Overview

Following the procedure below will help you verify that your CCCone is configured to export estimates to PartsTrader for a specific insurer.

Procedure

1. **Open an existing estimate for the insurer in CCCone.**
   Keep in mind – Before exporting, the estimate should:
   a. Have the appropriate insurer tagged
   b. Have a decoded VIN.
   c. Have at least one (1) replacement part with a price higher than $0.00, and the parts are listed as preliminary.
2. **EMS Export the estimate by going to WorkFile and selecting the EMS export Icon.**
   You can also go to file and click on the Export EMS Link.
3. **Logon to PartsTrader**
   Click on home and verify your job is listed in the Parts Required list.

   If you see the job, then that is it, you are exporting properly and ready to use PartsTrader for the insurance company jobs.

For assistance with these and other features, call Customer Care
at **855-932-7278** or email: **support@partstrader.us.com**

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Frequently Ask Questions

I do not see my job on the Parts Required list in PartsTrader

In some cases, the job may have already exported to PartsTrader and moved past the Parts Required stage, or it may have been hidden by another co-worker.

    a. Try exporting a newer estimate into PartsTrader if this does not work.

    b. Try searching for the job(s) that were just exported

       Locate the Search box at the top of the PartsTrader web page and type in the VIN

If the job does not appear, please call the PartsTrader Customer Care Team at 855-932-7278. If it does, please continue and verify the date and time the job was the last upload.

    a. Click on the job below the search box; this should take you to the Job Summary page.

    b. Click on the Details tab and confirm the last updated date and time matches the date and time the job was last exported from CCCone.

If there is a match, you are all set and ready to use PartsTrader to source your parts. If you do not see a match, please call the PartsTrader Customer Care Team at 855-932-7278.

I'm receiving an error when I try to EMS Export out of CCCone.

Please call the PartsTrader Customer Care Team at 855-932-7278

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