

# Modifying Assignments

**Introduction** This job aid outlines the steps to modify saved and sent assignments within CCC ONE® Claims Management.

**Ways to Modify an Assignment**

There are three (3) ways you can modify assignments:

Option	Action
1	<p>From the CCC Portal Home Page &gt; <b>Create/ Modify Assignment</b> link.</p> 
2	<p>From the Claim Folder &gt; <b>Create/ Modify Appraisal Assignment</b> link.</p> 
3	<p>Assignments to Modify Search &gt; <b>Modify Assignment</b> button.</p>
	

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## Modifying Assignments, Continued

### Ways to Modify an Assignment, continued

After you open the assignment you want to modify, you can update any of the following sections:

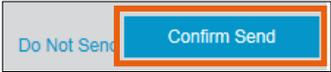
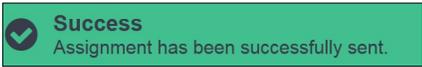
- Loss
- Appraiser
- Vehicle
- Vehicle Damage
- Claim
- Policy Agent
- Claim Parties
- Policy
- Method of Inspection

**Note:** Required fields are indicated with a red asterisk (\*).

For information regarding the Assignment Entry fields, please refer to the Assignment Entry job aid. Click **Save** to save modified assignments that have not been sent to an appraiser.

### Sending a Saved Assignment

Once your updates to the assignment are complete, you can send the saved assignment to the designated appraiser using the following steps:

Step	Action
1	<p>Click the Send button at the bottom the of the Assignment Entry screen.</p>  <p><b>Note:</b> The Proceed to Booking button is available for users who can access the Smart Appraiser Search.</p> 
2	<p>Click <b>Confirm Send</b>.</p>  <p>A message will appear that indicates the assignment was successfully sent.</p> 

**Note:** If you forgot any required information, an error message appears when you attempt to send the Assignment. The message tells you what field is missing and moves the screen and cursor to that field.

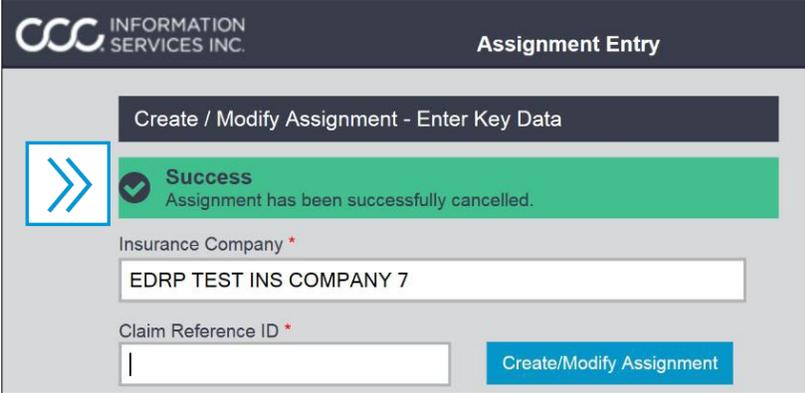
**Assignment Error**  
 Appraiser Type is a required field. Please enter a value.  
 Appraiser Name is a required field. Please enter a value.  
 Owner/Insured or Owner Claim Party must be added to the assignment in order to send it.

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## Modifying Assignments, Continued

### Cancelling Assignments

An assignment can be cancelled after it has been sent to an appraiser using the following steps:

Step	Action
1	Open the assignment that has been sent to an appraiser, then scroll to the bottom of the assignment.
2	Click <b>Cancel Send</b> . 
3	Click <b>Confirm Cancel Send</b> . 
4	A message will appear indicating that the assignment has been successfully cancelled. The appraiser assigned will be notified of the cancellation. This will not delete the assignment. 

**Note:** To close out of an opened assignment, click **Cancel Entry**, then click **Confirm Cancel Entry** at the bottom of an assignment. This will close out of the assignment and no updates will be made. This will NOT delete the assignment. Assignments cannot be saved after they have been sent to an appraiser, they may only be re-sent to the appraiser.