Market Value Assessor
Glossary of Technical Terms

Administrator	The designated user that can change Account Profile details, personalise settings and assign permissions to standard users.
Ad Search	This is where you can search for other similar vehicles either nationally or regionally and view the live classified adverts from Traders. This includes Average Advertised Price, which provides relevant market research.
Condition	The pre-accident condition or grade of a vehicle that reflects its state of repair and appearance visually.
Closed Valuation	Once a vehicle valuation has been completed and any adjustments added, it can be marked as Closed. This saves and stores it separately from Open Valuations for future reference.
Damage Adjuster	Tools used to calculate any light pre-accident damage to a vehicle, using a customisable labour rate.
Damage Adjuster Hourly Rate	Customisable labour rate to base calculations on.
Glass's Trade Price	The typically observed wholesale price that reflects a steady degradation of condition in line with age and mileage.
Historical valuations	Valuations are available for the last 24 months. This enables you to pinpoint an accurate historic value for a vehicle.
Grade Av	The typical value for cars that would benefit from a significant amount of cosmetic work and bodyshop attention in line with the mid-auction grade.
Grade Hi	The typical value for cars that would benefit from slight cosmetic work in line with the higher auction grades.
Grade Lo	The typical value for cars that would benefit from a significant amount of cosmetic and bodyshop attention but also require a single major repair, in line with the Lower auction grade.
Management Information	Click in the tick box which appears on the far right of any vehicle listing to select it and then click **Export CSV Report**. If you have selected under 50 vehicles the report should be run immediately and the pop up box will appear with a link to your CSV report. If however, you have chosen more than 50 vehicles the report will be prepared offline in the **Reports** section at the top of the page. Go to **My Account**, **Preferences and Settings** to create bespoke Management Information reports.
Manufacturer Colour	The specific manufacturer colour and trim names are available under Vehicle Data bar in the vehicle valuation.

Mark as closed	Mark a valuation as closed by expanding a specific vehicle listing and click on the **Mark As Closed** button that appears above **Full Vehicle Details**.
Matches	This is when more than one vehicle is returned after a VRM, Search Tree or Glass Code vehicle search. At this point you need to select the correct trim or date range availability if more than one exists for the vehicle.
Message board	This is what Glass's uses to communicate marketing and technical messages.
My Account	**My Account** is where user profiles and preferences are stored and changed. Administrators can view and amend all profiles and settings and standard users can reset their username and password.
Print Valuation Report	This is the function to print, save, or email the PDF valuation report.
Open Valuations	These are vehicles that you have conducted a valuation on but haven't been marked as closed.
Provenance Check	Check a vehicle's history for outstanding finance or to ensure the vehicle is not stolen. Glass's only allows the check if a commercial relationship is in place between the user and the 3rd party provider.
Reports	This area is the offline section where large CSV reports (over 50 vehicles) are compiled.
Retail Asking	The typical observed advertised price of a vehicle based on up to 4 million retail asking observations a year.
Retail Transacted	The typical sale price achieved by a retail dealer.
Search Tree	The function to search for a particular vehicle without the registration number (VRM).
Settlement value	The total loss vehicle valuation figure that has been offered to or was accepted by the policyholder.
Standard Fit	Options that are fitted to the vehicle as standard by the manufacturer.
Tooltips	Explanation of labels and actions appear when you hover over a link or button and is left for a second.
VIN	A totally unique identifying number that's allocated to every car when manufactured.
VRM	Vehicle registration mark.

Total Repair Cost	The total monetary value of all costs associated to identified operations required to repair a vehicle to an agreed state. This calculation includes (but is not limited to) cost of all labour, new parts, paint & other materials / items. Typically, discounts (including bottom line discount) and VAT would also be included in the total. Some parties may also include the subtraction of Customer Responsibility (e.g. Insurance Excess).
Salvage Category	https://www.abi.org.uk/~/media/Files/Documents/Publications/Public/Migrated/Motor/Code%20of%20practice%20for%20disposal%20of%20motor%20vehicle%20salvage.ashx
Total Loss Indicator	A RED, AMBER or GREEN traffic light indicator to show the total loss status of a vehicle if both a used valuation and Total Repair Cost have been provided. This indicator is dependent on the **Total Loss Ratio** settings.
Settlement Time Alert	An alert that indicates vehicles that have been in **Open Valuations** longer than the set **Target Days** in **My Account**.
Archived Valuations	These vehicles have either been manually moved to **Archived Valuations** by the **Administrator** or by the **Automatic Archiving** settings in **My Account**.
Deleted Valuation	These vehicles have either been manually moved to **Deleted Valuations** by the **Administrator** or by the **Automatic Archiving** settings in **My Account**.
Sent Valuations	This feature shows you the vehicles that have been sent to other users / accounts that you are currently linked too. It also shows you the date sent and the "acceptance" status of that vehicle e.g. Accepted, Rejected or Pending.
Received Valuations	This feature shows you the vehicles that have been sent to your account from other users / accounts that you are currently linked too. Here pending vehicles can be accepted or rejected. Once accepted they are moved into your **Open Valuations** view, this process also determines the status in the **Sent Valuations** view.
Transfer	This feature (button) allows the user to send one or more vehicles currently in their **Open Valuations** view to other users / accounts linked to your account. Once selected the vehicles are moved into the **Sent Valuations** view and are set to a pending status.
Current User / Account	This feature is visible when clicking on vehicles already saved in the **Open Valuations** view and shows who is the **Current User / Account** owner of the vehicle. This is linked to the **Transfer** feature which allows vehicles to be moved around in a supply chain structure.

Original User /Account

This feature is visible when clicking on vehicles already saved in the **Open Valuations** view and shows who is the **Original / Account** owner of the vehicle. This is linked to the **Transfer** feature which allows vehicles to be moved around in a supply chain structure.

Depreciated Value

This feature can be found whilst in the **Full Vehicle Details** view and selecting **Manufacturer Options**. It tells the user the depreciated values for specific additional manufacturer options that the vehicle may have where they have been provided by **Glass's**.

Manage Users

This feature can be found in the **My Account > Account Profile** section and allows the **Administrator** to modify both user credentials and / or system permissions.

Manage Teams

This feature can be found in the **My Account > Account Profile** section and allows the account **Administrator** to setup and allocate different users to separated teams. This allows for segregated **Open Valuations** views where different teams only see their own vehicles.

Settlement Ratio

This feature can be found in the **My Account > Preferences & Settings** section under **Settlement Settings** and allows the account **Administrator** to set a percentage **Settlement Value** ratio using any of the available Glass's retail values i.e. you can set a settlement KPI / benchmark policy for the users.

Total Loss Ratio

This feature can be found in the **My Account > Preferences & Settings** section under **Total Loss Ratios** and allows the account **Administrator** to enable and / or setup the **Total Loss Indicator** ratios which determine the total loss status of a vehicle being valued when combined with the **Total Repair Cost** feature.

Percentage of Net Cost

This feature can be found in the **My Account > Preferences & Settings** section under **Settlement Settings** and allows the account **Administrator** to set the **Percentage of Net Cost** to be used when calculating the pre-accident damage using the **Damage Adjuster** tool within the **Full Vehicle Details** view. i.e. you can set a pre-accident damage policy for the users when applying this negative value to the settlement process.

Dashboard

This feature is permanently visible on the Market Value Assessor default login view when enabled in the **My Account > Preferences & Settings** section under **My Standard View**. This affectively gives an instant current view of the vehicle case process flow on your account allowing you to pro-actively target issues e.g. a high number of S**ettlement Cycle Time Alerts** where cases should have been settled in the desired set time frame.

PDF Reports

This feature can be found in **My Account** and allows the account **Administrator** to create and modify bespoke **PDF Valuation Report** templates, which can then be selected when uses select the **Print Valuation Report** feature within the various applications views when selecting one or more vehicles.

Target Days

This feature can be found in **My Account > Preferences & Settings** section under **Settlement Settings** and allows the account **Administrator** to set the **Target Days** to be used when monitoring how long a vehicle has been in **Open Valuations** view before being moved to **Closed Valuations** view. i.e. settlement has been achieved. This in turn powers the **Settlement Cycle Time Alerts** feature which can be found in both the **Dashboard** and **Search Bar** features. It effectively allows you to build settlement cycle time KPIs for your users.