CCC® Parts – Shop Connection Dashboard

Introduction

The Shop Connection Dashboard provides participating CCC Parts suppliers the ability to see details about repair facilities (RFs or shops or repairers) that have purchased parts from you and are using CCC® Estimating to record their invoices.

This dashboard enables you to:

- Take a closer look at those repair facilities, whose data was aggregated in the Win Rate dashboard under "Win – Captured Sales", "Not Captured – Existing Customers", and "Not Captured – Other Shops" categories.

- Identify prospective and existing customers that are not ordering from you electronically.

Accessing Win Rate Dashboard – Supplier View

1. Access the supplier portal using your login credentials.
2. From the left pane, expand the **CCC Parts Insight** and then click **Shop Connection Dashboard**.

   This dashboard is only available to those suppliers that participate in CCC Parts Network and can accept electronic purchase orders from repairers. If you are not currently subscribed to CCC Parts Network, please contact CCC Parts Support (contact information is provided at the end of this job aid).

   You will see filters on top of the page:

Supplier	Displays your dealer/supplier name next to it.
Month Range	Displays last 12 months. Use the sliders to view one month or aggregate data for up to 12 months. The charts automatically adjust to display the information for the selected months.
CBSA	Displays aggregate data for all CBSAs by default. Select one or multiple CBSAs from the list to view data specific to the CBSA. CBSA (Core-Based Statistical Area) is a U.S. geographic area defined by the Office of Management and Budget. For the most current CBSA delineation information, please refer to the U.S. Census Bureau website: http://www.census.gov/population/metro/data/def.html
Repair Shop Status	Displays the status of the selected repair facility.

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Repair Facilities by Status

This chart displays details about the number of repairers and invoices connected through the CCC Parts platform.
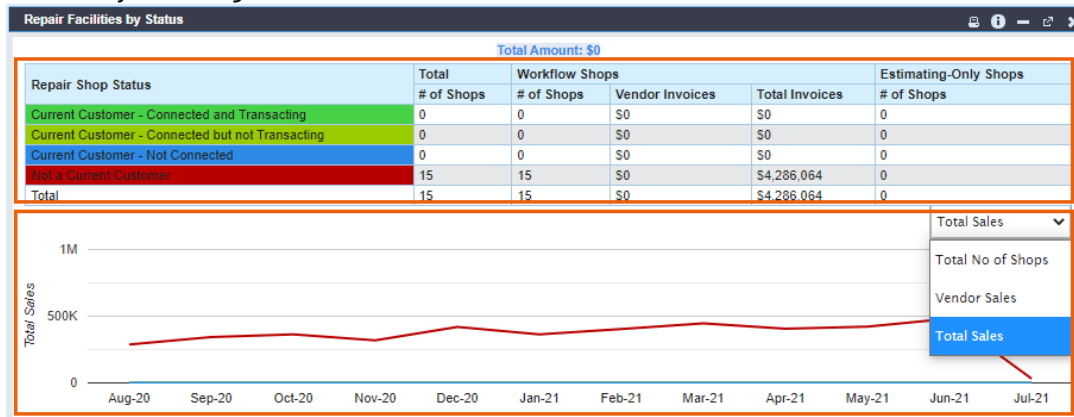
The **Repair Shop Status** column lists the status of repair facility. If selected, this status will also display under the CBSA name field, and all other charts will refresh to display the information specific to that status.

Current Customer – Connected and Transacting	Repair facility is configured to communicate with you electronically and has submitted electronic invoices (ePOs).
Current Customer – Connected but not Transacting	Repair facility is configured to communicate with you electronically but has not submitted electronic invoices (ePOs).
Current Customer – Not Connected	Repair facility is not configured to communicate with you electronically.
Not a Current Customer	Repair Facility that has not recorded any invoices from you in the selected time frame.

NOTE Only those repairers that use CCC® Estimating with Repair Workflow can receive and record invoices in the system.
Estimating-only repair facilities do not have this functionality, so their invoice amount is not recorded in this table. All Estimating-only repair facilities that are not connected with you are included in the **Not a Current Customer** status bucket.

The graph below the table shows the trend by month. You can select the metric to view by the number of repairers, the dollar amount of your sales recorded on CCC invoices or the total amount of all part sales recorded on CCC invoices.

If you have selected the repair facility status, you can remove this filter by clicking the **x** next to the filter.
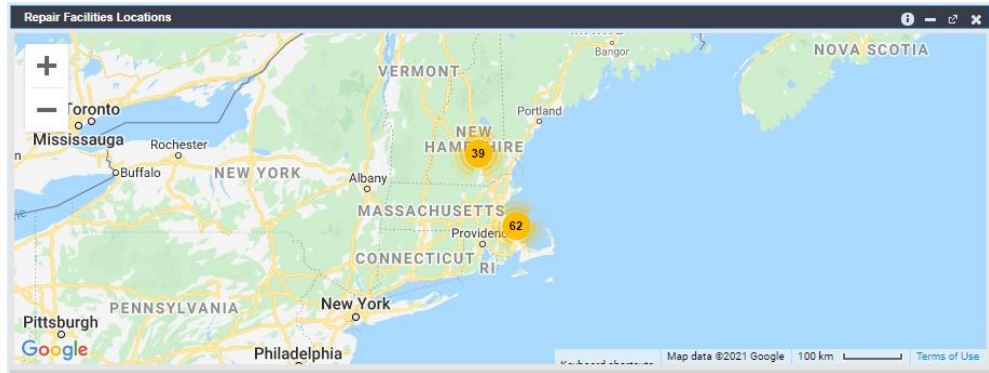

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Repair Facilities Location

This chart shows locations of all repair facilities (using CCC® Estimating) you have sold parts to. If you have used the CBSA filter, only those RFs within the selected CBSA will display.

- Zoom in and out to view repairer locations.
- Hover over an individual location to see the repair facility name.

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Repair Facilities Details

This table shows all repairers using CCC® Estimating that are located within those geographic areas where you sold to. If you have applied any filters, the list will be limited to satisfy the filtering criteria.

The information displayed in the table provides all details about the repairers necessary for you to reach out and connect with them for ePO (if such agreement is reached).

Only shops that use CCC® Estimating with Repair Workflow can receive and record invoices in the system, so the invoice amount with Estimating-only shops will be recorded as zero.

The Recently Added column indicates whether a shop has started using CCC® Estimating Repair Workflow in the past six months. These are new repair facilities available in your delivery area.

The invoice data of these shops are also aggregated in the Win Rate Dashboard under **Win – Captured Sales, Not Captured – Existing Customers, Not Captured – Other Shops** categories.

NOTE

- You can also view details for a specific repair facility by entering a full or partial shop name in the **Repair Shop Name** field.
- Use the button on the bottom left corner to go to the next page.
- Click on the column header once or twice to sort by ascending or descending order.
- Use **Export** to export the filtered list of repair facilities.

If you have any questions about this dashboard, please contact CCC Parts Support at parts_support@cccis.com or call 855.874.4404.