

## Estimate Review Insights Glossary

Metric/ Attribute	Definition	Report
Absolute Satisfactory %	Calculates the line level absolute agreement (positive or negative changes) between the original appraisal and the review: $(\text{Original TCOR} - (\text{Expected Total Over Est Amt} + \text{Expected Total Under Est Amt})) / \text{Original TCOR}$ .	Metric
Actual Diff Labor Amt	Original Labor Amt - Supplement Labor Amt.	Metric
Actual Diff Paint Amt	Original Paint Amt - Supplement Paint Amt.	Metric
Actual Diff Paint Supply Amt	Original Paint Supply Amt - Supplement Paint Supply Amt.	Metric
Actual Diff Parts Amt	Original Parts Amt - Supplement Parts Amt.	Metric
Actual Diff TCOR	Original TCOR - Supplement TCOR.	Metric
Actual Total Over Est Amt	Aggregation of lines: $\text{SUM}(\text{ABSOLUTE\_VALUE}(\text{Actual Diff Line Amt}))$ for lines where the review asks for a decrease.	Metric
Actual Total Under Est Amt	Aggregation of lines: $\text{SUM}(\text{ABSOLUTE\_VALUE}(\text{Actual Diff Line Amt}))$ for lines where the review asks for an increase.	Metric
Agreement Reached	"Agreement Reached" as indicated by the reinspection application.	Attribute
Appraiser CBSA	For Staff Appraisers, this is the CBSA of their claim office. For other appraisers, this is the CBSA of their location.	Attribute

Metric/ Attribute	Definition	Report
Appraiser Mgmt Level X	The management hierarchy for the appraiser (see Job Aid for more details)	Attribute
Appraiser State	For Staff Appraisers, this is the State of their claim office. For other appraisers, this is the State of their location.	Attribute
Appraiser Type	The appraiser type from the original file (Staff, RF, or IA).	Attribute
Approved % of Rvw	Approved Count / Review Count.	Metric
Approved Count	Count with review action of "approve" (excludes auto approves).	Metric
Associated Review ID	If the record is a re-reinspection, this will be the Review ID from the original reinspection.	Attribute
Audit Score	Score from the Audit application.	Metric
Auto-Approve Count	Based on the WFAPPR business event.	Metric
Avg Accept Amt per Rvw	SR Accept Total Amt / Review Count.	Metric
Avg Accept Amt per SR	SR Accept Total Amt / Supp Request Count.	Metric
Claim Folder Inspection Location	Inspection location attribute from the claim folder. In reporting, this attribute will primarily be used to determine if a claim was Open Shop (Appraiser Type = Staff and Claim Folder Inspection Location = Demand Estimate).	Attribute
Completed as Quick Est	Pulls from the flag with the same name in Quick Estimate reporting. Indicates that the claim was went through the full Quick Estimate workflow	Attribute
Documented Count	Count of reviews where review action is "Documented".	Metric

Metric/ Attribute	Definition	Report
Est Receive to Review Complete Days	Cycle time Est Receive to Review Complete Days.	Metric
Est Receive to Review Start Days	Cycle time Est Receive to Review Start Days.	Metric
Est Receive to Supp Receive Days	Cycle time Est Receive to Supp Receive Days.	Metric
Estimate Received Timestamp	Timestamp that the original file (being reviewed) was received by CCC systems.	Attribute
Estimate Review ID	A unique identifier for the Estimate Review.	Attribute
Estimate Version	If the record is a compare report, this is the version (S01, S02, etc) of the supplement that is being compared to the review. This is different than the "File Suffix" field, which is the version of the original file that was reviewed.	Attribute
Estimates only?	Estimates' if File Suffix = 'E01', else 'Supplements'.	Attribute
Expected Diff Labor Amt	Original Labor Amt - Review Labor Amt.	Metric
Expected Diff Paint Amt	Original Paint Amt - Review Paint Amt.	Metric
Expected Diff Paint Supply Amt	Original Paint Supply Amt - Review Paint Supply Amt.	Metric
Expected Diff Parts Amt	Original Parts Amt - Review Parts Amt.	Metric
Expected Diff TCOR	Original TCOR - Review TCOR.	Metric
Expected Total Over Est Amt	Aggregation of lines: SUM( ABSOLUTE_VALUE( Expected Diff Line Amt ) ) for lines where the review asks for a decrease.	Metric
Expected Total Under Est Amt	Aggregation of lines: SUM( ABSOLUTE_VALUE( Expected Diff Line Amt ) ) for lines	Metric

Metric/ Attribute	Definition	Report
	where the review asks for an increase.	
File Suffix	The file suffix (E01, S01, etc) of the original file being reviewed.	Attribute
First / Latest Supplement	The Estimate Review application generates a compare report for every supplement that comes in. To prevent unwanted duplication of data (Original TCOR, etc), the dashboard is set up to show only one review or compare report, per review. In the "Data Filters" menu, a user has the option between "First & Unsupplemented" or "Latest & Unsupplemented." This prevents ever being able to see both the first and latest supplement compare report for the same review at the same time. Unsupplemented reviews will always be included.	Attribute
First Supp Post Review Flag	1 if the record is the compare report from the first supplement following the review, else 0.	Attribute
Last Supp Post Review Flag	1 if the record is the compare report from the last supplement following the review, else 0.	Attribute
Net Satisfactory %	Calculates the net TCOR agreement between the original appraisal and the review: $(\text{Original TCOR} - \text{Expected Total Over Est Amt} + \text{Expected Total Under Est Amt}) / \text{Original TCOR}$ .	Metric
Opportunity Amt Documented	Total Expected Diff TCOR for "Documented" reviews.	Metric
Original Labor Amt	Labor Amt from Original Appraisal.	Metric
Original Paint Amt	Paint Amt from Original Appraisal.	Metric

Metric/ Attribute	Definition	Report
Original Paint Supply Amt	Paint Supply Amt from Original Appraisal.	Metric
Original Parts Amt	Parts Amt from Original Appraisal.	Metric
Original TCOR	TCOR from Original Appraisal.	Metric
Over/Underwrite	If Expected Diff TCOR < 0 then 'Overwrite' else if Expected Diff TCOR > 0 then 'Underwrite' else 'Neither'.	Attribute
Perf Timing Desc	Indicates if the review was performed Before, During, or After repair.	Attribute
R1 Complete to R2 Complete Days	Cycle time R1 Complete to R2 Complete Days.	Metric
R1 Est Receive to Review Start Days	If review is an R2, this is the Est Receive to Review Start Days cycle time from the R1.	Metric
R1 Expected Diff TCOR	If review is an R2, this is the Expected Diff TCOR from the R1.	Metric
R1 Expected Total Over Est Amt	If review is an R2, this is the Expected Total Over Est Amt from the R1.	Metric
R1 Expected Total Under Est Amt	If review is an R2, this is the Expected Total Under Est Amt from the R1.	Metric
R1 Variance TCOR	If review is an R2, this is the Variance TCOR from the R1.	Metric
Review Action Taken	The action requested by the reviewer when performing the Review. The value corresponds to a value in the drop down menu on the Combined View tab in the Estimate Review application. Values: Approved Supplement Requested Documented Re-Reinspection Manual Estimate Review Adhoc Estimate Review File	Attribute

Metric/ Attribute	Definition	Report
	Review Saved Estimate Review Saved Estimate Review Reinspection Saved Ad-hoc Estimate Review Saved Ad-hoc Estimate Review Reinspection Saved Manual Estimate Review.	
Review Assign to Review Start Days	Not yet supported, will always be null.	Metric
Review Assigned Timestamp	Not yet supported, will always be null.	Attribute
Review Complete Timestamp	The timestamp from when the review was completed and the review action was received by CCC systems.	Attribute
Review Complete to Supp Receive Days	Cycle time Review Complete to Supp Receive Days.	Metric
Review Count	Count of reviews (includes auto approves).	Metric
Review Labor Amt	Labor Amt from Review.	Metric
Review Level	The type of review that was performed. Values: Adhoc Review Manual Review Auto/Workfil Approval File Review Re-Reinspection Review.	Attribute
Review Method	The application that completed the review."Auto Approve" is determined by the WFAPPR business event.	Attribute
Review Paint Amt	Paint Amt from Review.	Metric
Review Paint Supply Amt	Paint Supply Amt from Review.	Metric

Metric/ Attribute	Definition	Report
Review Parts Amt	Parts Amt from Review.	Metric
Review Start Timestamp	The timestamp from when the adjuster began the review.	Attribute
Review Start to Complete Days	Cycle time Review Start to Complete Days.	Metric
Review TCOR	TCOR from Review.	Metric
Review Type	"Reinspection type" indicated by the reinspection application.	Attribute
Rvwr Mgmt Level 1	The management hierarchy of the Reviewer.A "Level 1" manager is a top level manager who does not themselves have a manager entered in the CLEAR registration system. See the Job aid for more details.	Attribute
Rvwr Mgmt Level 2	The management hierarchy of the Reviewer.	Attribute
Rvwr Mgmt Level 3	The management hierarchy of the Reviewer.	Attribute
Rvwr Mgmt Level 4	The management hierarchy of the Reviewer.	Attribute
Rvwr Mgmt Level 5	The management hierarchy of the Reviewer.	Attribute
Rvwr Mgmt Level 6	The management hierarchy of the Reviewer.	Attribute
Rvwr Mgmt Level 7	The management hierarchy of the Reviewer.	Attribute
Rvwr Mgmt Level X	The management hierarchy for the reviewer (see Job Aid for more details).	Attribute
Smart Audit Flag	Indicates that a Smart Audit prediction was made on the review.	Attribute
SR Accept % of SR's	SR Accept Count / Supp Request Count.	Metric

Metric/ Attribute	Definition	Report
SR Accept % of SR Amt	SR Accept Total Amt / Supp Request Total Diff Amt.	Metric
SR Accept Avg Amt	Avg Actual Diff in TCOR for reviews where the supplement request was accepted.	Metric
SR Accept Avg Diff Labor Amt	Avg Actual Diff in labor for reviews where the supplement request was accepted.	Metric
SR Accept Avg Diff Paint Amt	Avg Actual Diff in paint for reviews where the supplement request was accepted.	Metric
SR Accept Avg Diff Paint Supply Amt	Avg Actual Diff in paint supply for reviews where the supplement request was accepted.	Metric
SR Accept Avg Diff Parts Amt	Avg Actual Diff in parts for reviews where the supplement request was accepted.	Metric
SR Accept Count	Count of reviews where there was a supplement requested and the supplement showed reduction (Actual Diff TCOR is negative).	Metric
SR Accept Total Amt	Total Actual Diff in TCOR for reviews where the supplement request was accepted.	Metric
SR Avg Diff Labor Amt	Avg Expected Difference in labor for reviews where a supplement was requested.	Metric
SR Avg Diff Paint Amt	Avg Expected Difference in paint for reviews where a supplement was requested.	Metric
SR Avg Diff Paint Supply Amt	Avg Expected Difference in paint supply for reviews where a supplement was requested.	Metric
SR Avg Diff Parts Amt	Avg Expected Difference in parts for reviews where a supplement was requested.	Metric
Supp Request % of Rvw	Supp Request Count / Review Count.	Metric
Supp Request Amt % of TCOR	Supp Request Amt / Supp Request TCOR.	Metric



Metric/ Attribute	Definition	Report
Supp Request Avg Diff TCOR	Avg Expected Difference for reviews where a supplement was requested.	Metric
Supp Request Avg TCOR	Avg TCOR for reviews where a supplement was requested.	Metric
Supp Request Count	Count with review action "supplement requested".	Metric
Supp Request Total Diff Amt	Total expected difference for reviews where a supplement was requested.	Metric
Supplement Count	1 if supplement requested and received, else 0.	Metric
Supplement Labor Amt	Labor Amt from the Supplement.	Metric
Supplement Paint Amt	Paint Amt from the Supplement.	Metric
Supplement Paint Supply Amt	Paint Supply Amt from the Supplement.	Metric
Supplement Parts Amt	Parts Amt from the Supplement.	Metric
Supplement Received Timestamp	Timestamp of Supplement received by CCC systems.	Attribute
Supplement Requested Timestamp	Timestamp of Supplement Request.	Attribute
Supplement TCOR	TCOR Amt from the Supplement.	Metric
Total Loss Flag	Total loss indicator from the claim folder (in the claimfolder this attribute may be updated by many applications).	Attribute
Variance Labor Amt	Supplement Labor Amt - Review Labor Amt.	Metric
Variance Paint Amt	Supplement Paint Amt - Review Paint Amt.	Metric

Metric/ Attribute	Definition	Report
Variance Paint Supply Amt	Supply Paint Supply Amt - Review Paint Supply Amt.	Metric
Variance Parts Amt	Supplement Parts Amt - Review Parts Amt.	Metric
Variance TCOR	Supplement TCOR - Review TCOR.	Metric