

How to: Generate & Send a Universal Condition Report

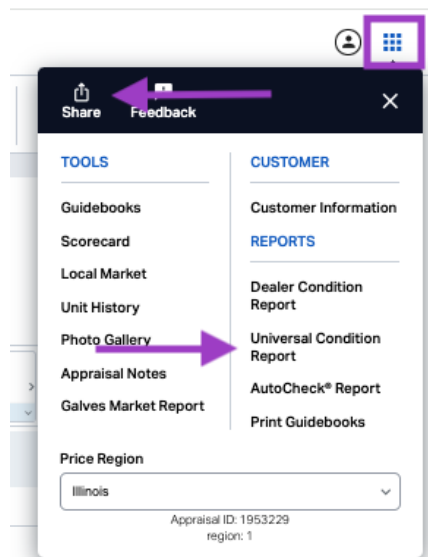
The Universal Condition Report

What is it?

- The Universal Condition report is a consumer facing report that provides transparent valuation insights on the Instant Offer presented. During transitions, this information can be used to educate a consumer on why they received the instant offer and reduce friction while building trust.

How to generate & send:

1. Go to any appraisal
2. Find the 9 dot menu square at the top right corner of the appraisal, click on it
 - a. You have 2 ways to generate the report:
 - i. Click Share at the top of the menu (recommended)
 - ii. Click “Universal Condition Report”



3. Once you've made your selection, you can choose one of the following ways to share the report with your customer:
 - a. Copy the shareable link
 - b. Download the PDF (to print it out at the dealership)
 - c. Send an email or SMS using the prompt

Share Customer Condition Report



Share With Link

https://hercules-qa.accu-tr...



PDF

Generate Report

Email SMS

Email Address



hbolla@cars.com

Message (Optional)

Hi Hanna,

We've generated the Instant Offer for your 2024 Jeep Grand Cherokee, and it's valued at \$28,000. You can find all the details on this report, like how the dent on your passenger door is deducting \$150.

We'd love to get you into the dealership to present you with a Cash Offer so you can put it toward your next vehicle purchase. Does 10AM tomorrow work for you?

Thanks!

Send