

## Waive Fines

Staff can waive fines for patrons at their discretion. Staff are allowed to collect and/or waive fines from other libraries. Bills should not be waived unless the item belongs to you and your director has approved it. Staff can waive fines in CARL-X or Connect.

### Waiving Fines 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 with the yellow lightbulb and click on "\$ Pay."
3. In the Pay window that opens, select those fines that need to be waived. And check the "Amount:" field in the lower left corner to make sure it is correct.

The screenshot shows the 'Pay' window with the following details:

Check delinquency categories to include in the negotiate session below.

	No.	Amount		No.	Amount	Total Owed:	
<input checked="" type="checkbox"/> Fines	0	\$0.00	<input checked="" type="checkbox"/> Lost Items	0	\$0.00	\$3.20	
<input checked="" type="checkbox"/> Manual Fines	2	\$3.20	<input checked="" type="checkbox"/> Processing Fees	0	\$0.00	Deposit Balance:	\$0.00

Title	Item Number	Due	Returned	Assessed	Type	Balance
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:

Payment Method  
 Cash Card  Check  Cash

Waiver

Buttons:

4. When all looks correct, add a reason in the "Waiver" field such as, "Forgave" or "Returned item(s)", etc... and click "Waive Fine."
5. Nothing will happen when you click on "Waive Fine." You will need to click on "Complete" once you've added your waiver and clicked "Waive Fine."
6. After clicking "Complete" a new window will come up for authorization. Verify the correct amount is being waived on the left-hand side under "Waivers." If the amount is correct, click "Authorize Payment." If it is not correct, click on "Renegotiate." This will bring you back to the previous payment window. If you click on "Cancel" this will close out of the payment windows and bring you back to the patron's summary view. \*If your patron would like a receipt and the library keeps receipts, choose "2" from the "Receipt Counter:" field.

## Waive Fines

Complete Negotiations

You have authorized the following:

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

Waivers:	
0 Fines	\$0.00
1 Manual Fines	\$1.50
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: \$1.50

Renegotiate

Authorize Payment

Cancel

Receipt Counter: 1

### Waiving Fines in Connect

1. Log into the patron's account by scanning their barcode or searching for their name/birthdate.
2. Click on "MyAccount" 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. Click on "Fines" from the left-hand menu.

Loans 1

Holds 0

Fines \$3.00

Fine History

Synchronize eBook Info  
Last Updated: 10/27/2021 3:18 PM

4. Check the box under the "Pay" column of those fines you want to waive. Then click on "Waive."

## Waive Fines

Fines: \$3.00
Selected Fines: \$0.00
 Print Fines

Sort By Date ▼
Pay All Pay Some **Waive** Cancel

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

5. Add a Waiver Note to the field, such as “Forgiven,” or “Returned item(s),” etc... Then click on “Complete.” If you’d like to print out a receipt, click on “Complete & Print.”

**Waive Fines**

**Waive Total: \$3.00** □ **Waive Some:** \$3.00

<p><small>Title/Author</small> Special Fee</p>	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: right;"><small>Fine Owed</small></td> <td style="text-align: right;"><small>Fine Waived</small></td> </tr> <tr> <td style="text-align: right;">\$3.00</td> <td style="text-align: right;">\$3.00</td> </tr> <tr> <td colspan="2" style="text-align: right;"><small>Remaining Fine: \$0</small></td> </tr> </table>	<small>Fine Owed</small>	<small>Fine Waived</small>	\$3.00	\$3.00	<small>Remaining Fine: \$0</small>	
<small>Fine Owed</small>	<small>Fine Waived</small>						
\$3.00	\$3.00						
<small>Remaining Fine: \$0</small>							

Waiver Note:

Complete
Complete & Print
Close

6. If the fine is a little larger and the patron only wants to pay part of it, staff can check the box in the upper right-hand corner next to “Waive Some.” Staff can then change the amount of the fine in the box to whatever the patron can pay.

**Waive Some:** \$3.00

<small>Fine Owed</small> \$3.00	<small>Fine Waived</small> \$3.00
<small>Remaining Fine: \$0.00</small>	

**Waive Some:** \$1.50

<small>Fine Owed</small> \$3.00	<small>Fine Waived</small> \$1.50
<small>Remaining Fine: \$1.50</small>	

7. Once staff click on “Complete” then they can see in the patron's fines that they still have a remaining fine.

Fines: \$1.50
Selected Fines: \$0.00
 Print Fines

Sort By Date ▼
Pay All Pay Some **Waive** Cancel

Title / Reason for Fine	Item #	Date	Fine	Pay
Special Fee Manually created fee	#1750001224263	10/22/2021	\$1.50	<input type="checkbox"/>