

Making a Payment

Staff can make a payment for a patron either in CARL-X or Connect. However, CARL-X and CARL Connect Staff **cannot** accept credit card payments. Patrons can make credit card payments through CARL Discovery, but CARL does not have that feature set up. *CARL will allow for a credit card payment to “complete” the payment process, but no credit card information actually gets collected. If taking a payment from a patron at the circ desk, please only accept cash or check. If a patron is wanting to only pay with a credit card or debit card, please advise them to log into their account and pay.

Making a Payment in CARL-X

1. Log into the patron’s account by scanning their barcode or searching for their name/birthdate.
2. Click on the Summary tab. If there are fines to be paid, the lightbulb will be yellow.
3. Near the bottom of the screen, click on the “\$ Pay” button.
4. Highlight those fines to be paid. Use Ctrl click to add more than one fine.

Pay

Check delinquency categories to include in the negotiate session below.

<input checked="" type="checkbox"/> Fines	No.	Amount	<input checked="" type="checkbox"/> Lost Items	No.	Amount	Total Owed:	\$8.70
<input checked="" type="checkbox"/> Manual Fines	4	\$8.70	<input checked="" type="checkbox"/> Processing Fees	0	\$0.00	Deposit Balance:	\$0.00

Title	Item Number	Due	Returned	Assessed	Type	Balance
Manual Fine	#1750001224264	10/22/2021	10/22/2021 9:42:59 AM	10/22/2021 9:42:59 AM	Manual Fine	3.00
Manual Fine	#1750001224266	10/22/2021	10/22/2021 11:54:24 AM	10/22/2021 11:54:24 AM	Manual Fine	2.50
Manual Fine	#1750001223067	8/2/2021		8/2/2021 4:39:38 PM	Manual Fine	0.20
Manual Fine	#1750001224263	10/22/2021	10/22/2021 9:40:05 AM	10/22/2021 9:40:05 AM	Manual Fine	3.00

Payment / Waiver Amount

Amount: \$2.50

Payment Method

Cash Card Check Cash

5. As you click the fines, the total amount will adjust in the “Amount:” field near the bottom-left corner.
6. Once all fines have been selected and the total amount is correct, choose the payment method. Either Check or Cash. The click on “\$ Pay Fine.”
7. Click on Complete. A new window should come up indicating which fine(s) will be paid. Verify the amount is correct. If it is, click on “Authorize Payment.” If it isn’t, then click on “Renegotiate” to select the correct fine(s).

Making a Payment

Complete Negotiations

You have authorized the following:

Payments:

0 Fines	\$0.00
1 Manual Fines	\$2.50
0 Lost Items	\$0.00
0 Processing Fees	\$0.00
0 Reserve Fines	\$0.00

Waivers:

0 Fines	\$0.00
0 Manual Fines	\$0.00
0 Lost Items	\$0.00
0 Processing Fees	\$0.00
0 Reserve Fines	\$0.00

Cancelled Charges:

0 Fines	\$0.00
0 Manual Fines	\$0.00
0 Lost Items	\$0.00
0 Processing Fees	\$0.00
0 Reserve Fines	\$0.00

Total: \$2.50

Buttons:

Receipt Counter: 1

8. Once you have authorized the payment, the fine(s) should be removed from the Fines section of the patron account and they should now be seen in the history tab of the account, under Fine History.

Making a Payment in Connect

1. Log into the patron's account by scanning their barcode or searching for their name/birthdate.
2. Once in the account, click on "MyAccount" located near the top left of the window.

OWLSnetLibraries

< back to results | ABIGAIL TESTY - status: Blocked

user information | check out | **MyAccount**

user id & information

USER ID	21389006699856	USER GUID	100000000886645
FIRST NAME	ABIGAIL	MIDDLE NAME	

3. Select "Fines" from the left-hand side menu. Check the box(es) next to the fines that are to be paid.

Making a Payment

InfoSoup
Type here to search Search Advanced

ABIGAIL's Account (Log Out) Status: Delinquent

Account Activity Recommendations Saved Lists Saved Searches

Loans 1 Fines: \$6.20 Selected Fines: \$0.00 Print Fines
Holds 0 Sort By Date Pay All Pay Some Waive Cancel

Fines \$6.20

Title / Reason for Fine	Item #	Date	Fine	Pay
Special Fee Manually created fee	#1750001223087	08/02/2021	\$0.20	<input type="checkbox"/>
Special Fee Manually created fee	#1750001224264	10/22/2021	\$3.00	<input type="checkbox"/>
Special Fee Manually created fee	#1750001224263	10/22/2021	\$3.00	<input type="checkbox"/>

Synchronize eBook Info
Last Updated: 10/26/2021 2:31 PM

4. Click on if the fine(s) are to be: Pay All, Pay Some, Waive, or Cancel.
5. In the window that comes up, verify the amount is correct and that the payment type is correct. *Staff should NOT be choosing Credit here. This is not an option and won't work correctly.

Partial Fine Payment

Partial Payment: \$3.00

Cash
 Check
 Credit

Title/Author
Special Fee

Fine Owed	Fine Paid
\$3.00	\$3.00

Remaining Fine: \$0

Complete Complete & Print Close

6. When all looks correct, click on Complete. Choose Complete & Print if you want a receipt.