## CCC.

#### **CCC®** Workflow – Claims Management – Maintain Reinspector

**Overview** In the Reinspector Profile portlet, reinspector profiles can be easily maintained. This document outlines the maintain reinspector functionality within CCC<sup>®</sup> Workflow – Claims Management.

Maintain	Step	Action			
Reinspector	1	From the CCC Portal, select the Maintain Reinspectors			
-		link from the Manage Work section of the left side panel.			
		Manage Work			
		Maintain Messages			
		Maintain User Documents			
		Maintain Appraiser Profile			
		Maintain Appraiser Search Preferences			
		Maintain Reinspectors			
	2	Search by Claim Office, Reinspection Supervisor or			
		Reinspector Name.			
		Maintain Reinspector Profile			
		▼ Find Reinspector → View Results → Maintain Profile			
		Criteria			
		Search By *			
		Claim Office Reinspection Supervisor Reinspector Name			
	3	Select the <b>Reinspector Type</b> .			
		Reinspector Type			
		Desk Reviewer Field Reinspector Reinspector Reinspector Supervisor			
	4	Enter the rest of the necessary search criteria.			
		For Claim Office, select the Claim Office.			
	For Reinspection Supervisor, select the				
		Reinspection Supervisor.			
		For Reinspector Name, enter the Reinspector			
		Name.			
		When finished, click <b>Search</b> .			
		Search			

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### **CCC®** Workflow – Claims Management – Maintain

#### Reinspector, Continued

Maintain	Step	Action				
<b>Reinspector</b> , continued	5	Potal TypeActionsReinspectormaintain profileexport stateClick maintain profileforthe reinspector you want towork with.				
	6	The Maintain Reinspector Profile portlet appears. The <b>Reinspector name</b> and <b>Claim Office</b> are listed for reference.				
	7	Select or deselect the <b>Default Recipient</b> checkbox as appropriate. When selected, this checkbox allows the selected reinspector to become the default reinspector for all claims without an assigned reinspector. Default Recipient				
	8	To configure the reinspector for territory-based routing, add or remove <b>zip codes</b> from the <b>Coverage</b> field as appropriate. To add a zip code, enter it and click the <b>add</b> button. To remove a zip code that has been added, click 90000 - 90500         remove           90000 - 90501         remove           90000 - 90501         remove           add         remove				
	9	License State: Select the states that this appraiser is licensed to work in. Configure the following fields if this user is going to use Supervisor View to manage shops: Appraiser Type Appraiser Type Selected States Consective of the Carolia State of the Section States Consective of the Section States Consective of Carolia Stat				

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Maintain	Step	Action					
Reinspector,	10	The <b>Current Status</b> is Displayed.					
continued	11	The status can be changed to <b>Active</b> or <b>Inactive</b> as needed through this screen.					
		<ul> <li>To change the status to inactive for a specified date range:</li> <li>1. Select Change Status: Inactivate</li> <li>2. Select Inactive Period: Date Range</li> <li>3. Specify the from and to Date and Time range. Note: The time will default to the current time zone based on</li> </ul>					
		the user's computer.					
		Change Status	O Activate	Inactivate			
		Inactive Period	Date Range	O Indefinite			
		Inactive Date Range	from         11         /         13         /         2018         III         /         14         /         2018         III         /         06:00 PM         06:00 PM         06:00 PM         America/Chicago CST         America/Chicago CST         America/Chicago CST         America/Chicago CST         Image: Comparison of the comparison of t				
		To change the status to inactive for an indefinite amount of time:         1. Select Change Status: Inactivate         2. Select Inactive Period: Indefinite         Change Status          • Inactivate         • Inactivate					
	12	When finished	editing the Reinspector's p	rofile, click <b>Save.</b>			