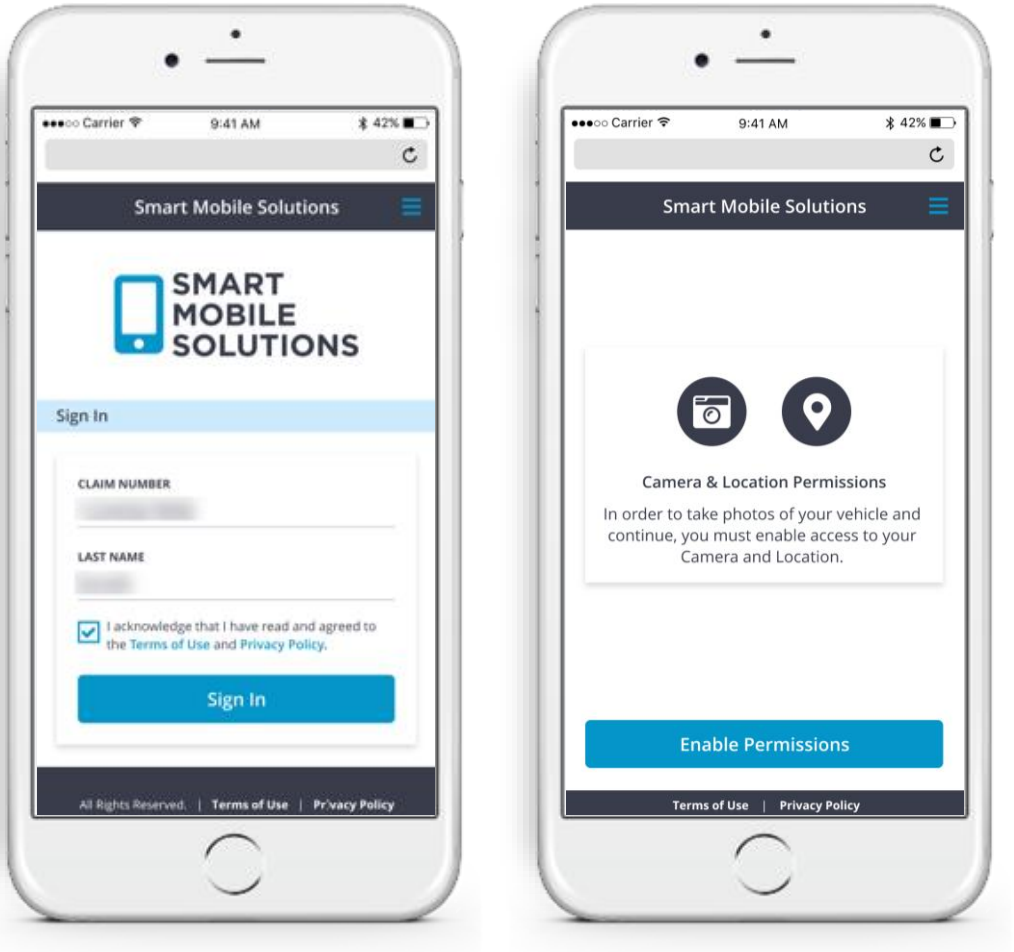


Sample Experience

SIGN IN / PERMISSIONS

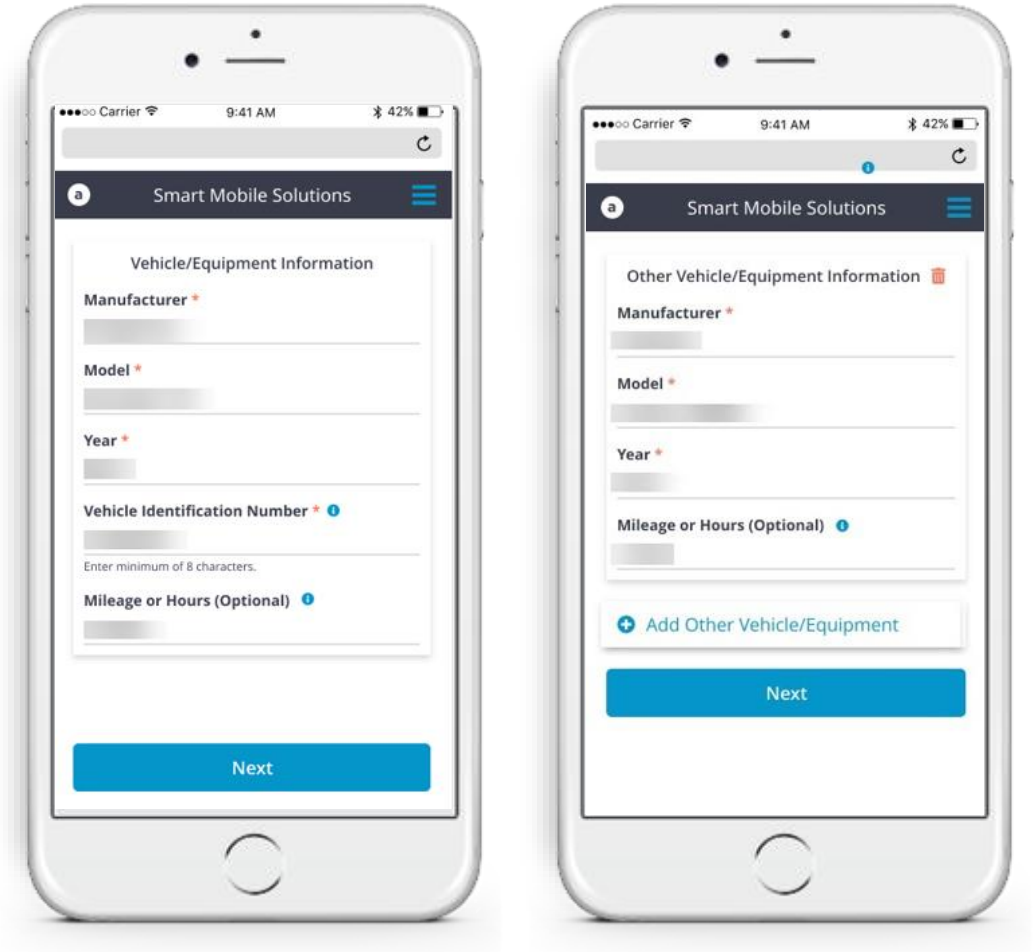
SIGN IN SCREEN

The **Claim Number** and **Last Name** will be pre-populated. The user is required to agree to the **Terms of Use** and **Privacy Policy** in order to advance.

Once the user signs in, he/she is presented with information screens that explain what to expect.

CAMERA & LOCATION PERMISSIONS

The user is required to enable access to their **Camera** and **Location**.



Sample Experience

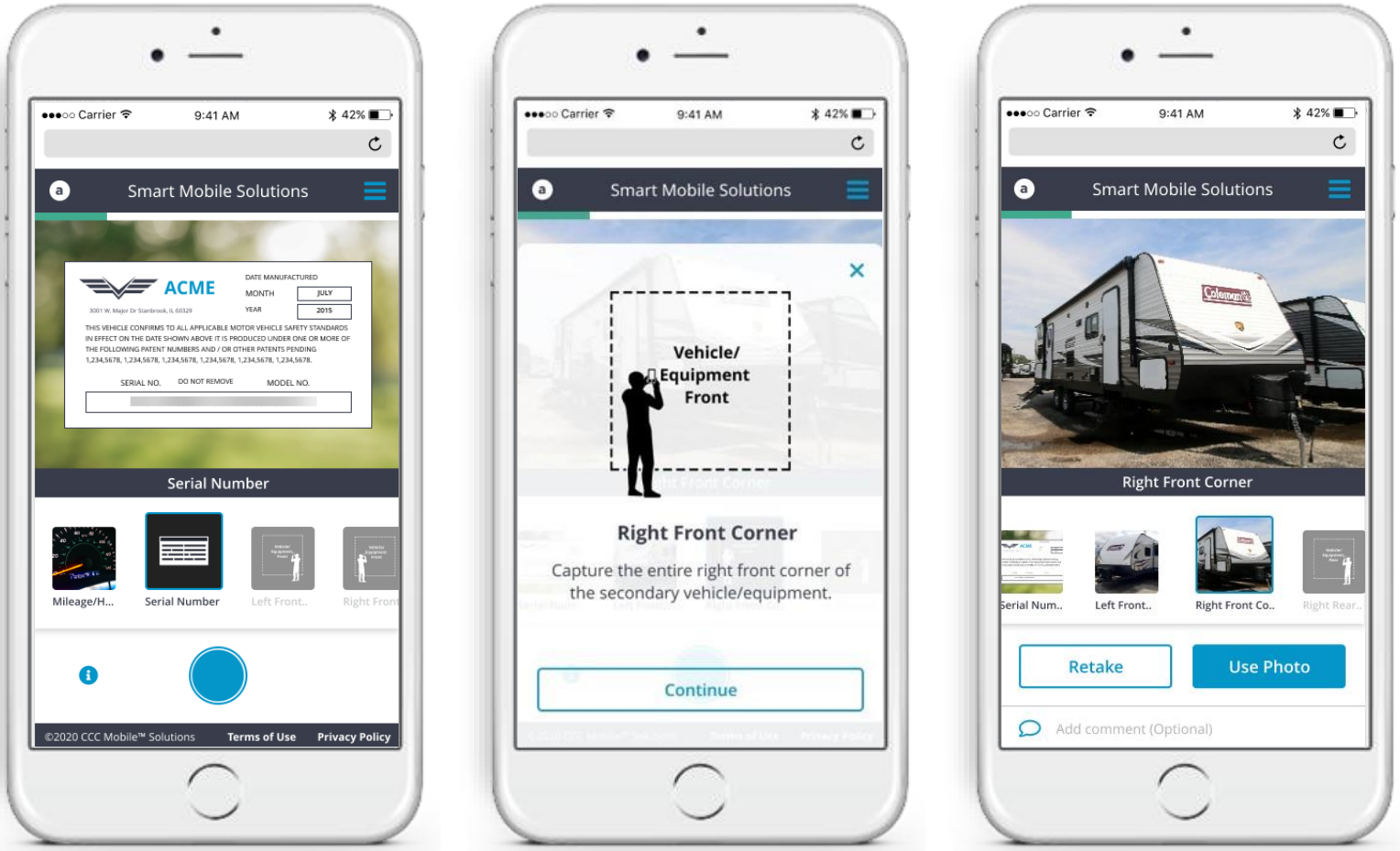
VEHICLE / EQUIPMENT INFORMATION

The user is prompted to enter the Vehicle/Equipment Information:

- Manufacturer
- Model
- Year
- VIN (if applicable) or Serial Number (optional)
- Mileage/Hours (Optional)

If applicable, the user can also enter Vehicle/Equipment information for additional vehicles.

CAPTURE PHOTOS



Sample Experience

The user is prompted to capture photos of the:

VIN or Vehicle/Equipment Serial Number

Mileage/Hours (Optional)

Vehicle

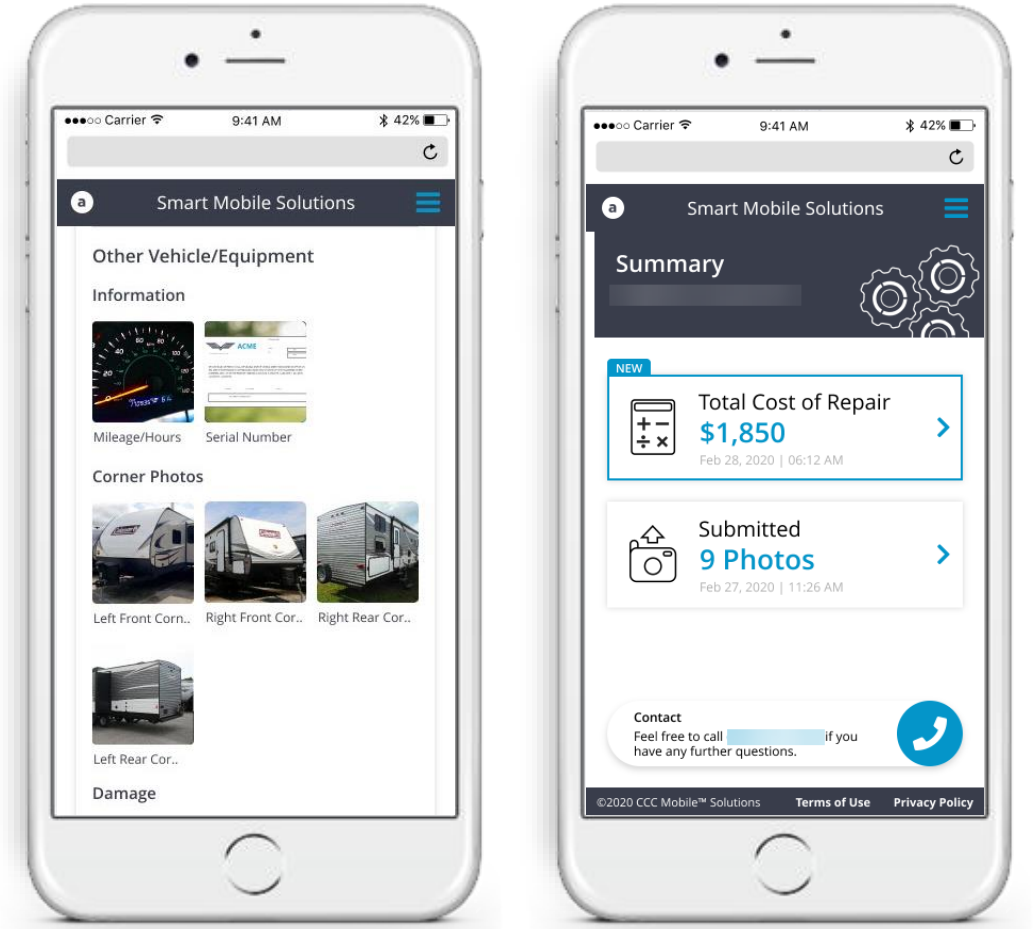
- Left Front Corner
- Right Front Corner
- Right Rear Corner
- Left Rear Corner

Damage

- Center
- Left Angle
- Right Angle

After capturing each photo, the user has the option to **Add comments** (Optional), **Retake** the photo or **Use Photo**.

Note: When capturing photos, the user should position themselves relative to their vehicle/equipment as directed by the instructions and, when capturing the corner photos, should make sure the entire vehicle is in the photo viewer. Guides/outlines are not displayed as to allow users to use the web app for any CRV.



Sample Experience

SUBMIT PHOTOS & REVIEW TCOR / ESTIMATE

Once all photos are captured, the user has the ability to review all photos, capture additional photos, and retake photos if necessary.

When ready, the user submits this information to the insurance carrier.

VIEW PHOTOS & WRITE ESTIMATE

Once this information is submitted, the claimant's photos and comments are made available to the appraiser, who can access them in the **Claim Folder** and can use the **Virtual Inspection** tool in the CCC® Portal to view them while writing the Estimate.

Refer to the **Comments** section in **Virtual Inspection** for each photo to identify whether that photo is of the Primary or Secondary Vehicle or Equipment.

RETAKE PHOTOS

If needed, user can send one retake request per claim. Multiple images may be selected in the photo retake request.

Note: The following features are not supported for Quick Estimate – CRV:

- Heatmaps
- Red Flag Score

The photos can be used to write a Desk Estimate. The insurance carrier has the option to provide the **Total Cost of Repair** (TCOR) and the **Estimate** to the user through the web app.

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