



Method of Inspection Glossary

Metric/ Attribute	Definition	Formula	Report
Assignment Sent By	The individual who sent the assignment. Only if CCC receives the portal login ID via interface.	--	Claims Flow Transaction Detail Report - Attributes / MOI Transaction Detail Report - Attributes
Avg. First AsgnSent to Last AsgnSent Days	Number of days between first assignment sent date and last assignment sent date.	FIRSTASGMT TO LASTASGMT DAYS / FIRSTASGMT TO LASTASGMT CNT	Claim Cycle Times Report - Metrics
Avg. First PMOI to First AsgnSent Days	Number of days between first PMOI date and first assignment sent date.	FIRSTPMOI TO FIRSTASGMT DAYS / FIRSTPMOI TO FIRSTASGMT CNT	Claim Cycle Times Report - Metrics
Avg. FirstSuppl to LastSuppl Days	Number of days between first supplement date and last supplement date.	FIRSTSUPP TO LASTSUPP DAYS / FIRSTSUPP TO LASTSUPP CNT	Claim Cycle Times Report - Metrics
Avg. Last AsgnSent to	Number of days between last assignment sent date and	LASTASGMT TO	Claim Cycle Times Report



Metric/ Attribute	Definition	Formula	Report
EstComplete Days	estimate complete date.	ESTCMPLT DAYS / LASTASGMT TO ESTCMPLT CNT	- Metrics
Avg. Last AsgnSent to EstReview Complete Days	Number of days between last assignment sent date estimate review complete date.	LASTASGMT TO REVCMPPLT DAYS / LASTASGMT TO REVCMPPLT CNT	Claim Cycle Times Report - Metrics
Avg. Last PMOI to Last AsgnSent Days	Number of days between last PMOI date and last assignment sent date.	LASTPMOI TO LASTASGMT DAYS / LASTPMOI TO LASTASGMT CNT	Claim Cycle Times Report - Metrics
Avg. LossRpt to First AsgnSent Days	Number of days between loss report date and first assign- ment sent date.	LOSSRPT TO FIRSTASGMT DAYS / LOSSRPT TO FIRSTASGMT CNT	Claim Cycle Times Report - Metrics
Avg. LossRpt to Last AsgnSent Days	Number of days between loss report date and last assign- ment sent date.	LOSSRPT TO LASTASGMT DAYS / LOSSRPT TO LASTASGMT CNT	Claim Cycle Times Report - Metrics
Avg. Vehicle In to Vehicle	Number of days between vehicle in date and vehicle out date.	VEHIN TO VEHOUT	Claim Cycle Times Report



Metric/ Attribute	Definition	Formula	Report
Out Days		DAYS / VEHIN TO VEHOUT CNT	- Metrics
Claim #	The alpha-numeric value assigned as the claim number for the vehicle appraisal.	--	Claim Cycle Times Report - Attributes / Claims Flow Transaction Detail Report - Attributes / MOI Claim Search Detail Report - Attributes / MOI Trans- action Detail Report - Attributes
Claim Inspector	Claim Inspection ID (seen as 'Claim Inspector' in reports and visualizations) was added to the cube and added into front end Dashboard grid reports, so that metrics for unique individual claim transactions will not aggregate together, but will report separately. It is a transaction ID for the MOI flows, to help distinguish between multiple transactions for if multiple assignment or multiple estimates/ supplements for a given claim.	--	Claims Flow Transaction Detail Report - Attributes/ MOI Claim Search Detail Report - Attributes/ MOI Transaction Detail Report - Attributes
Claims	Claim count.	--	Claims Flow Transaction Detail Report - Metrics /



Metric/ Attribute	Definition	Formula	Report
			MOI Transaction Detail Report - Metrics
Company	This set of attributes that refer to the insuring company for whom estimates and supplements were generated.	--	Claim Cycle Times Report - Attributes / Claims Flow Transaction Detail Report - Attributes / MOI Transaction Detail Report - Attributes
Completed Period Timestamp	Date and time when the stage was completed in the application and stored by CCC.	--	Claims Flow Transaction Detail Report - Attributes / MOI Claim Search Detail Report - Attributes / MOI Transaction Detail Report - Attributes
Custom MOI	A separate Custom MOI Mapping process and document was supplied previously, to be used by the Account teams and customers to update the custom MOI values.	--	Claims Flow Transaction Detail Report - Attributes / MOI Claim Search Detail Report - Attributes / MOI Transaction Detail Report - Attributes



Metric/ Attribute	Definition	Formula	Report
Day	Date when the transaction is recorded.	--	Claims Flow Transaction Detail Report - Attributes / MOI Claim Search Detail Report - Attributes / MOI Transaction Detail Report - Attributes
Driveable	The Driveable reflects the driveable status of the vehicle as captured on the Vehicle Tab within Pathways. The EMS data file does not include this attribute, so all non-Pathways appraisals will be set to Driveable = Unknown Driveable. Values include: Driveable; Non-Driveable; Unknown Driveable; Unknown.	--	Claim Cycle Times Report - Attributes / Claims Flow Transaction Detail Report - Attributes / MOI Claim Search Detail Report - Attributes / MOI Transaction Detail Report - Attributes
E01 Amount	Estimated repair amount on the E01.	--	Claim Cycle Times Report - Metrics
Estimate Amount	This is the sum of PreTax Amt + Tax Amt for all claims/ appraisals that are estimates (file suffix = E01). Equivalent to the Total Cost of Repairs on the print image for any non-supplement claims/ appraisals. This is reported for each stage of	--	MOI Claim Search Detail Report - Metrics



Metric/ Attribute	Definition	Formula	Report
	the claim.		
Estimate Complete Date	Estimate complete date.	--	Claim Cycle Times Report - Attributes
Estimate Version	Current suffix version of the claim.	--	Claims Flow Transaction Detail Report - Attributes / MOI Transaction Detail Report - Attributes
File Count	Each transaction is counted as 1.	--	Claims Flow Transaction Detail Report - Metrics / MOI Transaction Detail Report - Metrics
First Assignment Sent Date	First assignment sent date time for the claim.	--	Claim Cycle Times Report - Attributes
Group Stage	The group stage associated with the event at this point in the claim lifecycle. NGA MOI Analytics stages include: 1. PMOI (all predictive method of inspection transactions that are not the latest prior to the estimate or record). 2. Latest PMOI (predictive method of inspection transactions that were immediately prior to the first appraisal transaction). 3. First	--	Claims Flow Transaction Detail Report - Attributes / MOI Claim Search Detail Report - Attributes / MOI Transaction Detail Report - Attributes



Metric/ Attribute	Definition	Formula	Report
	Assignment. 4. Assignment (all assignment transactions that are neither the first assignment transaction nor the latest assignment transaction). 5. Latest Assignment for Estimate (last assignment transaction before the first appraisal transaction). 6. First and Latest Assignment for Estimate (indicates the assignment was both the first and the last one before the first appraisal transaction). 7. Estimate of Record (appraisal commonly referred to as the E01 transaction, traditionally this is the first appraisal for a claim). 8. First Supplement. 9. Middle Supplement (all supplement appraisal transactions that are neither the first supplement transaction nor the last supplement transaction). 10. Latest Supplement. 11. Review (review transactions with the data reported as the appraisal that was reviewed not on the details of the review or the outcome of the review actions).		
Images Uploaded By WGL Count	Count per claim when images uploaded by WeGoLook.	--	Claims Flow Transaction Detail Report - Metrics / MOI Claim Search Detail Report - Metrics / MOI Transaction Detail Report -



Metric/ Attribute	Definition	Formula	Report
			Metrics
Images Uploaded By WGL Flag	Indicator that images uploaded by WeGoLook.	--	Claims Flow Transaction Detail Report - Attributes / MOI Claim Search Detail Report - Attributes / MOI Transaction Detail Report - Attributes
Incremental TCOR	Incremental TCOR.	--	MOI Claim Search Detail Report - Metrics
Labor Cost Claim	Cost of labor on the claim.	--	Claim Cycle Times Report - Metrics
Labor Cost File	Dollar spent on labor rates. This is reported for each stage of the claim.	--	MOI Claim Search Detail Report - Metrics
Latest Appraisal Flag	This filter only applies to 'Estimate of Record', 'First Supplement', 'Middle Supplement', and 'Latest Supplement' Group Stages. This filter is used to either include all estimates and supplements per claim in the data (N or All), or to include only those estimates and supplements per claim that are the latest per their created date (Y).	--	Claims Flow Transaction Detail Report - Attributes / MOI Transaction Detail Report - Attributes



Metric/ Attribute	Definition	Formula	Report
Material Cost File	Dollars spent on replacement parts. This is reported for each stage of the claim.	--	MOI Claim Search Detail Report - Metrics
Method Of Inspection	The Method of Inspection group applied based on CCC mapping of Appraiser Type, Inspection Method & Inspection Medium values. See Appendix for added details regarding MOI Mappings.	--	Claims Flow Transaction Detail Report - Attributes / MOI Claim Search Detail Report - Attributes / MOI Transaction Detail Report - Attributes
Misc Cost File	Dollars spent on miscellaneous amounts. This includes any items where "Sublet" is the chosen labor operation, and the part type is "None". Also includes any non-towing, non-storage, or non-EPC charges entered as "Other Charges" in Pathways. This is reported for each stage of the claim.	--	MOI Claim Search Detail Report - Metrics
MOI Appraiser Type	Appraiser type of the last assignment before the estimate if that record exists, if it does not exist the data is taken from the estimate of record. This is used to help calculate the Method of Inspection.	--	Claims Flow Transaction Detail Report - Attributes / MOI Transaction Detail Report - Attributes
MOI Inspection Location	The Inspection Location is used to indicate the type of location where the vehicle was assigned for inspection.	--	Claims Flow Transaction Detail Report - Attributes / MOI Transaction Detail



Metric/ Attribute	Definition	Formula	Report
			Report - Attributes
MOI Inspection Type	This is the customer facing name for the Inspection Medium that is a part of mapping the MOI Group. The filter contains the following values: Estimate in Hand, Photo, Physical, & Quick Estimate.	--	Claims Flow Transaction Detail Report - Attributes / MOI Transaction Detail Report - Attributes
Month	Month in Year	--	Claims Flow Transaction Detail Report - Attributes / MOI Transaction Detail Report - Attributes
Parts Cost Claim	Cost of parts on the claim.	--	Claim Cycle Times Report - Metrics
Parts Cost File	Dollars spent on replacement parts. This is reported for each stage of the claim.	--	MOI Claim Search Detail Report - Metrics
Quick Estimate Assigned Flag	Indicator that QE invite sent.	--	Claims Flow Transaction Detail Report - Attributes / MOI Transaction Detail Report - Attributes
Quick Estimate Claim Flag	Indicator that images upload event occurred, billing event.	--	Claims Flow Transaction Detail Report - Attributes /



Metric/ Attribute	Definition	Formula	Report
			MOI Transaction Detail Report - Attributes
Quick Estimate Images Uploaded Flag	Indicator that images uploaded.	--	Claims Flow Transaction Detail Report - Attributes / MOI Transaction Detail Report - Attributes
Repairable	Vehicle Condition is an attribute within the Collision Estimating data that reflects whether the loss vehicle appraised is considered repairable or not. For staff and independent appraisers* using Pathways, the condition of a vehicle is based on the data entered in the Settlement page within the Summary tab of Pathways, or on the primary or secondary points of impact. Total Losses include where Type = Total Loss or primary or secondary impact points are tagged as Total Loss or Total Burn. Repairables include any files where Type = Repairable or Borderline, or where primary or secondary points of impact are not tagged as Total Loss or Total Burn. For repair facilities using Pathways, the condition of a vehicle is based on data entered in the primary or secondary points of impact. Total Losses include primary or secondary	--	Claim Cycle Times Report - Attributes / Claims Flow Transaction Detail Report - Attributes / MOI Claim Search Detail Report - Attributes / MOI Transaction Detail Report - Attributes



Metric/ Attribute	Definition	Formula	Report
	impact points tagged as Total Loss or Total Burn. Repairables include any files where primary or secondary impact points are not tagged as Total Loss or Total Burn. For repair facilities using Pathways, the condition of a vehicle is based on data entered in the primary or secondary points of impact. Total Losses include primary or secondary impact points tagged as Total Loss or Total Burn. Repairables include any files where primary or secondary impact points are not tagged as Total Loss or Total Burn.		
SE Completed Without Prediction Flag	Jumpstart clicked and estimate completed events from same appraiser, prediction generated = N.	--	Claims Flow Transaction Detail Report - Attributes / MOI Transaction Detail Report - Attributes
SE Successfully Completed Flag	Jumpstart clicked and estimate completed events from same appraiser, prediction generated = Y.	--	Claims Flow Transaction Detail Report - Attributes / MOI Transaction Detail Report - Attributes
Sent to / Completed by	1. If the record is an assignment, this is the appraiser that's assigned to the assignment. 2. If the record is an estimate/ supplement, this is the	--	Claims Flow Transaction Detail Report - Attributes / MOI Claim Search Detail



Metric/ Attribute	Definition	Formula	Report
	appraiser who uploaded the estimate/ supplement. 3. If the record is a PMOI transaction, this is the user who entered the information to get a predicted MOI.		Report - Attributes / MOI Transaction Detail Report - Attributes
Supplement Amount	Total dollars for supplements written by the appraiser either on his/ her own original estimates or on other appraisers' original estimates. This is reported for each stage of the claim.	--	MOI Claim Search Detail Report - Metrics
Supplement Amt	Difference between the latest supplement and the E01.	--	Claim Cycle Times Report - Metrics
Tax Cost File	Dollars for sales tax of file. This is reported for each stage of the claim.	--	MOI Claim Search Detail Report - Metrics
Total TCOR	This is the latest TCOR (current state) being reported for the claim.	--	Claim Cycle Times Report - Metrics / Claims Flow Transaction Detail Report - Metrics / MOI Claim Search Detail Report - Met- rics / MOI Transaction Detail Report - Metrics
Vehicle Owner State	State in which the vehicle owner resides.	--	Claim Cycle Times Report - Attributes / Claims Flow



Metric/ Attribute	Definition	Formula	Report
			Transaction Detail Report - Attributes / MOI Trans- action Detail Report - Attributes
Year	Year	--	Claims Flow Transaction Detail Report - Attributes / MOI Transaction Detail Report - Attributes