CCC True - 1place Integration - How To's

Last Modified on 08/19/2026 11:19 pm EDT

The CCC True integration allows parts suppliers using 1place to connect with **CCC Intelligent Solutions (CCC)** and make their inventory available to repair facilities using **CCC ONE**.

Once the integration is configured, CCC ONE users can:

- View your available parts and pricing in real time.
- Check part availability.
- Place electronic orders with your company.
- Have those orders automatically imported into 1place.
- Receive estimated delivery information based on your delivery area and configured delivery times.
- Receive invoices electronically from 1place.

To set up the integration, your company must:

1. Establish a supplier account with CCC.
2. Obtain the required CCC account and API information.
3. Prepare your customers and item data in 1place.
4. Configure the CCC True integration in 1place.
5. Export and transmit the required data to CCC.
6. Complete a test order.
7. Confirm that invoices are successfully transmitted to CCC.
8. Complete CCC training and activation.

The following information must be available before the CCC True integration can be completed:

CCC Supplier Information

You will need to obtain the following from CCC:

- **CCC Customer ID / Supplier ID**
- **Login credentials for invoice transmission**
- **File Transfer Password**, when applicable
- Any other FTP/API credentials provided by CCC

If your company already has a CCC account, contact CCC at **855-874-4404** and request the information required for the API and file-transfer setup.

1place Customer ID

You will also need your company's **Customer ID in 1place**. This identifies your company within the 1place system and is used during the integration setup.

Customer Delivery Area

You will need a list of all ZIP codes your company services through CCC. This information is used to determine whether an order can be delivered and how many additional days should be added to the estimated delivery date.

Customer/RFID Mapping

CCC provides a **Repair Facility ID (RFID)** for each repair facility. The RFID must be associated with the corresponding customer record in 1place so that orders received from CCC can be matched to the correct customer.

ECOM Orders User

Before setting up the CCC True integration, create a 1place user named **ECOM Orders**.

This user is used to identify orders that are automatically received through eCommerce integrations. Orders received through CCC True will use **ECOM Orders** in the **Created By** field.

This makes it easier to distinguish integration-generated orders from orders manually created by a 1place user.

Important: Use the exact user name **ECOM Orders** so that orders received through the integration can be easily identified.

Contact CCC Intelligent Solutions to establish your company's **CCC supplier account**.

CCC will provide the information required to identify your company as a supplier and communicate with CCC electronically.

Request the following information:

- **CCC Customer ID / Supplier ID** - this is the ID that CCC has assigned to you. This is crucial for the integration to work.
- **Invoice transmission login credentials**
- **File Transfer Password**, if applicable
- **FTP/SFTP** connection information
- **Customer/repair-facility** information available for your service area

If your company already has a CCC account, contact CCC and request the **File Transfer Password and API/invoice credentials** required for the 1place integration.

Provide the CCC information to your 1place implementation or support contact so the API and file-transfer configuration can be completed.

In 1place, go to:

Sales > Integrations > CCC True

Complete the available settings.

General Settings

Supplier ID
Enter the **Supplier ID assigned to your company by CCC**.

This is one of the most important settings in the integration because CCC uses this ID to identify your company as the supplier.

Company Information

Enter your company's information:

- **Company Name**
- **Street Address**
- **City**
- **State**
- **ZIP/Postal Code**
- **Phone Number**
- **Contact First Name**
- **Contact Last Name**
- **Contact Title**
- **Contact Phone**
- **Contact Email**

This information identifies your company to CCC.

Technical Contact

Enter the technical contact information used for the integration:

- **Technical Contact First Name**
- **Technical Contact Last Name**
- **Technical Contact Title**
- **Technical Contact Phone**
- **Technical Contact Email**

Email Notification

Enter the email address that should receive CCC integration-related notifications.

Fall Back Customer

Select a customer record to use when CCC sends an order for a repair facility that does not yet exist in 1place.

For example, you can create a dedicated customer such as **New CCC Order** and select it as the Fall Back Customer.

This prevents an order from being lost when the customer's CCC Repair Facility ID (RFID) has not yet been matched to a customer in 1place. The order can be reviewed using the fallback customer and the appropriate customer record can then be created or mapped.

Salesperson

Select the salesperson who should be assigned to CCC orders when applicable.

Part Type Override

Use this setting when you want CCC orders to use a specific part type regardless of the part type configured on the item.

Default Quality Indicator

Enter the default quality indicator to use when applicable.

For example:
- `AM` = Aftermarket

Delivery Cutoff Time

Enter the time that determines whether an order is considered for same-day delivery or the following delivery day.

The cutoff time works together with the **Delivery Area ZIP Codes** settings.

For example, if the cutoff time is **12:00 PM**:
- An order received at **11:00 AM** is considered for the current day.
- An order received after the cutoff is considered for the next day.

The number of delivery days configured for the customer's ZIP code is then added to this date.

Example:

If the cutoff time is 12:00 PM and an order is received at 11:00 AM:
- Base delivery date = Today
- ZIP code delivery time = 1 day
- Estimated delivery date shown in CCC = Tomorrow

If the same order is received after the cutoff time:
- Base delivery date = Tomorrow
- ZIP code delivery time = 1 day
- Estimated delivery date shown in CCC = 2 days from now

If the item must first be transferred from another warehouse, the applicable stock-transfer days are also added.

Days to Add for Stock Transfer

This value represents the additional number of days required when an item must be transferred from another warehouse before it can be delivered.

For example:
- Base delivery date = Tomorrow
- ZIP code delivery time = 1 day
- Stock transfer time = 1 day
- Estimated delivery date = 3 days from today

Default Lead Time if Out of Stock

This setting is currently **not in use**.

Part Preparation Lead Time

This setting is currently **not in use**.

Hide Zero Price

Enable this option to prevent items with a price of $0 from being displayed to CCC users.

Show Out of Stock Items

This setting is currently **not in use**.

Use Supplier Qty

Configure this according to how your company wants inventory quantities supplied to CCC.

Auto Ship New Orders

Configure this according to your company's desired CCC order workflow.

Only Show Special Order

Use this setting when applicable to limit the items displayed through the CCC integration to special-order items.

Warranty Type

Enter the warranty type you want displayed to CCC users.

For example:

Limited

Warranty Length

Enter the applicable warranty period.

Examples:
- 90 Days
- 1 Year

Warranty Info

Enter any additional warranty information that should be displayed to the customer.

For example:

> Please contact us for more information.

CCC uses its own quality codes to identify the type and quality of a part.

1place uses the **Quality Indicator** field on the Item record.

Because different integration partners may use different codes, the CCC True integration allows the value stored in 1place to be translated into the value required by CCC.

CCC Quality Codes

Examples of CCC quality codes include:

CCC Code	Part Type
AM	Aftermarket
OD	Optional OEM
RC	Reconditioned
RM	Remanufactured

CCC may provide an updated list of accepted quality codes. Use the codes provided by CCC for your account.

1place Quality Indicator

The item's **Quality Indicator** is maintained on the Item Detail record.

Examples may include:

- `A` = Aftermarket
- `C` = CAPA Certified
- `R` = Reconditioned
- `OE` or `OEM` = OEM
- `OptOE` = Optional OEM

The exact value stored in 1place does not have to be identical to the value required by CCC. The **Part Type / Code Mapping** table translates the 1place value into the appropriate CCC value.

Example

If an item has a Quality Indicator of `C` in 1place, the mapping can tell CCC to treat that value as the appropriate CAPA quality code.

This is important when another integration partner requires a different value for the same part type.

Industry Certification

Enter the applicable certification when required.

Examples:

- CAPA
- NSF
- CAPA ^ NSF

This field may also be left blank when the item does not have an applicable certification.

Important: Only configure the part type mappings that your company actually uses.

The **Delivery Area ZIP Codes** table tells the CCC integration:

1. Which ZIP codes your company services.
2. How many additional days are required to deliver to each ZIP code.

Enter **all ZIP codes that your company services through the CCC integration**.

The table includes:

ZIP Code

Enter the ZIP code served by your company.

Warehouse

Enter the warehouse associated with the delivery area when applicable.

The warehouse value is for reference and is **not used in the delivery-date calculation**.

of Days to Deliver

In addtion to all of the settings (above) that define if 1 or more days will be added to the Estimated Delivery Date, this value is the # of ADDTIONAL DAYS required to deliver to that ZIP code.

For example:

ZIP Code	Warehouse	# of Days to Deliver
12345	Main	0
12346	Main	1
12347	North	2

If a customer in ZIP code 12346 places an order, the integration adds **1 day** to the applicable estimated delivery date.

You can use the CCC ZIP Code template to prepare the delivery-area list.

1. Obtain/download the ZIP Code template.
2. Enter your service-area ZIP codes.
3. Enter the applicable delivery time for each ZIP code.
4. Import the completed file into 1place.

CCC can also provide a list of repair facilities located within the ZIP codes you service.

The **Warehouses** section identifies the warehouse locations that will supply parts through the CCC True integration.

Enter a separate row for each warehouse that will be used to fulfill CCC orders.

Complete the following warehouse information:

- **Warehouse Code** - Enter the unique code used to identify the warehouse in 1place. The warehouse code cannot exceed **8 characters**.
- **Our Company Name** - Enter your company's name.
- **Warehouse Display Name** - Enter the name you want displayed for the warehouse, such as **Main Warehouse**, **Dallas Warehouse**, or **North Location**.
- **Type Of Parts** - Enter the type of parts supplied by this warehouse, as applicable to your CCC configuration.
- **Our Street Address** - Enter the warehouse's street address.
- **Our City** - Enter the city where the warehouse is located.
- **Our State** - Enter the state where the warehouse is located.
- **Our ZipPostal Code** - Enter the warehouse's ZIP/Postal Code.
- **Our ZipPostalCode Extended** - Enter the extended ZIP+4 code when applicable.
- **Supplier Site Identifier** - Enter the supplier site identifier assigned to this warehouse/location by CCC, when provided.
- **Our Contact FirstName** - Enter the first name of the primary contact for this warehouse.
- **Our Contact LastName** - Enter the last name of the primary contact for this warehouse.
- **Our Contact Title** - Enter the job title of the warehouse contact.
- **Our Contact Email** - Enter the email address of the warehouse contact.
- **Our Contact Phone** - Enter the phone number of the warehouse contact.
- **Our Contact Fax** - Enter the fax number of the warehouse contact, if applicable.
- **Action** - Use the available action option to manage the warehouse record, such as saving or removing the entry.

Warehouse Code

The **Warehouse Code** is the internal identifier used for the warehouse in 1place.

The code must not exceed **8 characters**.

For example:

- `MAIN`
- `WH01`
- `NORTH`
- `DALLAS`

Use a unique code for each warehouse.

Supplier Site Identifier

The **Supplier Site Identifier** identifies the specific supplier location within CCC.

If CCC provides a site identifier for your warehouse, enter the value provided by CCC. If you are unsure what value should be entered, confirm the required identifier with CCC before completing the configuration.

Multiple Warehouses

If your company has multiple warehouses that can fulfill CCC orders, add each warehouse as a separate entry.

For example:

- **MAIN** - Main Warehouse
- **NORTH** - North Warehouse
- **SOUTH** - South Warehouse

Each warehouse should contain its own address and contact information.

The warehouse information is used as part of the supplier data provided to CCC and helps identify the location associated with the inventory and delivery information being supplied through the integration.

CCC identifies repair facilities using a **Repair Facility ID (RFID)**.

The RFID must be mapped to the corresponding customer record in 1place.

After the delivery-area ZIP codes have been configured and the required CCC data files have been submitted, request from CCC a list of repair facilities within your service area.

The list should include the applicable:

- Company name
- ZIP code
- CCC Repair Facility ID (RFID)
- Third-party customer information

Compare the CCC customer list against the customers already in 1place.

Existing Customers

If the repair facility already exists in 1place, map its CCC RFID to the existing customer record.

New Customers

If the repair facility does not exist in 1place, create/import the customer first and then add the CCC mapping.

Go to the customer's details and open the **API** section.

Select:

Import 3rd Party Mapping Data

Download the template and enter:

- **Customer #** – The customer's 1place Customer Number
- **ThirdPartyType** – `CCC`
- **ThirdPartyCustomerID** – The customer's CCC RFID

Import the completed file.

This mapping allows 1place to recognize which 1place customer corresponds to the repair facility sending an order through CCC.

Items must meet the CCC integration requirements before they can be successfully exported.

Review the applicable items and make sure they have:

- An **OEM Number**
- **List Price greater than $0**
- A **Quality Indicator / Part Quality Code**
- **ECommerce = Active**
- **Quantity in Stock greater than 0**, when the item is expected to be shown as available

Quality Indicator Examples

Depending on the part type and your company's configuration, the Quality Indicator may identify the item as:

- `A` – Aftermarket
- `C` – CAPA Certified
- `OO` – Optional OEM
- `RC` – Reconditioned
- `RM` – Remanufactured

Use the quality indicators configured for your company's CCC mapping.

Why Item Setup Matters

CCC uses the information supplied by 1place to determine what parts can be displayed to repair facilities.

If an item does not meet the required criteria, it may not appear in CCC even though the item exists in 1place.

The File Transfer section is used to generate the data files that CCC requires.

The files contain information such as:

- Company information
- Warehouse information
- Item information
- Delivery-area ZIP codes
- Other supplier information required by CCC

CCC will provide the connection information required for your account.

Typical settings may include:

Setting	Example
Host	`sftp.cccis.com`
Port	`22`
Protocol	SFTP
Encryption	Normal
User	CCC-provided username
Password	CCC-provided password

Use the actual credentials and connection information provided by CCC for your account.

Go to:

Sales > Integrations > CCC True > File Transfer

To download the files:

1. Select **Download**.
2. Click **Export Data Files**.
3. Save the generated files.

To transfer the files directly to CCC:

1. Select **FTP**.
2. Click **Export Data Files**.

CCC may request these files when preparing your supplier account and identifying repair facilities in your service area.

Browser Pop-up Settings

If your browser does not allow all required files to download, the browser may be blocking the additional file windows.

If necessary, update your browser's **Pop-ups and Redirects** settings and allow:

```
s0.osqbo.com
```

Once your supplier data has been submitted, CCC can provide information about repair facilities located within your service area.

Provide CCC with the applicable ZIP codes and request the customer/repair-facility list.

Use the CCC RFIDs to map those repair facilities to the corresponding 1place customer records.

The repair facilities will also need to configure your company as an electronic parts vendor in **CCC ONE**.

CCC's repair-facility setup process allows a shop to add an electronic parts vendor and configure the vendor's applicable part types, vehicle information, delivery information, and ordering method.

This step is performed by the **repair facility using CCC ONE**, not by the 1place supplier.

Before the integration is activated for production use, complete a test order.

Request a Test Order

Contact CCC and request that they send a test order.

Ask CCC to provide:

- The test order number
- The RFID used for the test order

Verify the Order in 1place

Once CCC sends the test order:

1. Confirm that the order is received in 1place.
2. Verify that the order is associated with the correct customer.
3. Review the items, quantities, pricing, and other order information.
4. Invoice the order.

The invoice transmission credentials must already be configured for the integration for the invoice to be successfully submitted to CCC.

Confirm Invoice Transmission

After the invoice is created:

1. Confirm that the invoice was submitted successfully.
2. Contact CCC to confirm that the invoice was received on their side.
3. Resolve any errors before proceeding with production activation.

After the test order and invoice have been successfully processed, CCC will coordinate with your company regarding the remaining training and activation requirements.

Training may cover topics such as:

- CCC Parts
- CCC ONE
- Communicating with repair facilities

- Configuring customers
- Managing electronic orders
- Other CCC functionality required for your supplier account

After the required training and testing are completed, CCC will activate the integration.

Once the setup is complete, the normal workflow is:

Repair Facility

CCC ONE
↓
Searches your available parts
↓
Reviews pricing and availability
↓
Creates an electronic parts order
↓

CCC

Transmits the order using the repair facility's CCC RFID
↓

1place

Matches the RFID to the mapped customer
↓
Creates/imports the order
↓
Processes the order
↓
Invoices the order
↓

CCC

Receives the invoice electronically

After the integration is active, periodically review the following:

Make sure new items have:

- OEM Number
- List Price greater than $0

- Correct Quality Indicator
- ECommerce enabled
- Appropriate inventory quantity

When adding a new repair facility:

- Create the customer in 1place.
- Obtain the CCC RFID.
- Map the RFID to the 1place customer.

When expanding or changing your delivery area:

- Add the new ZIP codes.
- Confirm the correct delivery time.
- Confirm the applicable warehouse.

Review the CCC True settings when your company changes:

- Supplier information
- Contact information
- Delivery schedules
- Warehouses
- Warranty information
- Part-quality mappings
- FTP/API credentials

Keeping these settings current ensures that CCC receives accurate supplier, inventory, pricing, customer, and delivery information.

The **CCC Shop Registration** feature allows 1place to register a customer with the CCC True integration service. Once registered, the customer is authenticated with CCC, enabling integration features that require shop registration.

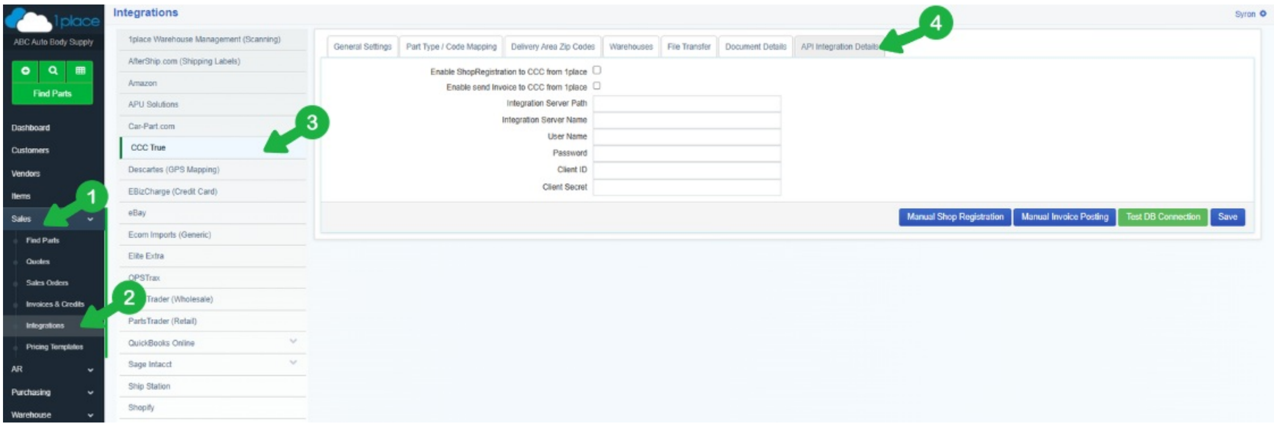
The integration supports two deployment models:

- **Standard (Non-KSI) Customers** – Uses the shared 1place integration server and credentials.
- **Dedicated Integration Customers (such as KSI)** – Uses the customer's own integration server and authentication credentials.

Based on the configuration, 1place automatically determines which authentication method to use.

Navigate to:

Sales → Integration → CCC True → API Integration Details

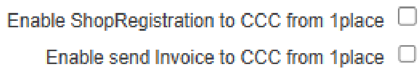


This screen is used to configure the Shop Registration feature.

The API Integration Details screen contains the following settings:

Enable Shop Registration

Enables or disables automatic CCC Shop Registration.

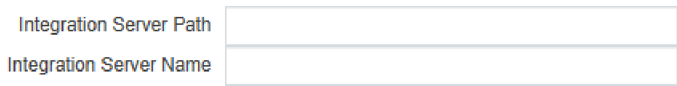


When enabled, 1place automatically attempts to register customers configured for the CCC True integration.

If disabled, customer API information is saved, but no registration request is sent.

Integration Server Details

These fields are intended only for customers using their own dedicated integration environment.



Standard customers should leave these fields blank.

Integration Credentials

Enter the authentication credentials for the dedicated integration server.

Standard customers should leave these fields blank.

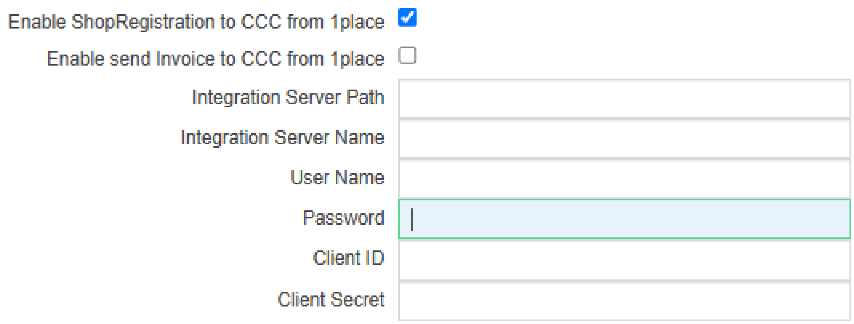
Scenario 1 – Standard (Non-KSI) Customer

Customers using the shared 1place integration service should:

1. Enable **Shop Registration**.

2. Leave the Integration Server and Credential fields blank.

3. Save the configuration.



When the server and credential fields are blank, 1place automatically uses the shared OneSource integration credentials.

No additional configuration is required.

Scenario 2 – Dedicated Integration Customer (KSI)

Customers with their own integration environment should:

1. Enable **Shop Registration**.

2. Enter the Integration Server information.

3. Enter the authentication credentials.

4. Save the configuration.

The system will authenticate using the customer's dedicated integration environment.

Shop Registration begins whenever:

- A customer's API Type is configured as **CCC True**.
- **Enable Shop Registration** is enabled.

Standard (Non-KSI) Customer Workflow

When Integration Server fields are blank, the system:

1. Verifies that Shop Registration is enabled.

2. Uses the shared OneSource integration credentials.

3. Validates the authentication token.

4. Registers the customer with CCC.

Once registration is successful:

- The customer is marked as registered.
- Future manual registrations and scheduled registration jobs will skip the customer unless they are unregistered.

Dedicated Integration Customer Workflow

When Integration Server information has been provided, the system:

1. Verifies that Shop Registration is enabled.

2. Uses the configured Integration Server and credentials.

3. Validates or generates an authentication token.

4. Registers the customer with CCC.

Once registration is successful:

- The customer is marked as registered.
- Future registration attempts are skipped unless the customer is unregistered.

Removing the **CCC True** API configuration from the customer's API settings automatically initiates the Shop Unregistration process.

The system uses the same authentication method that was used during registration.

- Standard customers use the shared OneSource integration credentials.
- Dedicated customers use their configured Integration Server and credentials.

- Shop Registration must be enabled before registration can occur.
- Standard customers should leave the Integration Server and Credential fields blank.
- Dedicated Integration customers must provide their own server information and credentials.
- A successfully registered customer will not be registered again unless they are first unregistered.

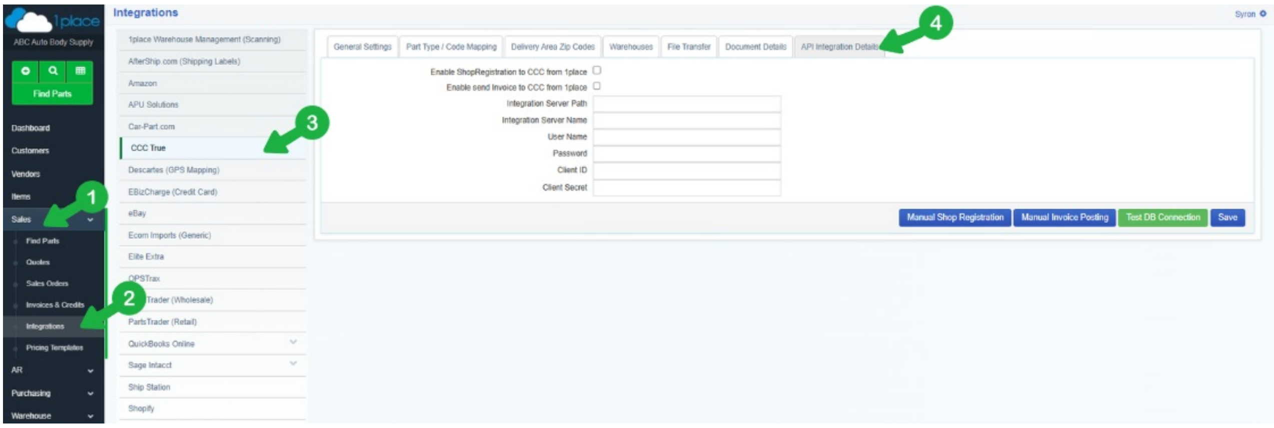
The **CCC Invoice Posting** feature can 'manually' or 'automatically' send invoices from 1place to CCC after they have been created.

Invoice Posting supports both shared and dedicated integration environments and uses the same authentication configuration as the Shop Registration feature.

To prevent duplicate submissions, each successfully posted invoice is marked as posted and excluded from future posting jobs.

Navigate to:

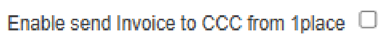
Sales → Integration → CCC True → API Integration Details



This screen is used to configure Invoice Posting.

Enable Invoice Posting

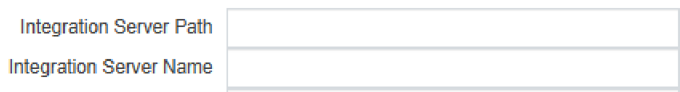
Enables or disables Invoice Posting.



If disabled, invoices are never transmitted to CCC.

Integration Server Details

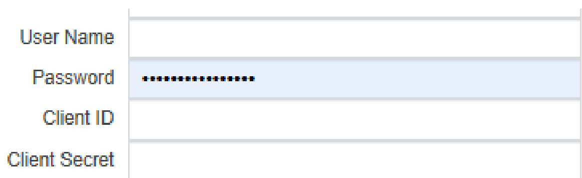
Used only by customers with their own dedicated integration environment.



Standard customers should leave these fields blank.

Integration Credentials

Enter the authentication credentials for the dedicated integration server.



Standard customers should leave these fields blank.

Scenario 1 – Standard (Non-KSI) Customer

Customers using the shared OneSource integration service should:

1. Enable **Invoice Posting**.

2. Leave the Integration Server and Credential fields blank.

3. Configure the Invoice Posting Auto Job.

The system automatically authenticates using the shared OneSource integration credentials.

Scenario 2 – Dedicated Integration Customer (KSI)

Customers using their own integration environment should:

1. Enable **Invoice Posting**.

2. Enter the Integration Server information.

3. Enter the authentication credentials.

4. Configure the Invoice Posting Auto Job.

Invoices will be transmitted through the customer's dedicated integration server.

Invoice Posting occurs only when:

- **Enable Invoice Posting** is enabled.
- The Invoice Posting Auto Job has been scheduled.

If either requirement is not met, no invoices are transmitted.

Standard (Non-KSI) Customer Workflow

When Integration Server fields are blank, the system:

1. Starts the scheduled Invoice Posting job.

2. Uses the shared OneSource integration credentials.

3. Validates the authentication token.

4. Posts eligible invoices to CCC.

Once an invoice has been successfully transmitted:

- The invoice is marked as successfully posted.
- The integration reference returned by CCC is stored with the invoice.

Invoices that have already been posted are automatically skipped during future Invoice Posting jobs.

Dedicated Integration Customer Workflow

When Integration Server information has been configured, the system:

1. Starts the scheduled Invoice Posting job.

2. Uses the customer's Integration Server and credentials.

3. Validates the authentication token.

4. Posts eligible invoices through the customer's dedicated integration environment.

Once an invoice has been successfully transmitted:

- The invoice is marked as successfully posted.
- The integration reference returned by CCC is stored with the invoice.

Previously posted invoices are automatically excluded from future Invoice Posting jobs.

After a successful Invoice Posting:

- The invoice is flagged as successfully posted.
- The integration reference ID is saved.
- Future Invoice Posting jobs ignore the invoice to prevent duplicate submissions.

The following actions are not supported after an invoice has been successfully posted to CCC:

- Updating the invoice
- Deleting the invoice

If changes are required after posting, they must be handled according to your organization's CCC integration process

- Invoice Posting and Shop Registration are configured independently.
- Standard customers should leave the Integration Server and Credential fields blank.
- Dedicated Integration customers must configure their own Integration Server and credentials.
- Invoice Posting requires a scheduled Auto Job.
- Successfully posted invoices are never reposted.
- Invoice updates and deletions are not supported after posting to CCC.