

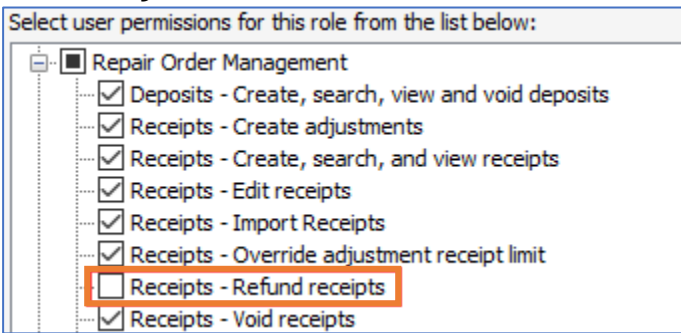
## Consumer Payments – Refunds & Voids

### Introduction

This job aid describes how to process refunds and Voids as part of consumer payments.

### Enable Security Permission

Enable a new Permission: **Receipts – Refund receipts** under Repair Order Management.

Step	Action
1	In the CCC ONE Desktop, select <b>Configure &gt; 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> . 

### 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

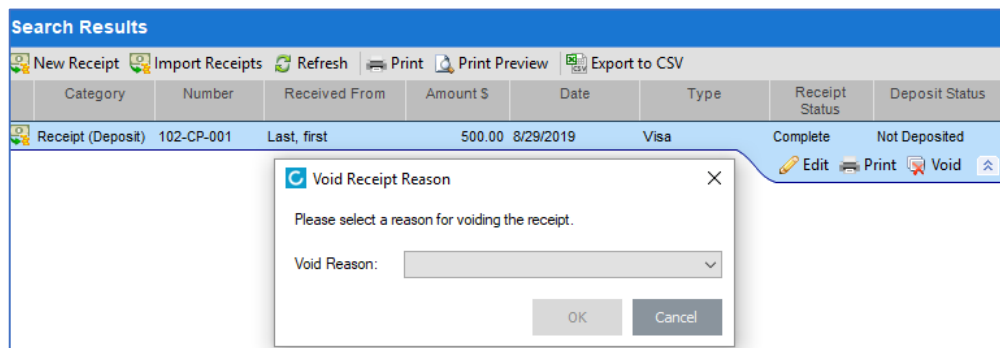
When the **Void** action is selected, the user selects the **Void Reason**, clicks **OK** and the receipt information is communicated to Clearent™.

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

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## Consumer Payments – Refunds & Voids, Continued

### Voiding a Receipt, 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.

