INFORMATION SERVICES INC.

Appraisal Assignment Web Service
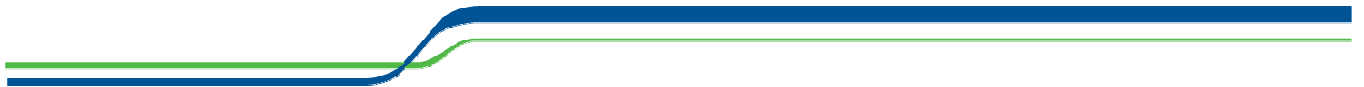
Implementation Guide

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CCC Appraisal Assignment Service Schema

CCC has designed an Appraisal Assignment Service to facilitate the flow of information related to vehicle appraisal assignment transactions. The CCC Appraisal Assignment Service is a real-time secure web service interface utilizing public domain Internet. The CCC Appraisal Assignment Service is built on industry standard technologies and proprietary business practices, providing easy implementation and enhanced rapid appraisal assignment delivery capability.

Those elements of information which are required for successful delivery of the assignment to the appraisal source are indicated as such.

This CCC Appraisal Assignment Implementation Guide defines structure and element-level details for all nodes used with the standard CCC web service appraisal assignment. The document breaks down and defines the CCCAssignment node as well as the supporting CCC common web service TransactionControlHeader. Each subordinate node is again broken down and defined in further detail until element-level is reached. Any node common to more than one location in the schema is defined further within Appendix A.

Please Note *CCC requests all users of the Appraisal Assignment Web Service to validate their embedded XML to the provided CCC Appraisal Assignment schema.*

Transaction Control Header Details

The TransactionControlHeader aggregate is used to describe information necessary for intended routing, processing and logging of the delivered XML. This header is required.

Sample XML

```xml
<CCCAppraisalAssignment Version="1.5">
    <TransactionControlHeader FileType="ASGN" FileVersion="1.0" HeaderVersion="1.0">
        <UniqueTransactionId>CCC1#CLAIMNUM123456-1-1#20090924091535048</UniqueTransactionId>
        <PrimaryInsuranceCompanyID>INS1</PrimaryInsuranceCompanyID>
        <CCCId code="039002951"/>
        <LossReferenceId>1234567890-001-001-1</LossReferenceId>
        <EstimatingSystem code="C"/>
        <EchoField>Echo Me This<EchoField>
        <TransactionDateTime>2009-09-24T09:15:35.048-05:00</TransactionDateTime>
    </TransactionControlHeader>
<CCCAssignment>
    …
```

Element	Description	Values	Required	Element Length
FileType FileVersion HeaderVersion	XML attributes values used to describe the XML type and version.	As instructed by CCC **FileType = ASGN** **FileVersion = 1.0** **HeaderVersion = 1.0**	Yes	n/a
UniqueTransactionID	Used as unique transaction identifier by the requestor. CCC requests this to be populated as shown in example above. CCC will return this exact value on web service response & any asynchronous acknowledgement for transaction reconciliation.	String CCC requests this to be populated as shown: **PrimaryInsuranceCompanyID# LossReferenceId# Compacted TransactionDateTime (hyphens, colons, and other characters and spaces removed), no GMT offset.**	Yes	Min 2 Max 50

Element	Description	Values	Required	Element Length
PrimaryInsuranceCompanyID	CCC's code for the primary company sending the assignment.	Alphanumeric	Yes	Min 2 Max 4
CCCId	CCC's industry DUNS number.	Enumerated value **039002951**	Yes	9
LossReferenceId	Unique Identifier for the vehicle on the claim. Also known as the Claim Number.	**CCC Special Character Restriction for Claim ReferenceId. See Appendix B**	Yes	Min 4 Max 25
EstimatingSystem	Defines if the assignment is bound for a CCC or Non-CCC appraisal platform.	**C** CCC **A** ADP/Audatex **M** Mitchell	Yes	1
EchoField	Claim level field designed to capture 50 bytes worth of information the sender wishes to have "echoed back" on any return transaction, including the synchronous web service response.	String	No	50
CCCActionCode	**Used by CCC for internal reprocessing control**	**Reserved for CCC use**	**No**	**1**
TransactionDateTime	Defines the UTC Standard Date and Time the transaction was created by the sender.	Standardized UTC DateTime. **YYYY-MM-DDTHH:MM:SS.MMM -GMT** offset for Time Zone application. Examples **2009-09-24T09:15:35.048-05:00 2009-09-24T09:15:35.048**	Yes	Datetime

CCC Assignment Details

The CCCAssignment aggregate is used to describe information regarding the claim and related appraisal assignment. This aggregate includes categories (nodes) for information concerning the intended recipient of the assignment, claim administration, the vehicle, the intended appointment, all relevant claim parties, loss details, and policy and third party policy administration.

Sample XML

```xml
<CCCAppraisalAssignment Version="1.5">
     <TransactionControlHeader FileType="ASGN" FileVersion="1.0" HeaderVersion="1.0">
       …
     </TransactionControlHeader>
     <CCCAssignment>
          <AssignmentAdministration>
           ...
          </AssignmentAdministration>
          <AssignmentRecipient>
           ...
          </AssignmentRecipient>
          <Claim>
           ...
          </Claim>
          <Vehicle>
           ...
          </Vehicle>
          <Appointment>
           ...
          </Appointment>
          <ClaimParty>
             <ClaimPartyRoleType code="VO"/>
             <ClaimPartyAddressType code="HM"/>
             <ClaimPartyContact>
                <ClaimContact>
                     ……
                </ClaimContact>
             </ClaimPartyContact>
          <ClaimParty>
          <ClaimParty>
             <ClaimPartyRoleType code="IN"/>
             <ClaimPartyAddressType code="OF"/>
             <ClaimPartyContact>
                <ClaimContact>
                     ……
                </ClaimContact>
             </ClaimPartyContact>
          <ClaimParty>
          <Loss>
           ...
          </Loss>
          <Policy>
           ...
          </Policy>
          <ThirdParty>
           ...
          </ThirdParty>
     </CCCAssignment>
</CCCAppraisalAssignment>
```

CCCAssignment Node	Description	Values	Required	Element Length
AssignmentAdministration	AssignmentAdministration is used for additional administration and control information not related to the claim/vehicle information.	See Assignment Administration Details section	Yes	
AssignmentRecipient	AssignmentRecipient is used to indicate the appraisal source intended for estimate completion. Additional administrative information regarding the recipient is available to be passed to the recipient via this node.	See Assignment Recipient Details section	Yes	
Claim	Claim is used to apply administrative and routing information related to the claim.	See Claim Details section	Yes	
Vehicle	Vehicle is used to apply the specific vehicle involved for this appraisal assignment.	See Vehicle Details section	No	
Appointment	Appointment describes the appraisal appointment details.	See Appointment Details section	No	
ClaimParty	ClaimParty is a repeatable node used to define all necessary information on parties involved with the claim vehicle.	See ClaimParty Details section	No	
Loss	Loss describes more detail about the loss.	See Loss Details section	No	
Policy	Policy (First Party Policy) is used to apply policy data related to the claim. The Policy node is not required on the assignment. The Policy node is used to describe Primary Insured's Policy and Third Party Policy information.	See Policy Details section	No	
ThirdParty	ThirdParty is used to apply policy data related to the third party on the claim. Other than 3rd Party Claim Number, the elements of ThirdParty are the same as that for Policy.	See ThirdParty Details section	No	

AssignmentAdministration Details

The <AssignmentAdministration> aggregate is used for additional administration and control information not related to the business information on the claim. This node is required.

_____

Sample XML

```
<AssignmentAdministration>
    <AssignmentActionCode code="N"/>
    <ActiveScheduleIndicator code="Y"/>
</AssignmentAdministration>
```

Element	Description	Values	Required	Element Length
AssignmentActionCode[1] [1] When AssignmentActionCode='V', please set AssignmentRecipientID to value 'SAVE.	Defines the type of assignment transaction.	**N** New/Update Assignment **V** Save-Only Assignment, Not Sent to Appraiser **C** Assignment Cancel **S**[3] Request for Supplement [3] **See Request for Supplement below.**	Yes	2
ActiveScheduleIndicator[1,2] [1] As CCC currently supports only Staff appointment optimization for Autoverse Active Schedule®, when ActiveScheduleIndicator is set to 'Y' only recipient types of '**STAP**' and '**DRVI**' will be accepted - '**DRP**' and '**IA**' assignments will be rejected. [2] When ActiveScheduleIndicator='Y', please set AssignmentRecipientID to value '**AVAS**'.	Used to indicate if appointment time is to be optimized using CCC Active Schedule®.	**Y, N** Default is No	No	1

Request for Supplement

CCC allows for the option of a supplement request to be delivered to all Pathways® 4.5 and CCC ONE® users via the Assignment web service interface. A request for supplement indicates to the appraiser that a supplemental appraisal/estimate is needed on the indicated claim. Indicating an assignment as a request for supplement will return a copy of the original completed estimate or supplement of record to the Pathways® or CCC ONE® user. This is the same functionality as the Autoverse® Assignment Entry *Request for Supplement* check box.

Information placed within the InstructionsToEstimator is accepted and passed to the Pathways® or CCC ONE® appraiser as an Office Message[1]. Therefore the IC may place specific supplement request information in the InstructionsToEstimator field for direct delivery to the intended Pathways appraiser.

Changes to the claim workfile assignment are not accepted by CCC.

[1] Please refer to your CCC Autoverse® or Pathways® Training Guide/Help
     Function for further information on office messages.

AssignmentRecipient Details

The <AssignmentRecipient> aggregate is used to indicate the appraisal source intended for estimate completion. Additional administrative information regarding the recipient is also available to be passed to the recipient via this node. The AssignmentRecipient node is required on the assignment.

_____

Sample XML

```
<AssignmentRecipient>
    <AssignmentRecipientID>AP239</AssignmentRecipientID>
    <AssignmentRecipientType code="STF"/>
    <DateAssigned>2010-01-18T09:20:35.048-05:00</DateAssigned>
    <InspectionMethod code="FLD"/>
    <InstructionsToEstimator>Car is in front of house-do not speak to clmnt</InstructionsToEstimator>
    <InspectionRequirements>Lots of scratches, make sure veh is clean<InspectionRequirements>
    <AssignedBy>CCCApprSearch<AssignedBy>
</AssignmentRecipient>
```

Element	Description	Values	Required	Element Length
AssignmentRecipientID[*] [*] Each Recipient will possess a set of valid Claim Type(s) as defined by the Insurance Company with CCC. The Claim Type indicated on the assignment must be within the set of valid Claim Types for the intended recipient – otherwise the assignment will be rejected.	Shared code value used to define the appraisal recipient.	Alphanumeric[1,2,3] [1] When AssignmentActionCode='V', please set AssignmentRecipientID to value 'SAVE. [2] When ActiveScheduleIndicator='Y', please set AssignmentRecipientID to value 'AVAS'. [3] For CCC Appraiser Search web service users, apply the desired appraiser code value returned to the AssignmentRecipientID.	Yes	Min 1 Staff/DI - 7 IA/RF - 15
AssignmentRecipientType [*] AssignmentRecipientType is used in combination with AssignmentRecipientID to determine if the Recipient is valid within CCC. If the combination of the fields does not result in a valid recipient, CCC will search for the recipient by the AssignmentRecipientID only. In these cases, CCC will overlay the AssignmentRecipientType sent in on the XML to the type associated with the match found.	Used to define the recipient appraiser type.	**STAP**[1] Staff Appraiser **DRVI** Staff Drive-In **DRP** Repair Facility **IA** Independent Appraiser [1] As CCC currently supports only Staff appointment optimization for Autoverse Active Schedule[*], when ActiveScheduleIndicator is set to 'Y' only recipient types of 'STAP' and 'DRVI' will be accepted - 'DRP' and 'IA' assignments will be rejected.	Yes	4
DateAssigned	Date and time the assignment was sent by sender.	Standardized UTC DateTime. YYYY-MM-DDTHH:MM:SS.MMM -GMT offset for Time Zone application. Examples **2009-09-24T09:15:35.048-05:00** **2009-09-24T09:15:35.048**	No	Datetime

InspectionMethod	Defines the method of inspection for the vehicle. The CCC Assignment interface accommodates CCC proprietary and CEICA standard inspection methods. [*] All values translate to the CCC proprietary set for reporting purposes. [*] VehicleLocationIndicator values of Owner Home (**OH**), Owner Work (**OW**), Approved Repair Facility (**AR**) and Non-Approved Repair Facility (**NR**) will override the Pathways[*] Inspection Site Type with **Home (Field)**, **Work (Field)** and **Repair Facility (Field)** respectively.	**See Appendix B for valid Vehicle Inspection Method Options**[*]	Yes	4
InstructionsToEstimator*	Notes to give specific appraisal or other instructions to the recipient of the assignment. *In Supplemental Assignments situations, information placed within this field is passed as a Claim Note to Pathways[®] or CCC ONE[®].	String	No	Unlimited
InspectionRequirements	Notes to give specific appraisal or other instructions to the recipient of the assignment.	String	No	64
AssignedBy	Individual or application that created and dispatched the assignment.	Alphanumeric	No	15

Claim Details

The <Claim> aggregate is used to apply administrative and routing information related to the claim. The Claim node is required on the assignment.

_____

Sample XML

```
<Claim>
    <LossReferenceId>1234567890-001-001-1</LossReferenceId>
    <PrimaryInsuranceCompanyID>INS1</PrimaryInsuranceCompanyID>
    <SubsidiaryInsuranceCompanyID>INS2</SubsidiaryInsuranceCompanyID>
    <ClaimOffice>185</ClaimOffice>
    <ClaimTypeCode code="VE"/>
    <ClaimTypeDetail code="VEPPR"/>
    <CCCLossCategory code="L"/>
    <CustomerLossTypeCode>COLLINJ</CustomerLossTypeCode>
    <ReportedDateTime>2010-01-18T09:20:35.048</ReportedDateTime>
    <RentalCarInUse code="Y"/>
    <DailyCost>190.00</DailyCost>
    <OkToPayFlag code="N"/>
    <Adjuster>
        <Adjustercode>584</Adjustercode>
        <ClaimUnit>2</ClaimUnit>
    </Adjuster>
</Claim>
```

Element	Description	Values	Required	Element Length
LossReferenceId	Unique Identifier for the vehicle on the claim. Also known as the Claim Number.	**CCC Special Character Restriction for Claim ReferenceId -See Appendix B**	Yes	Min 4 Max 25
PrimaryInsuranceCompanyID	CCC's code for the primary insurance company partner sending the assignment	Alphanumeric	Yes	Min 2 Max 4
SubsidiaryInsuranceCompanyID	CCC's code for the company associated with the assignment (Subsidiary Co.)	Alphanumeric	No	Min 2 Max 4
ClaimOffice	Unique identifier code for the assignment handling claim office.	Alphanumeric	Yes	Min 1 Max 5
ClaimTypeCode	Required code value for identification of the type of claim property[*] [*] Each Recipient will possess a set of valid Claim Type(s) as defined by the Insurance Company with CCC. The Claim Type indicated on the assignment must be within the set of valid Claim Types for the intended recipient – otherwise the assignment will be rejected.	**VE** Vehicle **ST** Structural **MC** Motorcycle **OT** Other **BS** Bus **EM** Emergency **HE** Heavy Equipment **HT** Heavy Truck **RV** Recreational Vehicles & Campers **SR** Sport/Off Road **TR** Trailer **WC** Watercraft **See CCC Claim Type Options and Combinations in Appendix B for valid combinations.**	Yes	2

ClaimTypeDetail	Optional code value for further identification of the type of claim property.	**See CCC Claim Type Options and Combinations in Appendix B for valid code combinations.** **CCC will set to Unknown if Claim Type Detail is not populated.**	No	5
CCCLossCategory	Determines the type of loss per CCC Intellisphere reporting. Overrides the CustomerLossType-to-CCC Loss Category from Pathways® profile.	**Code Desc Intellisphere®** **C** Collision **C** **M** Comp **M** **L** Liability **L** **O** Other **O** **P** Property **O** **U** Unknown **U** blank/no value **U**	No	1
CustomerLossTypeCode	Determines carrier-defined type of loss. Each custom carrier value correlates to a specific Pathways®/CCC ONE® profile carrier-defined and CCC Intellisphere® loss type.	Alphanumeric Values defined by Insurance Company	Yes	Min 1 Max 7
ReportedDateTime	Date and time of first notice of loss, or that date & time which the claim was reported to the carrier.	Standardized UTC DateTime. YYYY-MM-DDTHH:MM:SS.MMM -GMT offset for Time Zone application. Examples **2009-09-24T09:15:35.048-05:00** **2009-09-24T09:15:35.048**	No	Datetime
RentalCarInUse	Identifies if rental option exists on the claim.	**Y, N, U** Default is Unknown	No	1
DailyCost	Daily cost of substitute transportation for the primary claim party Pathways® will display whole dollar amounts to $999. **Found in Instructions to Appraiser** as Daily cost of substitute transportation = $999. Autoverse® will display the entire amount sent.	Decimal*	No	Format as 999.99
OkToPayFlag	Identifies to the appraisal source if the claim may be paid or adjuster involvement is necessary.	**Y, N, U** Default is Unknown	No	1
Adjuster	**Describes the insurance carrier adjuster associated with the claim. Preferred delivery is via AdjusterCode value resolved by CCC. Can be as pure contact information as shown.**	**See Adjuster details below.**	**No**	

ClaimNotes[#]	[#] Stored by CCC, unused by Autoverse® and Pathways® at this time.	String	No	4000
CesLossTypeCode	NonCCC collision estimating loss type code. For nonCCC use; LossType/Description for EMS purposes.	Alphanumeric	No	7
CesLossTypeDescription	NonCCC collision estimating loss type description. For nonCCC use; LossType/ Description for EMS purposes.	**CCC Special Character Restriction See Appendix B**	No	38

Adjuster Details

The <Adjuster> aggregate is used to define the insurance company partner acting adjuster. The adjuster may be defined by a particular adjuster code, or by providing the name and contact details. An adjuster is not required on the assignment. An adjuster must be delivered to CCC as a Person, not a Company, or the assignment will be rejected.

Adjuster code is the preferred method of delivering the adjuster contact information on the claim. Should adjuster codes not be in use with CCC or there is a preference to override the code associated with the particular adjuster, an option for the sender is to populate the AdjusterContact aggregate with the appropriate name and contact phone information.

Sample XML

```
<Adjuster>
   <AdjusterCode>PMANN18</AdjusterCode>
   <ClaimUnit>2</ClaimUnit>
   <AdjusterContact>
      <ClaimContact>
         <PersonCompanyIndicator code="P"/>    Adjuster contact should be indicated as a Person, or Assignment will be rejected.
         <FirstName>Peyton</FirstName>
         <LastName>Manning</LastName>
         <Contact>
            <BusinessPhone>
               <Telephone>
                  <AreaCode>317</AreaCode>
                  <LocalNum>222-1818</LocalNum>
               </Telephone>
            </BusinessPhone1>
            <Email>adjusterpm18@insurance.com</Email>
         </Contact>
      </ClaimContact>
   <AdjusterContact>
</Adjuster>
```

Element	Description	Values	Required	Element Length
AdjusterCode	Adjuster code associated with the insurance client adjuster assigned to the claim.	Alphanumeric	No	7
ClaimUnit	Used for potential further level of definition within a physical claim office.	Alphanumeric + space	No	20
AdjusterContact .	**Adjuster contact information such as name, address and phone[1,2]** [1] Adjuster contact should be indicated as a Person, or Assignment will be rejected. [2] Only BusinessPhone is accepted as AdjusterContact phone number for display in CCC Autoverse* and Pathways*.	**See ClaimContact in Appendix A**	**No**	

Vehicle Details

The <Vehicle> aggregate is used to apply the specific vehicle involved for this appraisal assignment. The Vehicle node is not required on the assignment.

_____

Sample XML

```xml
<Vehicle>
    <IdentificationNumber>1X6CAR293YB700547</IdentificationNumber>
    <LicensePlateNumber>SN19OB</LicensePlateNumber>
    <StateofRegistration>
        <StateCode code="IL"/>
    </StateofRegistration>
    <LicensePlateExpirationDate>2010-01-18</LicensePlateExpirationDate>
    <ModelYear>2000</ModelYear>
    <MakeCode>TOYO</MakeCode>
    <MakeDescription>Toyota</MakeDescription>
    <Model>Camry</Model>
    <VehicleUsage>
        <UsageCode code="M"/>
        <Usage>12000</Usage>
    </VehicleUsage>
    <BodyStyle>2DR</BodyStyle>
    <ExternalColor>Green</ExternalColor>
    <InternalColor>Gray</InternalColor>
    <ConditionCode code="EX"/>
    <EngineSize>6-Cyl</EngineSize>
    <ProductionDate>2007-01-01</ProductionDate>
    <PriorDamageText>Vehicle had prior damage on rear bumper - exclude</PriorDamageText>
    <DamageMemoText>Additional information about the vehicle damage</DamageMemoText>
    <ImpactNotes>Vehicle was hit in rear and left side</ImpactNotes>
    <VehicleMemoText>Vehicle color is not factory green - VO repainted</VehicleMemoText>
    <DrivableFlag code="Y"/>
    <TotalLossFlag code="N"/>
    <GaragedZip>
        <Zip>
            <ZipCode>19805</ZipCode>
        </Zip>
    </GaragedZip>
    <VehicleLocation>
        …
    </VehicleLocation>
    <ImpactPoint>
        <ImpactPointNumber code="1"/>
        <ImpactAreaCode code="10"/>
    </ImpactPoint>
    <InteriorCode>STDINT</InteriorCode>
    <MoldingCode>STDMOULD</MoldingCode>
    <StripeCode>STR12</StripeCode>
    <ToneIndicator>TONELOC</ToneIndicator>
    <TrimCode>TRIM1</TrimCode>
    <TrimColor>Silver</TrimColor>
    <PaintStageIndicator>PS3</PaintStageIndicator>
    <PaintDetail>
        <SequenceNumber>1</SequenceNumber>
        <PaintCode>2STAGEPT</PaintCode>
    </PaintDetail>
    <Options>
        <VehicleOption>
            <OptionCode>RNR</OptionCode>
            <OptionDescription>Really Nice Radio</OptionDescription>
        </VehicleOption>
    </Options>
    <Options>
        <VehicleOption>
            <OptionCode>WP</OptionCode>
            <OptionDescription>Winter Package</OptionDescription>
        </VehicleOption>
    </Options>
</Vehicle>
```

Element	Description	Values	Required	Element Length
IdentificationNumber	Vehicle Identification Number – can be VIN, PIN, etc…	Alphanumeric	No	17
LicensePlateNumber	Vehicle License Plate Num[*] [*] CCC Pathways Supports Standard US Plate Size of 8 digits.	String	No	8
StateofRegistration	**State of the Vehicle Registration**	**StateCode**	**No**	**2**
LicensePlateExpirationDate	Date the License Plate of the Vehicle expires	Standardized UTC Date. **YYYY-MM-DD** Example **2009-09-24**	No	Date
ModelYear	Model Year of the Vehicle, Example '2008'.	Format Integer YYYY Values 1900-2100 Accepted	No	Min 4 Max 4
MakeCode[#]	CCC-Specific Make Code of the Vehicle	**Alphanumeric** **See Appendix B for Valid Values** [#] Should an invalid vehicle MakeCode be passed and CCC is unable to resolve, Vehicle Make will display as Other. Any value from MakeDescription will be displayed with Autoverse[*] Vehicle Make.	No	4
MakeDescription[#]	Make Description of the Vehicle [#] Should an invalid vehicle MakeCode be passed and CCC is unable to resolve, Vehicle Make will display as Other. Any value from MakeDescription will be displayed with Autoverse[*] Vehicle Make.	**CCC Special Character Restriction See Appendix B**	No	50
Model	Model of the Vehicle	String	No	50
VehicleUsage	**Odometer or usage hours reading of the vehicle at the time of accident/damage**	**See VehicleUsage details below**	**No**	
BodyStyle	Body Style of the Vehicle (e.g. Sedan, Coupe)	**CCC Special Character Restriction See Appendix B**	No	20
ExternalColor	External Color of the Vehicle	Alphanumeric + space	No	20
InternalColor	Internal Color of the Vehicle	Alphanumeric + space	No	20
ConditionCode	General Condition of the Vehicle	**EX** Excellent **GO** Good **FR** Fair **PR** Poor Default is no condition setting.	No	2
EngineSize	Size of the Engine of the Vehicle (e.g. 6-cylinder, diesel)	**CCC Special Character Restriction See Appendix B**	No	20
ProductionDate	Production Date of the Vehicle	Standardized UTC Date. **YYYY-MM-DD** Example **2009-09-24**	No	Date
PriorDamageText	Free form text to describe	String	No	4000

Element	Description	Values	Required	Element Length
	the Prior Damage on the Vehicle			
DamageMemoText	Free form text to describe the Damage on the Vehicle	String	No	4000
ImpactNotes	Free form text to describe the Impact on the Vehicle	String	No	400
VehicleMemoText	Free form text about the Vehicle	String	No	4000
DrivableFlag	Indicates if the Vehicle is Drivable	**Y, N, U** Default is Unknown	No	1
TotalLossFlag	Indicates if the Vehicle is believed to be a Total as usually determined by some sort of triage tool.	**Y, N, U** Default is Unknown	No	1
GaragedZip	**Zipcode where vehicle is garaged. Needed if important for state regulations on vehicle valuations.**	**See Zip Details Appendix A**	**No**	
VehicleLocation	**Location of the Vehicle for the Appraisal Assignment**	**See VehicleLocation details below**	**No**	
ImpactPoint	**Impact Point(s) on the damaged vehicle**	**See ImpactPoint details below**	**No**	
InteriorCode	Vehicle's Interior Code as defined by the manufacturer	Alphanumeric	No	12
MoldingCode	Vehicle's Molding Code as defined by the manufacturer	Alphanumeric	No	20
StripeCode	Vehicle's Stripe Code as defined by the manufacturer	Alphanumeric	No	12
ToneIndicator	Vehicle's Tone Indication as defined by the manufacturer	Integer Values 0-9 Accepted	No	1
TrimCode	Vehicle's Trim Code as defined by the manufacturer	Alphanumeric	No	20
TrimColor	Vehicle's Trim Color as defined by the manufacturer	Alphanumeric + space	No	20
PaintStageIndicator	Vehicle's Paint Stage Indication as defined by the manufacturer	Integer Values 0-9 Accepted	No	1
PaintDetail	**Details on the Paint**	**See PaintDetail details below**	**No**	
Options	**Options on the Vehicle**	**See Options detail below**	**No**	

VehicleUsage Details

The <VehicleUsage> aggregate describes odometer reading or number of hours of vehicle usage for the appraisal vehicle. VehicleUsage is not required.

Sample XML

```
<VehicleUsage>
   <UsageCode code="M"/>
   <Usage>12182</Usage>
</VehicleUsage>
... or ...
<VehicleUsage>
   <UsageCode code="H"/>
   <Usage>680</Usage>
</VehicleUsage>
```

Element	Description	Values		Required	Element Length
UsageCode	Indicates if the Usage value contains an odometer mileage reading or number of vehicle usage hours.	**M**	Indicates vehicle usage is in odometer Miles	Yes	1
		H	Indicates vehicle usage is in Hours		
Usage	Integer value for the odometer reading or number of vehicle usage hours. Mileage or Hours indicated by UsageCode value 'M' or 'H'.	Integer		**Yes**	Min 1 Max 9

VehicleLocation Details

The <VehicleLocation> aggregate describes the location and contact for the vehicle for the appraisal assignment. Vehicle Location is not required.

Sample XML

```
<VehicleLocation>
   <VehicleLocationIndicator code="OH"/>
   <Address>
      <Address1>226 West Main Street</Address1>
      <Address2>Suite 181</Address2>
      <AddressName>Robert's Body Shop and Wrecker</AddressName>
      <City>Chicago</City>
      <County>Cook</County>
      <StateCode code="IL"/>
      <Zip>
         <ZipCode>19805</ZipCode>
         <ZipExt>5678</ZipExt>
      </Zip>
      <Country>USA</Country>
   </Address>
   <VehicleLocationContact>
      <Contact>
         <BusinessPhone>
            <Telephone>
               <AreaCode>312</AreaCode>
               <LocalNum>222-1234</LocalNum>
```

```
            <Extn>5678</Extn>
         </Telephone>
      </BusinessPhone>
      <Email>customer@yeehaw.com</Email>
   </Contact>
</VehicleLocationContact>
</VehicleLocation>
```

Element	Description	Values	Required	Element Length
VehicleLocationIndicator[*] [*] For Autoverse[®], the vehicle location as applied by this indicator determines only how the Vehicle Location dropdown displays. Address and phone information passed in Address and Vehicle LocationContact nodes will always be displayed. [**] For Pathways[®], indicator values of Owner Home (OH) and Owner Work (OW) will override address and phone information passed in Address and VehicleLocationContact nodes with that of the Vehicle Owner contact Home or Work information respectively. For all other indicator values, the address and phone information passed in Address and VehicleLocationContact nodes will be displayed.	Vehicle location indicator.	**OH**[**] At vehicle owner home address. **OW**[**] At vehicle owner work address. **AR** At approved repair facility. **NR** At non-approved repair facility. **SY** At salvage yard **DF** At drive-in facility **O** Other	No	2
Address	**Vehicle Location Address**	**See Address details Appendix A**	**No**	
VehicleLocationContact	**Contact for the vehicle location**	**See Contact details Appendix A**	**No**	

ImpactPoint Details

The <Impact Point> aggregate describes the impact point(s) on the damaged vehicle. It is not required. The number populated is dependent on how many impact points are to be described.

Sample XML

Shows primary impact point of Right Quarter Post (value 4) and secondary impact point of Left Front Pillar (value 10). See Appendix B for further definition and code values of all impact points.

```
<ImpactPoint>
   <ImpactPointNumber code="1"/>
   <ImpactAreaCode code="4/>
</ImpactPoint>
<ImpactPoint>
   <ImpactPointNumber code="2/>
   <ImpactAreaCode code="10/>
</ImpactPoint>
```

Element	Description	Values	Required	Element Length
ImpactPointNumber	Indicates Primary, Secondary or Tertiary Impact Point	**1, 2, 3 Only** **1 – Primary Impact Point** **2 – Secondary Impact Point** **3 – Tertiary Impact Point** Primary and Secondary points are supported by Autoverse® and Pathways®/CCC ONE®. Tertiary impact point is supported by Autoverse® only.	Yes	2
ImpactAreaCode	Indicates what portion of the vehicle was damaged for this impact point.	**Numeric** **Values 1 – 29, see Appendix B for definitions of the values**	Yes	2

PaintDetail Details

The <PaintDetail> aggregate describes details on the paint of the vehicle. It is not required. The number of iterations populated is dependent on how much paint detail is to be described.

Sample XML

```
<PaintDetail>
   <SequenceNumber>1</SequenceNumber>
   <PaintCode>2STAGEPT</PaintCode>
</PaintDetail>
<PaintDetail>
   <SequenceNumber>2</SequenceNumber>
   <PaintCode>3STAGEPT</PaintCode>
</PaintDetail>
```

Element	Description	Values	Required	Element Length
SequenceNumber	Sequence for the Paint Code	Integer Values 1-9 Accepted	Yes	1
PaintCode	Paint Code as defined by the manufacturer	Alphanumeric	Yes	Min 1 Max 15

Options Details

The <VehicleOptions> aggregate describes details on the options present on the vehicle. It is not required. The amount of iterations populated is dependent on how many vehicle options are to be described.

Sample XML

```
<Options>
   <VehicleOption>
      <OptionCode>RNR</OptionCode>
      <OptionDescription>Really Nice Radio</OptionDescription>
   </VehicleOption>
   <VehicleOption>
      <OptionCode>WP</OptionCode>
      <OptionDescription>Winter Package</OptionDescription>
   </VehicleOption>
</Options>
```

Element	Description	Values	Required	Element Length
OptionCode	The option code as defined by the insurance company.	OEM/Insurance Company defined value.	Yes	Min 1 Max 6
OptionDescription	Description of the option	Alphanumeric + space	Yes	Min 1 Max 50

Appointment Details

The <Appointment> aggregate describes the appraisal appointment details. The Appointment node is not required on the assignment.

Note: Active Schedule® optimization is not impacted by information passed in the Appointment aggregate.

_____

Sample XML

```
<Appointment>
    <AppointmentDate>2010-01-18T09:20:35.048</AppointmentDate>
    <RequestDate>2010-01-18T09:20:35.048</RequestDate>
</Appointment>
<EstimatedDuration>18</EstimatedDuration>
<ConfirmationId>120209123</ConfirmationId>
```

Element	Description	Values	Required	Element Length
AppointmentDate	Date and time of the appointment. May also be referred to as the Booked Date.	Standardized UTC DateTime. **YYYY-MM-DDTHH:MM:SS.MMM -GMT** offset for Time Zone application. Examples **2009-09-24T09:15:35.048-05:00** **2009-09-24T09:15:35.048**	No	Datetime
RequestDate	Date and time the appointment was requested on the system.	Standardized UTC DateTime. **YYYY-MM-DDTHH:MM:SS.MMM -GMT** offset for Time Zone application. Example **2009-09-24T09:15:35.048-05:00** **2009-09-24T09:15:35.048**	No	Datetime
EstimatedDuration[1]	Estimated duration it will take to repair the vehicle. [1]Estimate repair duration is to be used for future estimating products by CCC. Estimated repair duration is not currently used by CCC Autoverse® or passed on to Pathways® Collision Estimating.	Integer Values 0-999 Accepted	No	3
ConfirmationID	Confirmation Identifier for the Appointment.	Alphanumeric Insurance Company Specific	No	9

ClaimParty Details

The <ClaimParty> aggregate is used to define all necessary information on the claim parties involved with the claim vehicle. Multiple claim parties may be used by repeating the ClaimParty node for each involved party and supplying the relevant role for each via the PartyRoleType code (Vehicle Owner, Insured, Driver, Witness, etc.).

The ClaimParty node is not required on the assignment.

_____

Sample XML

```
<ClaimParty>
   <ClaimPartyRoleType code="VI"/>
   <ClaimPartyAddressType code="HM"/>
   <ClaimPartyInjured code="N"/>
   <ClaimPartyContact>
      <ClaimContact>
       ……
      </ClaimContact>
   </ClaimPartyContact>
   <AccidentStatement>Driver hit tree. Veh damage to front and left side</AccidentStatement>
<ClaimParty>
```

Element	Description	Values	Required	Element Length
ClaimPartyRoleType	Defines the claim party role with respect to the claim vehicle. Examples, Vehicle Owner, Insured, Claimant, etc. * For New and Update assignments, a Vehicle Owner claim party (either VI or VO) must be present. The assignment will be rejected if neither exists.	**VI**[*] Both Vehicle Owner & Insured **VO**[*] Vehicle owner **IN** Insured **CL** Claimant **DR** Driver **LH** Lien Holder **AT** Attorney **WI** Witness **OT** Other	Yes	2
ClaimPartyAddressType	Defines the type of address being delivered for the claim party within the ClaimPartyContact node.	**HM** Home **OF** Office **HO** Home Office **CO** Claim Office **MA** Mailing **OT** Other Default is Home	No	2
ClaimPartyInjured	Indicates whether the individual claim party has an injury situation with regards to the claim vehicle.	**Y, N, U** Default is Unknown	No	1
ClaimPartyContact	**Defines claim party contact information.**	**See ClaimContact Appendix A**	**Yes**	
AccidentStatement	Written statement information concerning the accident.	String	No	2000

Loss Details

The <Loss> aggregate describes more detail about the loss. The Loss node is not required on the assignment.
_____

Sample XML

```xml
<Loss>
    <CatastropheCode>C6</CatastropheCode>
    <InjuryFlag>N</InjuryFlag>
    <TheftFlag>N</TheftFlag>
    <LossMemoText>Driver hit tree at corner of West and Main</LossMemoText>
    <LossDateTime>2010-01-18T09:20:35.048</LossDateTime>
    <LossReportedDateTime>2010-01-18T10:20:00.000</LossReportedDateTime>
    <LossLocation>
        <Address>
            <AddressName>Corner of West and Main</AddressName>
            <Address1>20 West St</Address1>
            <City>Naperville</City>
            <County>DuPage</County>
            <StateCode code="IL"/>
            <Zip>
                <ZipCode>19104</ZipCode>
                <ZipExt>5678</ZipExt>
            </Zip>
            <Country>USA</Country>
        </Address>
    </LossLocation>
</Loss>
```

Element	Description	Values	Required	Element Length
CatastropheCode	Carrier's identifier for the associated catastrophe. Note: if passed on assignment, information is available for reporting segmentation.	Alphanumeric	No	2 Pathways supports catastrophe codes[*] of 2 characters only.
InjuryFlag	Identifier if there was an injury involved in the claim. Injuries with a particular claim party are handled in that section.	**Y, N, U** Default is Unknown	No	1
TheftFlag	Identifier of vehicle theft.	**Y, N, U** Default is Unknown	No	1
LossMemoText	Additional Notes area related to the Loss	String	No	2000
LossDateTime	Date and Time loss occurred[*] [*] Loss Date cannot be greater than current date.	Standardized UTC DateTime. YYYY-MM-DDTHH:MM:SS.MMM -GMT offset for Time Zone application. Examples **2009-09-24T09:15:35.048-05:00** **2009-09-24T09:15:35.048**	No	Datetime
LossReportedDateTime	Date and Time loss was reported to the carrier (FNOL) [*] Loss Reported Date cannot be greater than current date.	Standardized UTC DateTime. YYYY-MM-DDTHH:MM:SS.MMM -GMT offset for Time Zone application. Examples **2009-09-24T09:15:35.048-05:00** **2009-09-24T09:15:35.048**	No	Datetime
LossLocation	**Location of the loss**	**See Address in Appendix A**	**No**	

Policy Details

The <Policy> aggregate is used to apply policy data related to the claim. The Policy node is not required on the assignment. The Policy node is used to describe Primary Insured's Policy and Third Party Policy information.

_____

Sample XML

```
<Policy>
    <PolicyNumber>LBSC00099999</PolicyNumber>
    <PolicyNumberExt>P1</PolicyNumberExt>
    <PolicyType code="P"/>
    <NAICLineofBusiness code="4"/>
    <BookofBusiness code="S"/>
    <DeductibleType code="A"/>
    <Deductible>250</Deductible>
    <PolicyCoverageIndicator>CO</PolicyCoverageIndicator>
    <PolicyStartDate>2005-01-01</PolicyStartDate>
    <PolicyExpirationDate>2010-12-31</PolicyExpirationDate>
    <Agent>
        …
    </Agent>
    <UnderwritingCompany>Underwriters 'R Us</UnderwritingCompany>
    <PolicyNote>Notes about the policy here</PolicyNote>
    <EndorsementNote>Endorsement notes here</EndorsementNote>
</Policy>
```

Element	Description	Values	Required	Element Length
PolicyNumber	Policy Number for the insured	**CCC Special Character Restriction See Appendix B**	No	25
PolicyNumberExt	Extension on the Policy Number for the insured	**CCC Special Character Restriction See Appendix B**	No	3
PolicyType	Type of policy under which this claim is being written Note - if passed on assignment, information is available for reporting segmentation.	**P** Personal **C** Commercial Default is blank/no value	No	1
NAICLineofBusiness	Line of Business under which this policy is written Note - if passed on assignment, information is available for reporting segmentation.	**See Appendix B for Valid values** Default is blank/no value	No	2
BookofBusiness	Book of Business under which this policy is written Note - if passed on assignment, information is available for reporting segmentation.	**S** Standard **N** Non-Standard Default is blank/no value	No	1
DeductibleType	Type of deductible passed in Deductible Amount element. Default assumes dollar amount.	**A** Amount **V** Actual Cash Value **P** Percent Default is Amount	No	1

Deductible	Deductible amount of insured policy on the claim. Can be defined as a dollar amount or percentage. *Deductible amounts greater than $9999.99 default to $10,000.00.	*Decimal Example $500 Amount \<Deductible\>**500**\</Deductible\> Example % Deductible \<Deductible\>**5.25**\</Deductible\> Example $211.81 ACV \<Deductible\>**211.81**\</Deductible\>	No	4.2
PolicyCoverageIndicator	Identifies the type of coverage that will be used to handle the claim.	Alphanumeric Company defined. Must be registered with CCC to translate description.	No	5
PolicyStartDate	Date insured policy was put enforce. *Policy Start (Effective) Date cannot be greater than current date.	Standardized UTC Date. YYYY-MM-DD Example 2009-09-24	No	Date
PolicyExpirationDate	Date of insured policy expiration *. *Policy Expiration Date cannot be earlier than Policy Start (Effective) Date.	Standardized UTC Date. YYYY-MM-DD Example 2009-09-24	No	Date
Agent	**Agent responsible for the claim.**	**See Agent Details below**		
UnderwritingCompany	Name of the Company underwriting the policy. If not provided, assumes Carrier Name sending the assignment.	**CCC Special Character Restriction See Appendix B**	No	60
PolicyNote	Free form notes about the policy	String	No	4000
EndorsementNote	Free form note describing the policy endorsements	String	No	4000

Agent Details

The <Agent> aggregate defines the agent for the policy. It is not required.

Sample XML

```
<Agent>
   <AgentIdentifier>007</AgentIdentifier>
   <AgentType>C</AgentType>
   <AgentLicenseNumber>101030232</AgentLicenseNumber>
   <AgentContact>
      <ClaimContact>
         <PersonCompanyIndicator code="P"/>     Agent contact should be indicated as a Person.
         <FirstName>James</FirstName>
         <LastName>Bond</LastName>
          ……
      </ClaimContact>
   </AgentContact>
</Agent>
```

Element	Description	Values	Required	Element Length
AgentIdentifier	Insurance company code value indicating the claim agent.	Alphanumeric Insurance Company Specific	No	15
AgentType	Indicates agent type as Captive or Independent.	**C** Captive **I** Independent Default is blank/no value	No	1
AgentLicenseNumber	License Number for the Agent	**CCC Special Character Restriction See Appendix B**	No	30
AgentContact	**Name of the agent**	**See ClaimContact Appendix A**	**No**	

ThirdParty Details

The <ThirdParty> aggregate is used to apply policy data related to the third party on the claim. The elements of the Third Party Policy are the same as that for the Policy (First Party Policy). The ThirdParty node is not required on the assignment. See Policy Details above for element detail definition.

_____

Sample XML

```
<ThirdParty>
   <ThirdPartyInsuranceCarrierName>Third Party Insurance Carrier</ThirdPartyInsuranceCarrierName>
   <ThirdPartyClaimNumber>TPCNUMHERE-001-001-1</ThirdPartyClaimNumber>
   <Policy>
      <PolicyNumber>LBSC00099999</PolicyNumber>
      <PolicyNumberExt>P1</PolicyNumberExt>
      <PolicyType code="P"/>
      <NAICLineofBusiness code="4"/>
      <BookofBusiness code="S"/>
      <DeductibleType code="A"/>
      <DeductibleAmt>500.00</DeductibleAmt>
      <PolicyStartDate>2005-01-01</PolicyStartDate>
      <PolicyExpirationDate>2010-12-31</PolicyExpirationDate>
      <Agent>
         …
      </Agent>
      <UnderwritingCompany>Underwriters 'R Us</UnderwritingCompany>
      <PolicyNote>Notes about the policy here</PolicyNote>
      <EndorsementNote>Endorsement notes here</EndorsementNote>
      <PolicyCoverageIndicator>CO</PolicyCoverageIndicator>
   </Policy>
</ThirdParty>
```

Element	Description	Values	Required	Element Length
ThirdPartyInsurance CarrierName	Used to pass the name of the third party insurance carrier when available.	**CCC Special Character Restriction See Appendix B**	No	40
ThirdPartyClaimNumber	Claim reference id for a third party vehicle	**CCC Special Character Restriction for Claim ReferenceId. See Appendix B**	No	Min 4 Max 25
Policy	**Policy information related to the claim third party**	**See Policy Details above**	**Yes**	

Appendix A - Shared Definitions

ClaimContact Details

The <ClaimContact> aggregate describes administrative contact information regarding the involved party in relation to the claim vehicle. Includes name, address and direct contact information.

Sample XML

```
<ClaimContact>
    <PersonCompanyIndicator code="P"/>
    <CompanyName>Tom's Company</CompanyName>
    <CompanyOfficeID>OFC123</CompanyOfficeID>
    <CompanyOfficeType>2</CompanyOfficeType>
    <CompanyGovtId>GovermentID</CompanyGovtId>
    <CompanyFedTaxInfo>FedTaxID</CompanyFedTaxInfo>
    <Title>Mr.</Title>
    <FirstName>Tom</FirstName>
    <MiddleName>James</MiddleName>
    <LastName>Smith</LastName>
    <Suffix>III</Suffix>
    <NickName>TJ</NickName>
    <Salutation>Yours Truly</Salutation>
    <VerbalGreeting>Verbal greeting information here</VerbalGreeting>
    <WrittenGreeting>Written greeting information here</WrittenGreetin>
    <DriversLicenseNumber>S110-1234-9261</DriversLicenseNumber>
    <DriversLicenseState>
        <StateCode code="IL"/>
    </DriversLicenseState>
    <DriversLicenseExpirationDate>2010-12-01</DriversLicenseExpirationDate>
    <Contact>
        <HomePhone1>
            <Telephone>
                <AreaCode>630</AreaCode>
                <LocalNum>222-1234</LocalNum>
            </Telephone>
        </HomePhone1>
        <Email>tomjsmith@yeehaw.com</Email>
    </Contact>
    <Address>
        <Address1>226 West Main Street</Address1>
        <Address2>Client Relations Building-Lot 4</Address2>
        <AddressName>Cook County Office Complex</AddressName>
        <City>Chicago</City>
        <County>Cook</County>
        <StateCode code="IL"/>
        <Zip>
            <ZipCode>60654</ZipCode>
            <ZipExt>1844</ZipExt>
        </Zip>
    </Address>
</ClaimContact>
```

Element	Description	Values	Required	Element Length
PersonCompanyIndicator	Identifies the Claim Contact as a Person or Company	**P** Personal **C** Company	Yes	1
CompanyName *** If Company, then business requirement for CompanyName**	Identifies the Claim Contact company name rather than an individual person name.	**CCC Special Character Restriction See Appendix B**	Yes*	Min 1 Max 100

Element	Description	Values	Required	Element Length
CompanyOfficeID	Identifies the company claim contact office ID.	Alphanumeric Insurance Company defined values.	No	30
CompanyOfficeType	Identifies the company claim contact office type.	Alphanumeric + space Insurance Company defined values.	No	15
CompanyGovtId	Identifies the company claim contact government ID.	**CCC Special Character Restriction See Appendix B**	No	20
CompanyFedTaxInfo	Identifies the company claim contact federal tax info/number.	**CCC Special Character Restriction See Appendix B**	No	10
Title	Identifies claim party title ex: Mr., Mrs., Sir, etc…	**CCC Special Character Restriction See Appendix B**	No	10
FirstName	Identifies claim party first name	**CCC Special Character Restriction See Appendix B**	No	40
MiddleName	Identifies claim party middle name	**CCC Special Character Restriction See Appendix B**	No	30
LastName *If Person, then business requirement for Last Name*	Identifies claim party last name	**CCC Special Character Restriction See Appendix B**	Yes*	Min 1 Max 40
Suffix	Claim party name suffix ex: II, III, PhD, MA, etc…	**CCC Special Character Restriction See Appendix B**	No	40
NickName	Identifies claim party nick name	**CCC Special Character Restriction See Appendix B**	No	20
Salutation	Identifies and specific claim party salutation to be used – such as 'sincerely'	Alphanumeric + space	No	10
VerbalGreeting	Specific verbal greeting used to contact claim party.	String	No	50
WrittenGreeting	Specific written greeting used to contact claim party.	String	No	50
DriversLicenseNumber	Identifies claim party drivers license number	**CCC Special Character Restriction See Appendix B**	No	20
DriversLicenseState	**State of Drivers License issuance**	**See StateCode Detail Appendix A**	**No**	**2**
DriversLicenseExpirationDate	**Date of Drivers License expiration**	Standardized UTC Date. **YYYY-MM-DD** Example **2009-09-24**	**No**	**Date**
Contact	**Contact Information of Claim Contact**	**See Contact Detail Appendix A**	**No**	**2**
Address	**Address of Claim Contact**	**See Address Detail Appendix A**	**No**	**2**

Contact Details

The <Contact> aggregate describes any telephone or electronic contact type used in the Assignment. Types of contact include Telephone, Email, Wireless addresses and URLs.

Sample XML

```
<Contact>
   <BusinessPhone>
      <Telephone>
         <AreaCode>312</AreaCode>
         <LocalNum>222-1234</LocalNum>
         <Extn>5678</Extn>
      </Telephone>
   </BusinessPhone>
   <HomePhone1>
      <Telephone>
         <AreaCode>312</AreaCode>
         <LocalNum>222-1234</LocalNum>
         <Extn>5678</Extn>
      </Telephone>
   </HomePhone1>
   <Email>customer@yeehaw.com</Email>
   <Url>www.cccis.com</Url>
</Contact>
```

Element	Description	Values	Required	Element Length
BusinessPhone **Please note – AdjusterContact phone number is only accepted as BusinessPhone for display in CCC Autoverse° and Pathways°.**	**Business telephone number of involved party.**	**See Telephone Details Below**	**No**	
HomePhone1	**Primary home telephone number of involved party.**	**See Telephone Details Below**	**No**	
HomePhone2	**Secondary home telephone number of involved party.**	**See Telephone Details Below**	**No**	
CellPhone	**Cell phone number of involved party.**	**See Telephone Details Below**	**No**	
DayPhone	**Daytime telephone number of involved party.**	**See Telephone Details Below**	**No**	
EveningPhone	**Evening telephone number of involved party.**	**See Telephone Details Below**	**No**	
HomeFax	**Home fax number of involved party.**	**See Telephone Details Below**	**No**	
BusinessFax	**Business fax number of involved party.**	**See Telephone Details Below**	**No**	
OtherPhoneNumber	**Unknown telephone number of involved party.**	**See Telephone Details Below**	**No**	
Email	Email contact of involved party.	**CCC Special Character Restriction See Appendix B**	No	50
Url	URL contact of involved party.	String	No	50

Telephone Details

The <Telephone> aggregate describes any telephone number used in the Assignment.

Sample XML

```
<HomePhone1>
   <Telephone>
      <CountryCode>01</CountryCode>
      <CityCode>1234</CityCode>
      <AreaCode>312</AreaCode>
      <LocalNum>222-1234</LocalNum>
      <Extn>5678</Extn>
   </Telephone>
</HomePhone1>
```

Element	Description	Values	Required	Element Length
CountryCode	Country code of contact phone.	Numeric 0-9 only	No	3
CityCode	City code of contact phone.	Numeric 0-9 only	No	4
AreaCode	Area code of contact phone.	Numeric 0-9 only	Yes	Min 3 Max 3
LocalNum	Local contact phone number	Numeric + dash Format 123-4567	Yes	Min 8 Max 8
Extn	Extension of contact phone.	Numeric 0-9 only	No	5

Address Details

The <Address> aggregate describes any address used in the Assignment.

Sample XML

```
<Address>
   <Address1>226 West Main Street</Address1>
   <Address2>Client Relations Building-Lot 4</Address2>
   <AddressName>Cook County Office Complex</AddressName>
   <City>Chicago</City>
   <County>Cook</County>
   <StateCode code="IL"/>
   <Zip>
      <ZipCode>60654</ZipCode>
      <ZipExt>1844</ZipExt>
   </Zip>
   <Country>USA</Country>
</Address>
```

Element	Description	Values	Required	Element Length
Address1	First line of postal address	**CCC Special Character Restriction See Appendix B Also allows carriage return, new line and tab.**	Yes	Min 1 Max 64
Address2	Second line of postal address	**CCC Special Character Restriction See Appendix B Also allows carriage return, new line and tab.**	No	64
AddressName	Used to describe the postal address.	**CCC Special Character Restriction See Appendix B Also allows carriage return, new line and tab.**	No	60
City	City of postal address	**CCC Special Character Restriction See Appendix B Also allows carriage return, new line and tab.**	No	Min 1 Max 40
County	County name where address resides.	**CCC Special Character Restriction See Appendix B**	No	50
StateCode	**State Code of postal address**	**Valid State Codes**	**No**	
Zip	**ZipCode for postal address**	**See Zip Details Appendix A**	**No**	
Country	Country code of postal address	Alpha (A-Z only) Value 'USA' accepted, all other values currently default to 'USA'.	No	3

Zip Code Details

The <Zip> aggregate describes any US Postal Zip code used in the Assignment.

Sample XML

```
<Zip>
   <ZipCode>12345</ZipCode>
   <ZipExt>6789</ZipExt>
</Zip>
```

Element	Description	Values	Required	Element Length
ZipCode	Zip code for the specified Address	Numeric 0-9 only	Yes	Min 5 Max 5
ZipExt	Postal "plus 4" extension of the Zip code	Numeric 0-9 only	No	Max 4

Appendix B - Valid Value Tables

CCC Claim Type Options and Combinations

Reported Claim Category *Automatically Set by CCC Based on Claim Type*	Claim Type	Claim Type Code	Claim Type Detail *CCC will set to Unknown if Claim Type Detail is not populated*	Claim Type Detail Code
Vehicle	Vehicle	VE	Car	PC
Vehicle	Vehicle	VE	Van	VN
Vehicle	Vehicle	VE	Personal Property	VEPPR
Vehicle	Vehicle	VE	Pickup	TK
Vehicle	Vehicle	VE	Specialty Car	S1
Vehicle	Vehicle	VE	Utility Vehicle	UV
Vehicle	Vehicle	VE	Other	VEOTH
Vehicle	Vehicle	VE	Unknown (blank)	VEUNK
Vehicle	Motorcycle	MC	Motorcycle	MC
Vehicle	Motorcycle	MC	Personal Property	MCPPR
Vehicle	Motorcycle	MC	Pocket Bike	PCKTB
Vehicle	Motorcycle	MC	Scooter / Moped	SCTMP
Vehicle	Motorcycle	MC	Other	MCOTH
Vehicle	Motorcycle	MC	Unknown (blank)	MCUNK
Vehicle	Bus	BS	Commuter Bus	COMBS
Vehicle	Bus	BS	Motor Coach	MTRCH
Vehicle	Bus	BS	Personal Property	BSPPR
Vehicle	Bus	BS	School Bus	SCHBS
Vehicle	Bus	BS	Shuttle Bus	SHTBS
Vehicle	Bus	BS	Other	BSOTH
Vehicle	Bus	BS	Unknown (blank)	BSUNK
Vehicle	Emergency	EM	Ambulance	AMBUL
Vehicle	Emergency	EM	Fire Truck	FRRTR
Vehicle	Emergency	EM	Personal Property	EMPPR
Vehicle	Emergency	EM	Other	BSOTH
Vehicle	Emergency	EM	Unknown (blank)	EMUNK
Vehicle	Heavy Equipment	HE	Agricultural	AGCTL
Vehicle	Heavy Equipment	HE	Construction	CONST
Vehicle	Heavy Equipment	HE	Crane	CRANE
Vehicle	Heavy Equipment	HE	Manufacturing	MNFCT
Vehicle	Heavy Equipment	HE	Personal Property	HEPPR
Vehicle	Heavy Equipment	HE	Other	HEOTH
Vehicle	Heavy Equipment	HE	Unknown (blank)	HEUNK
Vehicle	Heavy Truck	HT	Armored Truck	ARMTR
Vehicle	Heavy Truck	HT	Bucket / Boom Truck	BUBMT
Vehicle	Heavy Truck	HT	Catering Truck	CTRTR
Vehicle	Heavy Truck	HT	Dump Truck	DMPTR
Vehicle	Heavy Truck	HT	Garbage Truck	GRBTR
Vehicle	Heavy Truck	HT	Personal Property	HTPPR
Vehicle	Heavy Truck	HT	Semi Truck Tractor	SMTRT
Vehicle	Heavy Truck	HT	Tow Truck	TOWTR
Vehicle	Heavy Truck	HT	Utility / Service Truck	UTSTR
Vehicle	Heavy Truck	HT	Van / Box Truck	VABTR

Vehicle	Heavy Truck	HT	Other	HTOTH
Vehicle	Heavy Truck	HT	Unknown (blank)	HTUNK
Vehicle	RVs & Campers	RV	Bus Conversion	BUSCN
Vehicle	RVs & Campers	RV	Class A - Motorhome Large	CLAML
Vehicle	RVs & Campers	RV	Class B - Conversion Van	CLBCV
Vehicle	RVs & Campers	RV	Class C - Motorhome Small	CLCMS
Vehicle	RVs & Campers	RV	Fifth Wheel Trailer	FWHTL
Vehicle	RVs & Campers	RV	Folding / Tent Trailer	FLTTL
Vehicle	RVs & Campers	RV	Personal Property	RVPPR
Vehicle	RVs & Campers	RV	Toy Hauler	TOYHL
Vehicle	RVs & Campers	RV	Travel Trailer	TRVTL
Vehicle	RVs & Campers	RV	Truck Camper	TRCAM
Vehicle	RVs & Campers	RV	Other	RVOTH
Vehicle	RVs & Campers	RV	Unknown (blank)	RVUNK
Vehicle	Sport/Off Road	SR	Dune Buggy /Sand Rail	DUBSR
Vehicle	Sport/Off Road	SR	Go Kart	GOKRT
Vehicle	Sport/Off Road	SR	Golf Cart	GOCRT
Vehicle	Sport/Off Road	SR	Personal Property	SRPPR
Vehicle	Sport/Off Road	SR	Snowmobile	SNWMB
Vehicle	Sport/Off Road	SR	Other	SROTH
Vehicle	Sport/Off Road	SR	Unknown (blank)	SRUNK
Vehicle	Trailer	TR	Car Trailer	CARTR
Vehicle	Trailer	TR	Cargo / Utility Trailer	CRUTT
Vehicle	Trailer	TR	Horse Trailer	HRSTL
Vehicle	Trailer	TR	Motorcycle Trailer	MTCTL
Vehicle	Trailer	TR	Personal Property	TRPPR
Vehicle	Trailer	TR	Semi Trailer	SEMTL
Vehicle	Trailer	TR	Watercraft Trailer	WATTL
Vehicle	Trailer	TR	Other	TROTH
Vehicle	Trailer	TR	Unknown (blank)	TRUNK
Vehicle	Watercraft	WC	Mini-Jet Boat	MJTBT
Vehicle	Watercraft	WC	Personal Property	WCPPR
Vehicle	Watercraft	WC	Personal Watercraft/Jet ski	PERWJ
Vehicle	Watercraft	WC	Pleasure Boat (up to 26 ft.)	PLSBT
Vehicle	Watercraft	WC	Specialty Boat	SPCBT
Vehicle	Watercraft	WC	Yacht (over 26 ft.)	YACHT
Vehicle	Watercraft	WC	Other	WCOTH
Vehicle	Watercraft	WC	Unknown (blank)	WCUNK
Structural	Structural	ST	Commercial	CMRCL
Structural	Structural	ST	Personal Property	STPPR
Structural	Structural	ST	Residential	RESDN
Structural	Structural	ST	Other	STOTH
Structural	Structural	ST	Unknown (blank)	STUNK
Other	Other	OT	Other	OTHER

CCC Vehicle Make Code Options

Valid CCC vehicle make codes as of December 31, 2009, to be used for population of the Vehicle.makeCode element. If MakeCode value is not used or does not resolve, the string applied to the Vehicle.makeDescription element is displayed by Autoverse®.

CCC Vehicle Make Description	CCC Vehicle Make Code	CCC Vehicle Make Description	CCC Vehicle Make Code
Acura	ACUR	Pontiac	PONT
Alfa Romeo	ALFA	Porsche	PORS
BMW	BMW	Range Rover	RANG
Audi	AUDI	Renault	RENA
Austin-Rover	AUST	Saab	SAAB
Mercedes Benz	BENZ	Saturn	SATU
Bertone	BERT	Sterling	STER
GMC	GMC	Subaru	SUBA
Buick	BUIC	Suzuki	SUZU
Cadillac	CADI	Toyota	TOYO
Checker	CHEC	Triumph	TRIU
Chevrolet	CHEV	Volvo	VOLV
Chrysler	CHRY	Yugo	YUGO
Daewoo	DAEW	Mini	MINI
Daihatsu	DAIH	AM General	AMGE
Datsun	DATS	American Motors	AMC
Dodge	DODG	Scion	SCIO
Eagle	EAGL	Hummer	HUMM
Fiat	FIAT	Bently	BENT
Ford	FORD	Lamborghini	LAMB
Kia	KIA	Lotus	LOTU
Honda	HOND	American Ironhorse	AMIH
Hyundai	HYUN	Aprilia	APRI
Infiniti	INFI	Arctic Cat	ARCT
International	INTE	Big Dog	BIGD
Isuzu	ISUZ	Buell	BUEL
Jaguar	JAGU	Ducati	DUCA
Jeep	JEEP	Indian	INDN
MG	MG	Kymco	KYMC
Laforza	LAFO	Moto Guzzi	MOTO
Lancia	LANC	Polaris	POLA
Lexus	LEXU	Tomos	TOMO
Lincoln	LINC	Vespa	VESP
Mazda	MAZD	Victory	VICT
Mercury	MERC	Harley Davidson	HARL
Merkur	MERK	Kawasaki	KAWA
Volkswagen	VW	Yamaha	YAMA
Mitsubishi	MITS	Ferrari	FERR
Nissan	NISS	Aston Martin	ASTO
Oldsmobile	OLDS	Maserati	MASE
Peugeot	PEUG	Rolls Royce	ROLL
Plymouth	PLYM	Other	OTHE

Vehicle Impact Point Options

Impact Code	Autoverse® Impact	Pathways® Impact	CCC ONE® Impact
1	Right Front	Right Front	Right Front
2	Right Front Pillar	Right Front Pillar	Right Front Pillar
3	Right T-Bone	Right T-Bone	Right T-Bone
4	Right Quarter Post	Right Quarter Post	Right Quarter Post
5	Right Rear	Right Rear	Right Rear
6	Rear	Rear	Rear
7	Left Rear	Left Rear	Left Rear
8	Left Quarter Post	Left Quarter Post	Left Quarter Post
9	Left T- Bone	Left T- Bone	Left T- Bone
10	Left Front Pillar	Left Front Pillar	Left Front Pillar
11	Left Front	Left Front	Left Front
12	Front	Front	Front
13	Rollover	Rollover	Rollover
14	Unknown	Unknown	Unknown
15	Total Loss	Total Loss	Total Loss
16	Non-Collision	Non-Collision	Non-Collision
17	NOT DISPLAYED	Total Loss	*TBD – Future Release*
18	NOT DISPLAYED	Unknown	*TBD – Future Release*
19	NOT DISPLAYED	Total Burn	*TBD – Future Release*
20	NOT DISPLAYED	Unknown	*TBD – Future Release*
21	NOT DISPLAYED	Fresh Water	*TBD – Future Release*
22	NOT DISPLAYED	Unknown	*TBD – Future Release*
23	NOT DISPLAYED	Glass	*TBD – Future Release*
24	NOT DISPLAYED	Vandalism	*TBD – Future Release*
25	Hood	NOT DISPLAYED	NOT DISPLAYED
26	Deck Lid	NOT DISPLAYED	NOT DISPLAYED
27	Roof	NOT DISPLAYED	NOT DISPLAYED
28	Undercarriage	NOT DISPLAYED	NOT DISPLAYED
29	Vandalism	NOT DISPLAYED	NOT DISPLAYED

National Association of Insurance Companies (NAIC) Lines of Business Options

1	Fire Coverage	17	Other Liability
2	Allied lines	18	Product Liability
3	Farm owners Multiple – Peril	19	Auto Liability
4	Homeowners Multiple – Peril	21	Auto Physical Damage
5	Commercial Multiple – Peril	22	Aircraft
6	Mortgage Guaranty	23	Fidelity
8	Ocean Marine	24	Surety
9	Inland Marine	26	Burglary and Theft
10	Financial Guaranty	27	Boiler and Machinery
11	Medical Malpractice	28	Credit
12	Earthquake	29	International
13	Group Accident and Health	30	Non–proportional assumed reinsurance – Property
14	Credit Accident and Health	31	Non–proportional assumed reinsurance – Liability
15	Other Accident and Health	32	Non–proportional assumed reinsurance – Financial
16	Workers' Compensation	33	Other

Vehicle Inspection Method Options

Method Code	Method Description	Intellisphere® Location (Code) and Type	Estimating Unit Inspection Site Type Pathways®	CCC ONE®

CCC Proprietary Inspection Method Options (Correlate Directly to CCC Intellisphere® Reporting)

Method Code	Method Description	Intellisphere® Location (Code) and Type	Estimating Unit Pathways®	CCC ONE®
FLD	Field	(F) Field	Other (Field)	*TBD*
DESK	Desk Review	(K) Desk Review	Non Drive-In	*TBD*
DRV	Drive-In	(D) Drive-In	Drive-In	*TBD*
HOME	Home	(F) Field	Other (Field)	*TBD*
WORK	Work	(F) Field	Other (Field)	*TBD*
RF	Repair Facility	(F) Field	Other (Field)	*TBD*
DP	Repair Facility-DRP	(P) Repair Facility – DRP	Non Drive-In	*TBD*
DY	Drive-By	(F) Field	Other (Field)	*TBD*
IA	Independent Appraiser	(F) Field	Other (Field)	*TBD*
SCTR	Service Center	(S) Service Center	Non Drive-In	*TBD*
DMES	Demand Estimate	(E) Demand Estimate	Non Drive-In	*TBD*
NDRV	Non Drive-In	(N) Non Drive-In Facility / Other	Non Drive-In	*TBD*
OS	Other	(F) Field	Other (Field)	*TBD*
UNKN	Unknown	(U) Unknown	Non Drive-In	*TBD*

CIECA x12 2.01 Inspection Method Options

Method Code	Method Description	Intellisphere® Location (Code) and Type	Estimating Unit Pathways®	CCC ONE®
F	Field	(F) Field	Other (Field)	*TBD*
AARP	American Assoc. of Retired People	(F) Field	Non Drive-In	*TBD*
D	Drive-In	(D) Drive-In	Drive-In	*TBD*
ND	Non Drive-In	(N) Non Drive-In Facility / Other	Other (Field)	*TBD*
DRP	Direct Repair Program	(P) Repair Facility – DRP	Non Drive-In	*TBD*
CATD	Catastrophe Drive-In	(D) Drive-In	Drive-In	*TBD*
CATF	Catastrophe Field	(F) Field	Other (Field)	*TBD*
DAP	Direct Appraisal Program	(P) Repair Facility – DRP	Non Drive-In	*TBD*
FIS	Field Inspection Station	(F) Field	Other (Field)	*TBD*
I	Independent	(F) Field	Non Drive-In	*TBD*
MAC	Manually Adjusted Claim	(F) Field	Non Drive-In	*TBD*
OHC	Office-Handled Claim	(F) Field	Other (Field)	*TBD*
PRO	PRO Shop	(P) Repair Facility – DRP	Non Drive-In	*TBD*
RSP	Rural Service Program	(F) Field	Other (Field)	*TBD*
T	Total	(F) Field	Non Drive-In	*TBD*
VIC	Vehicle Inspection Center	(D) Drive-In	Drive-In	*TBD*
OTHR	Other	(F) Field	Non Drive-In	*TBD*
UNK	Unknown	(U) Unknown	Non Drive-In	*TBD*

Other Inspection Method Options

Method Code	Method Description	Intellisphere® Location (Code) and Type	Estimating Unit Pathways®	CCC ONE®
DRPR	ADP-Only Non CIECA	(P) Repair Facility – DRP	Other (Field)	*TBD*
DRPS	ADP-Only Non CIECA	(P) Repair Facility – DRP	Other (Field)	*TBD*
FLT	ADP-Only Non CIECA	(F) Field	Other (Field)	*TBD*
INSR	ADP-Only Non CIECA	(F) Field	Other (Field)	*TBD*
MA	ADP-Only Non CIECA	(F) Field	Other (Field)	*TBD*
WAIV	ADP-Only Non CIECA	(F) Field	Other (Field)	*TBD*

CCC Special Character Restriction

Certain elements within this user guide are labeled as *CCC Character Restriction*. CCC performs restriction on specific elements in order to comply with CCC product user interface points; these restrictions are above and beyond industry and XSD standards such as String, Alphanumeric and Alphanumeric + space.

CCC Character Restriction Allows the Following Characters Only

abcdefghijklmnopqrstuvwxyz				
ABCDEFGHIJKLMNOPQRSTUVWXYZ				
1234567890				
Space				
Underscore (_)	Hyphen or Dash (-)	"At" Sign (@)	Ampersand (&)*	Comma (,)
Period (.)	Single Quote (')	Number/Pound (#)	Forward/Backward Slash (/ \)	
Brackets ([ ])	Parentheses (( ))	Braces ({ })		

* If Ampersand (&) is used, it must be encoded in XML to &amp to be recognized as a valid character

CCC Character Restriction for Claim Reference ID Allows the Following Characters Only

abcdefghijklmnopqrstuvwxyz			
ABCDEFGHIJKLMNOPQRSTUVWXYZ			
1234567890			
Space			
Underscore (_)	Hyphen or Dash (-)	Period (.)	Forward/Backward Slash (/ \)

Underlines, hyphens, periods, and slashes do not count as characters in any minimum character count; however spaces do count as characters in the minimum character count, but not if the space is in a leading or trailing position.

Valid Examples   '1 34'   '1 4'   '12 4'
Invalid Examples   ' 234'   '123 '

Appendix C – Appraisal Assignment Request/Response Details

Appraisal Assignment Web Service Request Details

CCC Shared Testing Environment	https://interfacesct.mycccportal.com/gateway/services/ExternalAssignmentWS
CCC Production Environment	https://interfaces.mycccportal.com/gateway/services/ExternalAssignmentWS

The security method is secure HTTP protocol with WS Security - user id and password authentication for both the shared common testing and production environments.

Please Note   *CCC requests all users of the Appraisal Assignment Web Service to validate embedded XML to the provided CCC Appraisal Assignment schema.*

While there are numerous industry standard methods for web service calls, CCC provides examples for 2 of the more popular methods for invoking the CCC Assignment web service.

SOAP Web Service Request

```
<soapenv:Envelope xmlns:com="http://services.mycccportal.com/CCC/Commontypes"
xmlns:ext="http://services.mycccportal.com/SOA/ExternalAssignmentService"
xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:tran="http://services.mycccportal.com/CCC/TransactionHeader"
xmlns:v1="http://services.mycccportal.com/CCC/assignment/v1">
   <soapenv:Header>
      <wsse:Security xmlns:wsse="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-
                                secext-1.0.xsd">
        <wsse:UsernameToken wsu:Id="UsernameToken-1" xmlns:wsu="http://docs.oasis-
                                open.org/wss/2004/01/oasis-200401-wss-wssecurity-utility-1.0.xsd">
           <wsse:Username>youruserid</wsse:Username>
           <wsse:Password Type="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-username-
                                token-profile-1.0#PasswordText">yourpassword</wsse:Password>
           <wsse:Nonce EncodingType="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-soap-
                                message-security-1.0#Base64Binary">ntSajEosx6D3v0/WX19HLg==</wsse:Nonce>
           <wsu:Created>2010-01-28T22:10:02.535Z</wsu:Created>
        </wsse:UsernameToken>
      </wsse:Security>
   </soapenv:Header>
   <soapenv:Body>
      <ext:CreateAssignment>
        <v1:CCCAppraisalAssignment Version="1.1">
         .....
        </v1:CCCAppraisalAssignment>
      </ext:CreateAssignment>
   </soapenv:Body>
</soapenv:Envelope>
```

High Level Java Proxy Call

1. CCC will provide the AssignmentInterface web service zip file via e-mail. Please download this file which contains the AssignmentInterface web service wsdl and xsd files:
    - ExternalAssignmentService.wsdl
    - AssignmentCommontypes.xsd
    - CCCAppraisalAssignment.xsd
    - CreateAssignmentResponse.xsd
    - TransactionControlHeader.xsd
    - Fault.xsd
2. A Web Service Proxy can be created to call the AssignmentInterface web service based from the wsdl, by using a java development tool.

Appraisal Assignment Web Service Business Validation Response Details

When the CCC Appraisal Assignment Web Service is successfully invoked, CCC will validate the appraisal assignment claim/appraisal request information being passed within the XML and immediately return a response during the synchronous web service session. CCC validates a number of data elements and conditional requirements that result in either an accepted assignment **prepared for** storage and availability to the recipient, or a rejected assignment.

Accepted Response Details

When the claim and appraisal request information on the assignment is validated and **Accepted** by CCC, the Appraisal Assignment Web Service response will indicate the accepted assignment with the CreateAssignmentResponse xml. The associated Success response codes (createAssignmentResponse.code) and descriptions (createAssignmentResponse.description) are as follows.

Accepted Assignment Responses

000	Assignment Accepted
002	Assignment Cancellation Accepted
003	Supplement Request Accepted - Library Estimate Will be Checked Out to Indicated Recipient
004	Assignment Accepted - Please Note, Date of Loss should not be greater than Current Date
005	Assignment Accepted - Please Note, Date Reported should not be greater than Current Date
006	Assignment Accepted - Please Note, Policy Effective Date should not be greater than Current Date
007	Assignment Accepted - Please Note, Policy Expiration Date should not be earlier than Policy Effective Date
008	Assignment Accepted - Please Note, Adjuster Contact Phone should be Indicated as Business Phone

Sample Web Service Assignment Accepted Response XML

```
<CreateAssignmentResponse Version="1.0">
    <TransactionControlHeader FileType="ASGNRESP" FileVersion="1.0" HeaderVersion="1.0">
        <UniqueTransactionId>CCC1#CLAIMNUM123456-1-1#20090924091535048</UniqueTransactionId>
        <PrimaryInsuranceCompanyID>INS1</PrimaryInsuranceCompanyID>
        <CCCId code="039002951"/>
        <LossReferenceId>1234567890-001-001-1</LossReferenceId>
        <EstimatingSystem code="C"/>
        <EchoField>Echo Me This<EchoField>
        <CCCActionCode>X<CCCActionCode>
        <TransactionDateTime>2010-02-17T12:59:59.999-05:00</TransactionDateTime>
    </TransactionControlHeader>
    <ResponseCode>002</ResponseCode>
    <ResponseDescription>Assignment Cancellation Accepted</ResponseDescription>
<CreateAssignmentResponse>
```

Web Service Assignment Accepted Response XML Description

Element	Description	Values	Required	Element Length
FileType FileVersion HeaderVersion	XML attributes values used by CCC to describe the XML type and version.	**FileType = ASGNRESP** **FileVersion = 1.0** **HeaderVersion = 1.0**	Yes	n/a
UniqueTransactionId	Exact value echoed back from request XML.		Yes	50
PrimaryInsuranceCompanyID	Exact value echoed back from request XML.		Yes	4
CCCId	Exact value echoed back from request XML.		Yes	9

Element	Description	Values	Required	Element Length
LossReferenceId	Exact value echoed back from request XML.		Yes	25
EstimatingSystem	Exact value echoed back from request XML.		Yes	1
EchoField	Exact value echoed back from request XML.		Yes	50
CCCActionCode	Value represents CCC's internal use of the code – the value may not necessarily reflect what was passed to CCC within the AssignmentAdministration.AssignmentActionCode and is irrelevant to the requestor.		Yes	1
TransactionDateTime	CCC-applied Datetime stamp during creation of the WS response transaction.	Standardized UTC DateTime. **YYYY-MM-DDTHH:MM:SS.MMM -GMT** offset for Time Zone application. Example **2009-09-24T09:15:35.048**	Yes	Datetime
ResponseCode	Response Code value	**See Accepted Assignment Responses**	Yes	3
ResponseDescription	Response Description text	**See Accepted Assignment Responses**	Yes	50

Rejected Response Details

When the claim and appraisal request information on the assignment is validated and **Rejected** by CCC, the Appraisal Assignment Web Service response will indicate the rejected assignment with Base Fault xml. The associated Reject response codes (detail.BaseFault.UserMessage) and descriptions (detail.BaseFault.LogMessage) are as follows.

Rejected Assignment Responses

201	Supplement Request Rejected - No Original Estimate of Record
300	Assignment Rejected - Invalid Primary Insurance Company ID [XXXX]
301	Assignment Rejected - Invalid Secondary Insurance Company ID [XXXX]
302	Assignment Rejected - Invalid Claim Office [XXXX]
303	Assignment Rejected - Invalid Recipient ID [XXXX]
304	Assignment Rejected - Intended Recipient not setup to receive Claim Type [XXXX]
305	Assignment Rejected - Not Active Schedule Subscriber with CCC
308	Assignment Rejected - CCC Supports Only Staff Appraisal Types for Active Schedule Requests
400	Assignment Rejected - Last Name Required for Person Claim Party of [Vehicle Owner/Insured, Vehicle Owner, etc…]
401	Assignment Rejected - Company Name Required for Company Claim Party of [Vehicle Owner/Insured, etc…]
402	Assignment Rejected - Last Name Required for Primary Policy Agent
403	Assignment Rejected - Last Name Required for Third Party Policy Agent
404	Assignment Rejected - Company Name Required for Primary Policy Agent
405	Assignment Rejected - Company Name Required for Third Party Policy Agent
406	Assignment Rejected - Last Name Required for Adjuster Contact
407	Assignment Rejected - Adjuster Contact Should be Indicated as a Person with at Least Last Name
408	Assignment Rejected - Assignment Requires Vehicle Owner or Vehicle Owner/Insured Claim Party
500	Assignment Rejected - Assignment Previously Sent to Appraiser Cannot be placed in Save State
600	Assignment Rejected - Authentication User Not Valid For Requesting Company
800-level	Defines Client Specific Editing of Assignment Information
999 [*]	CCC System Exception Has Occurred – Please Retry Request. If Problem Persists, Please Contact CCC Support via Email at **CCCITServiceDesk@cccis.com**
	* Please note – if the above error response is received 5 times in succession, CCC requests the user or system to stop retry attempts and contact CCC Support via Email at **CCCITServiceDesk@cccis.com**.

Web Service Assignment Rejected Response XML Description

```xml
<Fault xmlns:ORAESBFC="http://services.mycccportal.com/SOA/ExternalAssignmentService">
    <faultcode>ORAESBFC:GenericFault</faultcode>
    <faultstring/>
    <detail>
        <BaseFault xmlns="http://services.mycccportal.com/SOA/fault/v1">
            <UserMessage>302</UserMessage>
            <LogMessage>Assignment Rejected – Invalid Claim Office ABC</LogMessage>
            <MustUnderstandChild/>
            <Level>SEVERE</Level>
            <UniqueTransactionID>CCC1#CLAIMNUM123456-1-1#20090924091535048</UniqueTransactionID>
        </BaseFault>
    </detail>
</Fault>
```

Element	Description	Values	Required	Element Length
faultcode	Indicator of generic fault	Always '**Generic Fault**'	Yes	unlimited
faultstring	Not used by CCC	Not used by CCC	No	n/a
UserMessage	Reject Response Code value	**See Rejected Assignment Responses**	Yes	3
LogMessage	Reject Response Text Description	**See Rejected Assignment Responses**	Yes	unlimited
MustUnderstandChild	Not used by CCC	Not used by CCC	No	n/a
Level	Fault Severity	Always '**SEVERE**'	Yes	10
UniqueTransactionId	Exact value echoed back from request XML.		Yes	50

Appraisal Assignment Web Service System Fail and Authentication Response Faults

Should the CCC Appraisal Assignment Web Service not be successfully invoked; the embedded XML does not properly validate against the CCC Appraisal Assignment schema, requestor security parameters do not properly authenticate, or related critical services may not be available - CCC will respond immediately with a basic web service SOAP fault during the synchronous web service session.

Please Note *CCC requests all users of the Appraisal Assignment Web Service to validate their embedded XML to the provided Appraisal Assignment schema.*

Example Web Service Assignment SOAP Fault– Requestor XML Does Not Validate to CCC Appraisal Assignment Schema

```
<Envelope xmlns:env="http://schemas.xmlsoap.org/soap/envelope/">
   <Header/>
   <Body>
      <Fault>
         <faultcode>env:ESBMessageProcessingFailed</faultcode>
         <faultstring>ESB Couldn't process message due to unhandled Business exception</faultstring>
      </Fault>
   </Body>
</Envelope>
```

Please Note *A common condition that will cause an invalid XML is if the ampersand is used improperly within XML. If Ampersand (&) is used, it must be encoded in XML to &amp to be recognized as a valid character.*

Example Web Service Assignment SOAP Fault– Requestor Security Parameters Do Not Authenticate

```
<Envelope xmlns:SOAP-ENV="http://schemas.xmlsoap.org/soap/envelope/">
   <Body>
      <Fault>
         <faultcode xmlns="http://schemas.oblix.com/ws/2003/08/Faults">Client.AuthorizationFault
         </faultcode>
         <faultstring>Authentication Fault: Invalid username or password: OAM_ERR 101: The credentials
                     (userid=webservice@INSCO password=(omitted)) used in the login do not correspond
                     to a user profile in the Identity System.</faultstring>
         <detail/>
      </Fault>
   </Body>
</Envelope>
```

Example(s) of Web Service Assignment SOAP Fault(s) – Other Critical CCC Services Not Available

Example 1

```
<Envelope xmlns:env="http://schemas.xmlsoap.org/soap/envelope/">
   <Header/>
   <Body>
      <Fault>
         <faultcode>env:ESBMessageProcessingFailed</faultcode>
         <faultstring>exception on JaxRpc invoke: HTTP transport error: javax.xml.soap.SOAPException:
                     java.security.PrivilegedActionException: oracle.j2ee.ws.saaj.
                     ContentTypeException: Not a valid SOAP Content-Type: text/html;
                     charset=iso-8859-1</faultstring>
      </Fault>
   </Body>
</Envelope>
```

Example 2

```
<Envelope xmlns:env="http://schemas.xmlsoap.org/soap/envelope/">
   <Header/>
   <Body>
      <Fault>
         <faultcode>{http://schemas.xmlsoap.org/soap/envelope/}Server.userException </faultcode>
         <faultstring>java.net.SocketException: socket closed </faultstring>
      </Fault>
   </Body>
</Envelope>
```

Example 3

```
<Envelope xmlns:env="http://schemas.xmlsoap.org/soap/envelope/">
   <Header/>
   <Body>
      <Fault>
         <faultcode>{http://schemas.xmlsoap.org/soap/envelope/}Server.userException</faultcode>
         <faultstring>java.net.SocketTimeoutException: Read timed out </faultstring>
      </Fault>
   </Body>
</Envelope>
```

Example 4

```
<Envelope xmlns:env="http://schemas.xmlsoap.org/soap/envelope/">
   <Header/>
   <Body>
      <Fault>
         <faultcode>env:ESBMessageProcessingFailed</faultcode>
         <faultstring>Unexpected exception in subscription execution "Unexpected Exception in
                     Subscription java.lang.NullPointerException"</faultstring>
      </Fault>
   </Body>
</Envelope>
```

Appendix D – Appraiser Assignment Web Service Hours of Operation

The Hours of Operation for Web Services are outlined below:

        M-F   5:00 am - 11:00 pm
        Sat   5:00 am - 11:00 pm
        Sun   7:00 am - 11:00 pm

The web service request may experience failures due to maintenance during the times outside of the hours above.

Please Note   *The web service itself may not go down during off hours; however some of the integrated components that are used in processing the requests may have maintenance scheduled which may cause failures. Wherever possible, CCC will alert clients that are using the CCC Appraisal Assignment web service of any scheduled maintenance.*