



Total Loss Care Operational Glossary

Name	Definition	Formula	Category
% of Payoffs Returned Instantly	Whether or not the payoff amount was received within 60 seconds of the lien request being sent.	ROUND(100*SUM([Payoff Returned Instantly Flag])/COUNT([Payoff Returned Instantly Flag], 1)	M
Appraiser Hrchy Level 1	Level 1 Hierarchy name of the Quick Estimate appraiser on the claim.	--	A
Appraiser Hrchy Level 2	Level 2 Hierarchy name of the Quick Estimate appraiser on the claim.	--	A
Appraiser Hrchy Level 3	Level 3 Hierarchy name of the Quick Estimate appraiser on the claim.	--	A
Appraiser Hrchy Level 4	Level 4 Hierarchy name of the Quick Estimate appraiser on the claim.	--	A
Appraiser Hrchy Level 5	Level 5 Hierarchy name of the Quick Estimate appraiser on the claim.	--	A
Appraiser Hrchy Level 6	Level 6 Hierarchy name of the Quick Estimate appraiser on the claim.	--	A



Total Loss Care Operational
Glossary of Terms

CCC® Analytics

Name	Definition	Formula	Category
Appraiser Hrchy Level 7	Level 7 Hierarchy name of the Quick Estimate appraiser on the claim.	--	A
Appraiser Name	Name of the appraiser assigned.	--	A
Claim Volume	Total Claim Count (There can be multiple records for 1 claim).	COUNTD([Claim Number])	M
Claim Number	Claim Number	--	A
Claim Office Level 1	Level 1 Hierarchy name of the Quick Estimate carrier on the claim.	--	A
Claim Office Level 2	Level 2 Hierarchy name of the Quick Estimate carrier on the claim.	--	A
Claim Office Level 3	Level 3 Hierarchy name of the Quick Estimate carrier on the claim.	--	A
Claim Office Level 4	Level 4 Hierarchy name of the Quick Estimate carrier on the claim.	--	A
Claim Office Level 5	Level 5 Hierarchy name of the Quick Estimate carrier on the claim.	--	A
Claim Office Level 6	Level 6 Hierarchy name of the Quick Estimate carrier on the claim.	--	A



Total Loss Care Operational
Glossary of Terms

CCC® Analytics

Name	Definition	Formula	Category
Equity	Equity in the vehicle.	--	A
Lien Requests	Total Lien Requests	SUM([Total Loss Lien Flag])	M
Lien Carrier Status	Status of the lien for the carrier.	--	A
Lien Request Complete Datetime	Date and time the lien request was complete.	--	A
Lien Request Sent Datetime	Date and time the lien request was sent.	--	A
Lien Submitter Name	Name of the submitter assigned.	--	A
Lien Vendor Status	Status of the lien for the vendor.	--	A
LOG Cycle Time	Business Hours from Lien Request Sent to LOG Received.	ROUND(AVG([Lien Request Sent to LOG Received Business Seconds]/3600), 2)	M
Payoff Cycle Time	Business Hours from Lien Request Sent to Payoff Amount Received.	ROUND(AVG([Lien Request Sent to Payoff Received Business Seconds]/3600), 2)	M



Total Loss Care Operational
Glossary of Terms

CCC® Analytics

Name	Definition	Formula	Category
Payoff Amount Received Datetime	Date and time the payoff amount was received.	--	A
Primary Lien Lender Name	Primary Name of Lien Lender.	--	A
Reg Lenders % of LOG Ret < 2 Days	% of Lenders that send Lien Request to LOG Received in less than 2 Days.	SUM([Reg Lenders LOG received in < 2 Days Flag])/COUNT([Reg Lenders LOG received in < 2 Days Flag])	M
Registered Lender Flag	Indicates if the Lender is registered.	--	A
Secondary Lien Lender Name	Secondary Name of Lien Lender.	--	A
Valuation Count	Total Count of Valuation Requests.	COUNTD([Valuation Request Id])	M
Vehicle Owner State Description	State description of the vehicle owner.	--	A