**Southern Pioneer**

**Client Quick Summary**

* Release paperwork (NO)
* **IF TOTAL LOSS**: No Forms or Bids Required
* LKQ/Recon/AM over 2 calendar years old and over 24k miles
* Printout showing the Clean Retail Value of the unit is required with all files - Repairable or Total Loss.
* Always include a refreshed copy of the Advisor Report with all estimates.

**Client Fatal Error List**

* **Client does not want sales tax applied to estimates or supplements.  Revision required if sales tax is included on an estimate or supplement.**

**Client Photo Rules**

**Repairable Damage Images**

* 4 corners that are clear and legible
* At least 4 photos of the damage area
* Impact height measurements in inches using a Keson Tape Measurer (straight on, level and showing contact with ground)
* Odometer
* License plate
* VIN Plate (Both Door and Windshield to confirm vehicle)
* Production date/MFG data plate
* Vehicle registration
* Unrelated Prior Damage (UPD)

**Required Total Loss Photos in Addition to the Above:**

* Airbag deployment
* Seatbelt deployment
* Radio/NAV
* Headliner condition
* Upholstery condition (front and rear seats)
* Carpet condition (front and rear - be sure to lift up floor mats)
* Tread depth measurements (all 4 tires)
* Doors and dash for vehicle options
* Windshields with attention to chips, pits and cracks
* Spare tire
* Engine compartment condition
* Engine with dipstick pulled to show oil level and condition
* Trunk of vehicle showing spare
* Any other needed photos to depict damage, UPD or conditioning

**Client Estimate/Supplement Release Rules**

* NO - Do not release a copy of the estimate to vehicle owner and repair facility.

**Client Parts Application Rules**

* Utilize LKQ, Aftermarket and Reconditioned parts on all vehicles in excess of 2 years and 24k miles.
* A/M Parts must be CAPA certified or equivalent.
* Glass should always be replaced utilizing the most cost-efficient method.  Including but not limited to Safelite, NAGS, and local aftermarket suppliers.

**Client Total Loss Rules**

* Consider Vehicles total loss at 90% NADA Clean Retail Value for the State of Texas and note it on your appraisers report.
* Consider Vehicles total loss at 75% NADA Clean Retail Value for the State of Alabama and note it on your appraisers report.
* No Forms or Bids required.

**Client Tow Charge Rules**

* Do not include towing, storage or teardown charges in estimate. List in Appraisal Report comments only and include a copy of the invoice/bill with your upload.

**Client Supplement Handling Rules**

* Repair facility information and the shop Tax ID number must be populated on all supplements. (The TIN must be listed under the license number in CCC)
* Supporting invoices and photos are always to be included on supplement uploads

**Client Betterment/Depreciation Rules**

* Apply betterment/depreciation on both insured and claimant vehicles on parts with a limited life expectancy; Tires, Batteries, Shocks, Mechanical etc.
* No betterment/depreciation needs to be taken if the replacement part estimated is an aftermarket, reconditioned or LKQ part unless the damaged part was non-OEM. (Not applicable on tires)
* Estimate line note should contain the life expectancy or tire tread depth to document the decision.

**Client Documentation Requirements**

* Complete the Core appraisal report in its entirety and provide specific detailed inspection notes.
* Always note in your report the approximate open items.  Provide an approximate supplement amount and an explanation of possible hidden damages and procedures.
* Comment in your Appraisal Report the "Approximate Market Value" of the unit.

**Client Rates and Sales Tax Rules**

* Utilize local prevailing labor rates
* Utilize applicable tax rate

**Client Miscellaneous Rules**

* Review CCC Advisor Report and correct all errors/exceptions BEFORE locking/uploading estimate.
* If applicable, always supply a UPD estimate.