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| Assignment Instructions |  |
|  | 7760796  : Travelers Indemnity Contract #CW2324208 |  |
|  | 7/6/2023 10:42:15 AM |  |

**Client Quick Summary**

* Release paperwork (YES) - Except if the unit is a total loss.
* Fill out CCC/Complete call in using ID # 19930 and SCA ID # SCA1
* No Salvage Bids required unless borderline total loss.  If so, provide proquote.
* LKQ/Recon/AM over 1 calendar year old and over 15k miles
* If borderline total loss, obtain and provide Copart Proquote.
* No betterment on insured vehicles.
* Utilize the Travelers approved labor rates provided in the Core assignment
* NADA printout showing the Clean Retail Value of the unit is required with all files - Repairable or Total Loss.

**Client Fatal Error List**

* **Fill out your appraisal report comments using the IA Inspection Template below.**

**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**

* YES - Release a copy of the estimate to vehicle owner and repair facility unless total loss.

**Client Parts Application Rules**

* The use of LKQ or reconditioned OEM and/or non OEM replacement parts will be consistent with state laws or regulations and the following guidelines:
* For current model year or less than 15,000 miles write OEM only.  If other than current model year or more than 15,000 miles write certified aftermarket, LKQ or reconditioned parts.
* Always document alternative parts sources with phone number in your estimate and parts searches in your report.
* No LKQ SRS equipment and or moving steering or suspension parts.

 \*GLASS:

* Always utilize Safelite 877-664-8931.

**Client Total Loss Rules**

* Fill out the CCC evaluation form and complete call in using ID # 19930 and SCA ID# SCA1
* No salvage bids required unless borderline total loss, if borderline provide Copart Proquote.
* Unrelated collision damage should be written in an UPD estimate.
* Obtain and provide any advance charges, including daily storage charges.
* Total loss photos must include interior photos clearly showing options and condition.  They should also show keys if present.

**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**

* No betterment is to be applied to insured vehicles.
* On third party Claimants, betterment/depreciation may be considered for parts normally subject to repair and replacement during the useful life of the vehicle. The maximum deduction percentage should not exceed 50%.
* Betterment/depreciation should be applied to the part price only and should not be taken on alternative replacement parts.
* Any applicable deduction taken must be explained to vehicle owners and the rationale for the deduction included in the appraisal comments.

**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.
* NADA Printout required on all files - Repairable or Total Loss
* Comment in your Appraisal Report the "Approximate Market Value" of the unit.
* SCA Appraisal Report MUST be filled out using the template below:
  + - **IA Inspection Template:  
      Inspection Type (EOR, Sup1, Sup2 ect):  
      Inspection location (residence, tow yard, shop ect**):  
      **Date vehicle arrives at shop (If at shop):** 00/00/00  
      **Agreed price reached with (shop rep/customer name):  
      IA Comments:**

**Client Rates and Sales Tax Rules**

* Utilize the Travelers approved labor rates provided in the Core assignment
* 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.
* Covid19 disinfecting fee:  .5 hour at body and $5.00 max materials.
* State of Wyoming only: Do not use aftermarket parts unless the vehicle owner has agreed to the use of the parts and has signed a copy of the “Wyoming Aftermarket Parts Consent form”.  A copy of this form must be attached to your paperwork.  If the customer refuses the aftermarket parts it should be noted on your appraiser’s report.