

Total Loss Advantage (TLA)



What is TLA?

TLA is a 32-bit Windows-based program that allows Claim Handlers to input and retrieve Total Loss Valuation Requests. TLA is designed for use both in the field and at the insurance claim office. TLA allows data entry via the keyboard, mouse, and also pen tablets, and supports color printers.

What features are available in TLA?

Some of the features that make TLA so popular are:

- TLA can be configured for one appraiser or for multiple appraisers making it the ideal Total Loss solution for an insurance claim office.
- Standard options are automatically identified while user-selectable options are displayed in groups.
- Complete package selection based on vehicle year, make, and type.
- Vehicle Condition Descriptors are displayed in the Vehicle-Condition screen. Also included are an Online Condition Matrix and guidelines to help determine the condition of the vehicle.
- Ability to view and print the Total Loss Valuation Responses from your computer.
- TLA is Year 2000 compliant.

What are the advantages of using TLA?

Some of the advantages of TLA are:

- TLA is quick and easy to use allowing for consistent and accurate data entry.
- The claim process is expedited since Total Loss Valuation Requests are entered in the field.
- Total Loss Valuation Responses can be retrieved on demand. There is no longer a need to wait for a fax.
- TLA provides you with consistent management report information, including a single format of the adjuster name.

How much does TLA cost?

TLA costs \$50 per license per month for orders of 1-14 licenses and \$35 per license per month for orders of 15 or more licenses. The price includes software training, quarterly program and database updates, and telephone technical support.

What are the hardware requirements for TLA?

The basic recommended hardware requirements are:

- Pentium processor running at 90 MHz or better
- 30 Mb of free hard drive space
- 24 Mb RAM
- 28.8 Kb or better modem
- Windows 95/98/NT

How long does it take to learn TLA?

Both the training sessions that CCC provides and the *Getting Started with Total Loss Advantage* guide that comes with the TLA program require 2-3 hours to complete.

How do I order TLA?

To order TLA, contact your CCC Sales Representative or call (800) 621-8070.

How can I ensure that each appraiser retains control of his or her own Valuation Request after it is sent to CCC's Central Server?

The TLA program is designed to allow all appraisers to have their own login ID and password. Valuation Requests can be sent to CCC's Central Server by each appraiser's unique ID, allowing for greater accountability of all appraisers' Valuation Requests. The online help can be used to obtain detailed instructions on adding new appraiser login IDs.

How do I know when my Valuation Request has been successfully uploaded to or downloaded from CCC's Central Server?

At the end of the communications session, TLA displays "Sent or Received, upload successful." in the status bar on the Details view. Also, from the Menu bar, select Communication, and then select Communication Log. TLA includes 3 separate logs containing easy-to-read information statements regarding the status and processes of each communications session. The online help can be used to obtain instructions and usage of each of the 3 logs, providing easy confirmation of transmission and receipt of all Valuation Requests.