CCC° Estimating – Consumer Payments

aid describes h egistered payr os in this docun hin the workfil	now to accept and proce nent device in the CCC O nent will cover the consu e.	ess credit ca NE Desktop Imer paymer	rd payments application. ht process
he payment de ed for the devi	vice has been registered ce.	d and payme	nt types
	Action		
Open the work	file and select the Rece	i pts tab.	
Open the work Click on the Ne Receipt form of Contacts In Receipts New Receipt Select the pay Customer or In can also click of File Actions Receipt Receipt Number Type: Check/Auth. Number Type: Check/Auth. Number Type: Check/Auth. Number Received from: Date: Amount S: Memo:	Action file and select the Received aw Receipt action in the opens. ment type from the Type issurance from the Received the amount links as show Receipt Help Save and New Save and Print (Completed Credit Card - Visa (Completed Deleted Payment successfull From Camera/Scanner XDelete	e drop-list, the ved From set vn in the ima) for Protection) for Repair Order Repair Order Repair order total: Total adjustments: Total adjustments: Total due from insurance: Total adjustments: Total balance due: Total adjustments: Total balance due: This receipt: Amount: Surcharge: Remaining balance:	e New nen select ection. You ge. 6.063.24 5.563.24 5.563.24 5.563.24 5.563.24 5.563.24 5.563.24
	Date: Amount \$: Memo:	Date: 10/13/2023 Amount S: 500.00 Memo: Payment successful! From Folder From Camera/Scanner X Delete	Insurance Insurance Date: 10/13/2023 Amount \$: 500.00 Memo: Total due from insurance: Total adjustments: Memo: Total balance due: Date: Date: Payment successful! Total due from customer: Total adjustments: Total due from Camera/Scanner This receipt: Amount: Surcharge: Remaining balance: This receipt:

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CCC® Estimating - Consumer Payments, Continued

Processing Payments, continued

Step	Action
4	Select Pay Now button, then select the payment device if
	prompted. The CCC ONE Desktop application will transmit the
	information from the Receipt form to the device.
5	Have the customer insert their card and follow the
	instructions on the device.
6	The device will transmit the authorization back to the
	CCC Desktop application. The Payment Complete! form
	opens.
Paym	ent complete! Device: Terminal 2 (5300) Repair order: 129 Payment type: Visa Amount: 500.00 Auth. number: TAL
7	Click the Print Receipt button for a paper copy of the
	transaction.

Clearent Paylink Payments (Text to Pay) Repair shops with configured Clearent payment devices have a nocontact payment option for customers via UpdatePlus Web Estimate features.

Step	Action
1	The customer receives an SMS text link or email with a link
2	The customer clicks the link in the message
3	The estimate web view displays "Vehicle Ready for Pickup"
4	Customer selects Pay Now
5	Customer is redirected to the Clearent Paylink where they
	complete the payment
6	The customer is directed back to the estimate web view
	where the balance should reflect their payment.

Continued on next page



CCC® Estimating - Consumer Payments, Continued

Clearent Surcharges on	Users with surcharge functionality enabled through Clearent may now receive a surcharge amount when a new receipt is processed in
Credit Card	Clearent Surcharge functionality is configured through Enable
Transactions	Clearent Surcharge.

To process a payment through the Clearent integration:

Step	Action
1	Go to settings on cccone.com and select Payment Devices
2	After configuration, open a workfile with a balance
	Soloct New Paccint
 /_	Click the groop Pay New button
- 	When successful a Success acroon will display with
5	when successful, a Success screen will display with
	payment details, with an amount and total receipt with
	×
	N Payment successful!
	N
	T 14
	c Device: CC Terminal 2 30
	Repair order: 000000000 MA
	Payment type: Credit Card - Visa
	D Amount: \$ 500.00
	A Surcharge: \$ 15.00
	M Total receipt: \$ \$15.00
	Auth. Number. 0000000000
	10
	10
	Print Receipt Close
	TIRS TELEBRE #300.00

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CCC® Estimating – Consumer Payments, Continued

Receipts Report support for Clearent The CCC ONE Receipts Reports have been updated to include additional columns for surcharge details from Clearent. Additional columns are **Surcharge \$** and **Surcharge %**.

Receipts - Rep	port									- 0
e Actions	Help									
Save 🛃 Save	and Close	Save As -	👺 Email 🔳 Open i	n Excel 🗯 Prin	t 🛕 Print Pr	eview Report Editor				🔓 Se
Results	s Prev	iew								Filters Columns Layout Grouping
Receipts Date Range: TI Locations: Rep Filters: Catego Sorted By: RO	his Quarter-to vair Facility ry: All Number (ASC	-Date (10/1/202), Receipt Date (3 - 12/11/2023) (ASC), Receipt Type (A	5C)						Al Some locations: Single location: Banatic Scritter:
the broge	CONTRACTOR DO	There is group i	by the constant.							Repair Pacincy ~
RO Number	Receipt	Receipt Type	Received From	Check/Auth Number	Owner	Vehicle	Receipt \$	Surcharge \$	Surcharge %	- Date Range
RO Number	A Date 11/9/2023	Cash	Received From	Check/Auth Number	Owner	Vehicle	Receipt \$	Surcharge \$	Surcharge %	Date Range This Quarter-to-Date
R0 Number 4 5231 5243	Receipt Date 11/9/2023 11/7/2023	Cash	Received From	Check/Auth Number	Owner	Vehicle	Receipt \$	Surcharge \$	Surcharge	- Date Range This Quarter-to-Date ~ From: 10/01/2023 101 To: 12/11/2023 101
R0 Number 4 5231 5243 5263	Receipt Date 11/9/2023 11/7/2023 11/7/2023	Cash Cash Cash	Received From	Check/Auth Number	Owner	Vehicle	Receipt \$ 500.00 500.00 400.00	Surcharge \$	Surcharge	- Date Range This Quarter-to-Date ~ From: 10/01/2023 101 To: 12/11/2023 101 - Category
RO Number 5231 5243 5263 5265	Receipt Date 11/9/2023 11/7/2023 11/7/2023 11/5/2023	Cash Cash Cash Cash	Received From	Check/Auth Number	Owner	Vehicle	Receipt \$ 500.00 500.00 400.00 0.00	Surcharge	Surcharge %	- Date Range This Quarter-to-Date From: 10/01/2023 101 To: 12/11/2023 101 - Category All
R0 Number 5231 5243 5263 5265 5265 5268	Receipt Date 11/9/2023 11/7/2023 11/7/2023 11/5/2023 11/3/2023	Receipt Type A Cash Cash Cash Cash Cash	Received From	Check/Auth Number	Owner	Vehicle	Receipt \$ 500.00 500.00 400.00 0.00 500.00	Surcharge	Surcharge 96	- Date Range This Quarter-to-Date From: 10/01/2023 101 Te: 12/11/2023 101 - Category All V
RO Number 5231 5243 5263 5263 5265 5268 5268	Receipt Date 11/9/2023 11/7/2023 11/7/2023 11/5/2023 11/3/2023 11/3/2023	Receipt Type A Cash Cash Cash Cash Cash Cash Cash Insurance Oheck	Received From	Check/Auth Number	Owner	Vehicle	Receipt \$ 500.00 500.00 400.00 0.00 500.00 2,200.00	Surcharge	Surcharge 96	- Date Range The Quarter-to-Date From: 10/01/2023 10 To: 12/11/2023 10 - Category Al

This feature is only available to shops licensed with Repair Order Management features and a contract that enables CCC ONE surcharge processing.

To access the receipt report:

Step	Action
1	In the CCC ONE desktop application, select the Reports
	menu
2	Select Find Report, then Accounting
3	Under System Reports, select Receipts

Repair FacilityAfter the payment is complete, the workfile will display the paymentWorkfile Viewstatus, and the receipt will auto-post.

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