## **Consumer Payments - Refunds & Voids**

Introduction	This job aid describes how to process refunds and Voids as part of consumer payments.	
Enable Security Permission	Enable a new Permission: <b>Receipts – Refund receipts</b> under Repair Order Management.	
	Step	Action
	1	In the CCC ONE Desktop, select <b>Configure</b> > <b>Security Roles</b> .
	2	Select the user role, then click <b>Edit</b> from the mini-toolbar.
	3	Enable the <b>Receipts – Refund receipts</b> permission under
		Repair Order Management, then click <b>OK</b> .
		Select user permissions for this role from the list below:
		<ul> <li>Repair Order Management</li> <li>Deposits - Create, search, view and void deposits</li> <li>Receipts - Create adjustments</li> <li>Receipts - Create, search, and view receipts</li> <li>Receipts - Edit receipts</li> <li>Receipts - Import Receipts</li> <li>Receipts - Override adjustment receipt limit</li> <li>Receipts - Refund receipts</li> <li>Receipts - Void receipts</li> </ul>

Voiding a Receipt Void Receipt can be performed from 3 areas in CCC ONE Desktop:

- In the Workfile Receipts tab
- Receipts view
- While in an open Receipt

When the **Void** action is selected, the user selects the **Void Reason**, clicks **OK** and the receipt information is communicated to Clearent<sup>TM</sup>.

- A **Refund** is issued if the credit card transaction <u>batch has been</u> closed
- The receipt is **Voided** if the credit card transaction batch <u>has not been</u> closed

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## Consumer Payments - Refunds & Voids, Continued



If the permission is not enabled, the user cannot process a refund and a warning message opens. You can choose the **Void Receipt** action.



