

Clearent Paylink – Consumer Payments

Introduction

Repair workflow shops configuring payment devices with Clearent have a new, contactless payment choice for customers using UpdatePlus Web Estimate features. When Web Estimate features are enabled, repair status updates to the customer include a link to view repair details online.

Completing a Contactless Payment

The complete process (including repair facility):



Feature Availability

The Shop must have the following features enabled to use Paylink:

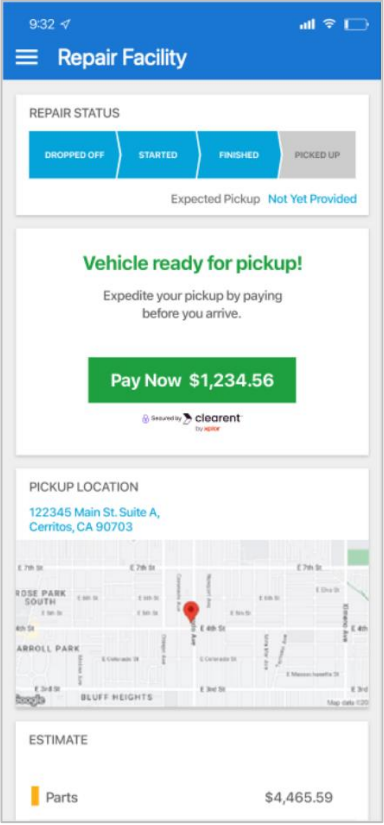
- This feature is only available to shops using the **Repair Order Management** and **UpdatePlus** products.
 - The shop location must have **Web View** enabled in **Settings > Update Plus**
 - The shop location must have a Clearent payment device configured in **Settings > Payment Devices**
 - The shop location must have contactless Payment (Paylink) enabled on their Clearent account (external to CCC ONE)
 - The Clearent Paylink logo is set up in **Settings > Network Profile**.
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Customer Experience

Contactless Consumer Payment:

Step	Action
1	<p>Customers receive a text or email notification that the vehicle is ready for pickup.</p> 
2	The customer clicks the web link included in the message.
3	The estimate web view displays Vehicle ready for pickup.
4	The customer selects the green Pay Now button.
5	The customer is redirected to the Clearent Paylink, where they can complete the payment.
6	After payment, the customer is redirected to the estimate web view.
7	The remaining balance should reflect the payment.

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Repair Facility Workfile View

After the payment is complete, the workfile will display the payment status, and the receipt will auto-post.

