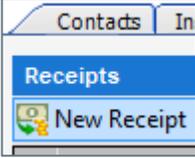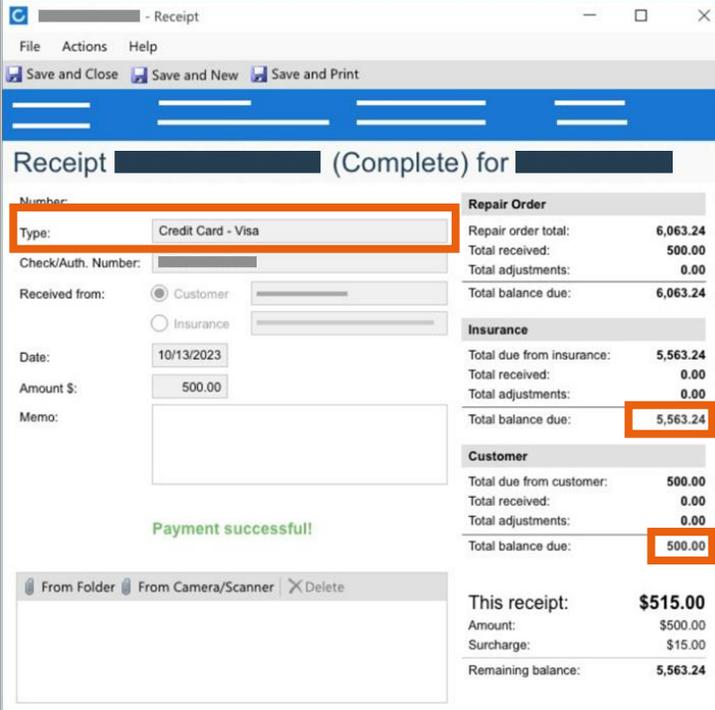# CCC® Estimating – Consumer Payments

Introduction

This job aid describes how to **accept and process** credit card payments using a registered payment device in the CCC ONE Desktop application. The steps in this document will cover the consumer payment process from within the workfile.

Processing Payments

Ensure the payment device has been registered and payment types configured for the device.

Step	Action
1	Open the workfile and select the **Receipts** tab.
2	Click on the **New Receipt** action in the toolbar. The New Receipt form opens.
3	Select the payment type from the **Type** drop-list, then select Customer or Insurance from the **Received From** section. You can also click the amount links as shown in the image.

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.
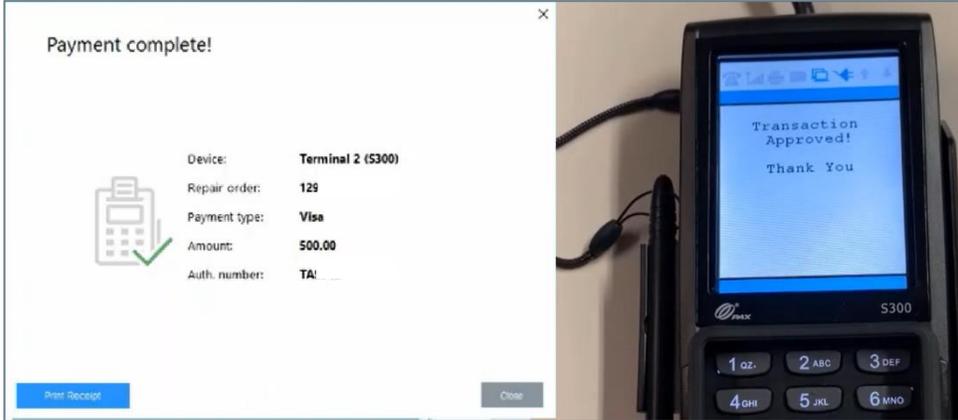
Step	Action
7	Click the **Print Receipt** button for a paper copy of the transaction.

Clearent Paylink Payments (Text to Pay)

Repair shops with configured Clearent payment devices have a no-contact 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.

CCC® Estimating – Consumer Payments, Continued

Clearent Surcharges on Credit Card Transactions

Users with surcharge functionality enabled through Clearent may now receive a surcharge amount when a new receipt is processed in Clearent. This surcharge functionality is configured through **Enable Clearent Surcharge.**

To process a payment through the Clearent integration:

Step	Action
1	Go to settings on cccone.com and select Payment Devices to register your Clearent device with CCC ONE.
2	After configuration, open a workfile with a balance.
3	Select **New Receipt**
4	Click the green **Pay Now** button
5	When successful, a **Success** screen will display with payment details, with an amount and total receipt with surcharge displayed.
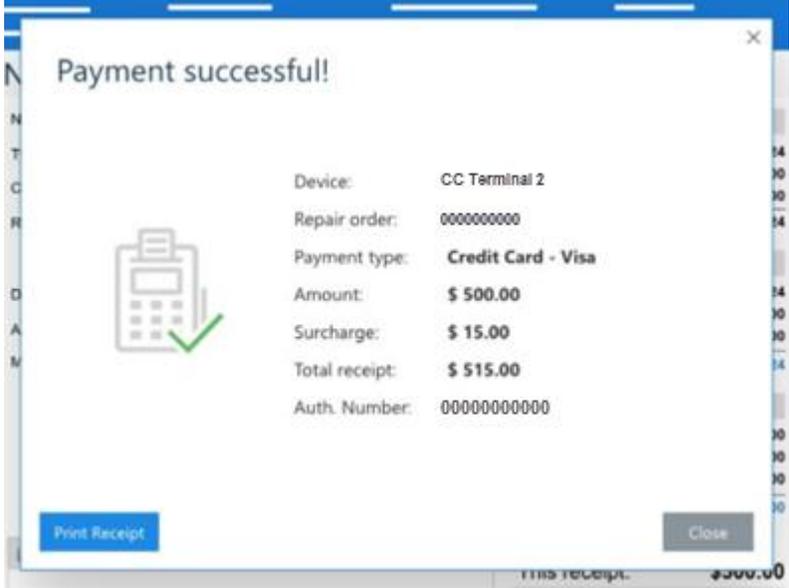
CCC® Estimating – Consumer Payments, Continued

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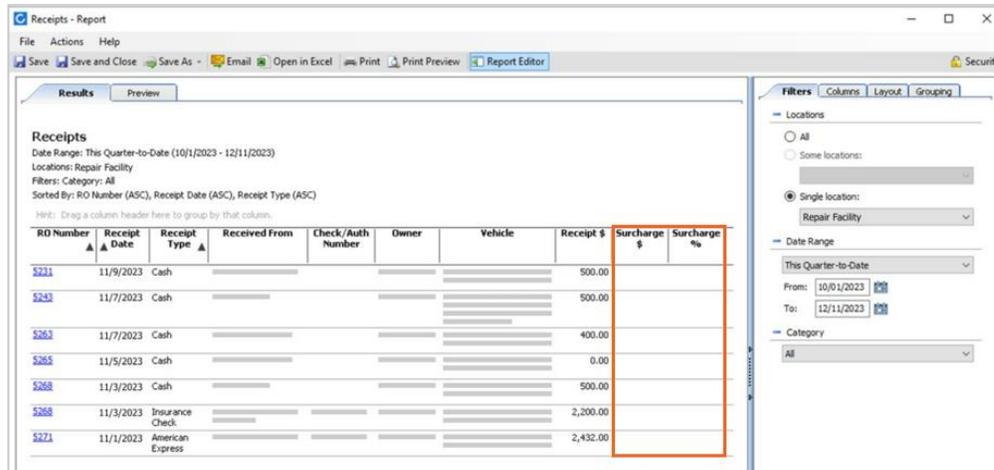
This feature is only available to shops licensed with Repair Order Management features and a contract that enables CCC ONE surcharge processing.

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 Facility Workfile View

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