Patron Exceeds Fine Threshold: An End-User Look at Patron Billing

Presented by
Dawn Dale, PINES Helpdesk Manager, Georgia Public Library Service
and
Erica Rohlfs, Education Librarian, Equinox Software
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Billing in Evergreen

• Unlike other ILSs, bills are attached to patrons in Evergreen, not items
• Making a user Collections Exempt is a manual operation, so is Barring

Disclaimer: Most of the screen images were made on a training staff client with fictional characters. For the case study, patron info is obscured.
Quick Visual Clues about the Status of a Patron’s Account
Winchester, John

Patron Info:
- Name: Winchester, John
- Date of Birth: <Hidden>
- Library Card: 32682333874354
- OPAC Login: 32682333874354
- Email: winchester@example.com
- Gender: male
- Mailing / Billing: Mailing

Addresses:
- 1 JoePyeweed Lane
- Lawrence, Kansas 66045

Phone Numbers:
- Day Phone: 479-555-5555

Account Info:
- Group: 6.50

Check Out:
- Total Patron Owes: $5.20
- Items Out: 0
- Holds: 0/0
- Bills: $5.20

Check Out Table:
- #
- Barcode
- Due Date
- ISBN
- Price
- Title

Buttons:
- Refresh
- Check Out
- Edit
- Messages
- Other

Actions:
- Print Receipt
- Export
- Copy to Clipboard
- Save Columns
- Auto-Print
- Done
Total Owed by Other Group Members: 6.50
If patron exceeds max fines, total owed appears in red.

Alert

CONS: Patron exceeds fine threshold

Press a navigation button above (for example, Check Out) to clear this alert.
If patron exceeds fine threshold, staff member will see the Alert page when entering a patron’s account. (If standing penalty’s “staff_alert” is set to True)
Group Penalty Threshold

- Admin → Local Administration → Group Penalty Threshold
- Administrators set the threshold amount in which a penalty should occur
- Example: Penalty: PATRON_EXCEEDS_FINES
Standing Penalties

- Admin → Local Administration → Standing Penalties
- Once the user reaches the penalty threshold, the standing penalties apply
- Example: PATRON_EXCEEDS_FINES

```
<table>
<thead>
<tr>
<th>Back</th>
<th>Next</th>
<th>Filter</th>
<th>New Penalty Type</th>
<th>Delete Selected</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>✓ 1</td>
<td>29</td>
<td></td>
<td>ALERT NOTE</td>
<td></td>
</tr>
<tr>
<td>✓ 2</td>
<td>29</td>
<td></td>
<td>INVALID_PATRON_ADDRESS</td>
<td></td>
</tr>
<tr>
<td>✓ 3</td>
<td>32</td>
<td></td>
<td>INVALID_PATRON_DAY_PHONE</td>
<td></td>
</tr>
<tr>
<td>✓ 4</td>
<td>31</td>
<td></td>
<td>INVALID_PATRON_EMAIL_ADDRESS</td>
<td></td>
</tr>
<tr>
<td>✓ 5</td>
<td>33</td>
<td></td>
<td>INVALID_PATRON_EVENING_PHONE</td>
<td></td>
</tr>
<tr>
<td>✓ 6</td>
<td>34</td>
<td></td>
<td>INVALID_PATRON_OTHER_PHONE</td>
<td></td>
</tr>
<tr>
<td>✓ 7</td>
<td>3</td>
<td></td>
<td>PATRON_EXCEEDS_CHECKOUT_COUNT</td>
<td></td>
</tr>
<tr>
<td>✓ 8</td>
<td>4</td>
<td></td>
<td>PATRON_EXCEEDS_COLLECTIONS_WARN</td>
<td></td>
</tr>
<tr>
<td>✓ 9</td>
<td>1</td>
<td></td>
<td>PATRON_EXCEEDS_FINES</td>
<td></td>
</tr>
<tr>
<td>✓ 10</td>
<td>35</td>
<td></td>
<td>PATRON_EXCEEDS_LONGOVERDUE</td>
<td></td>
</tr>
<tr>
<td>✓ 11</td>
<td>5</td>
<td></td>
<td>PATRON_EXCEEDS_LOST_COUNT</td>
<td></td>
</tr>
<tr>
<td>✓ 12</td>
<td>2</td>
<td></td>
<td>PATRON_EXCEEDS_OVERDUE_COUNT</td>
<td></td>
</tr>
<tr>
<td>✓ 13</td>
<td>30</td>
<td></td>
<td>PATRON_IN_COLLECTIONS</td>
<td></td>
</tr>
</tbody>
</table>
```
**Within Patron Billing Page**

### Current Bills

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Owed</td>
<td>9.90</td>
</tr>
<tr>
<td>Total Checked</td>
<td>9.90</td>
</tr>
</tbody>
</table>

### Pay Bill

- **Payment Type**: Cash
- **Payment Received**: 0.00

### Bill Patron

<table>
<thead>
<tr>
<th>#</th>
<th>Balance Owed</th>
<th>Bill #</th>
<th>Last Billing Note</th>
<th>Last Billing Type</th>
<th>Start</th>
<th>Total Billed</th>
<th>Total Paid</th>
<th>Type</th>
<th>Title</th>
<th>Payment Pending</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>✔️ 8.90</td>
<td>1413</td>
<td></td>
<td>Copies</td>
<td>201...</td>
<td>8.90</td>
<td>0.00</td>
<td>grocery</td>
<td>grocery</td>
<td>0.00</td>
</tr>
<tr>
<td>2</td>
<td>✔️ 1.00</td>
<td>1414</td>
<td></td>
<td>Fee for DVD case</td>
<td>201...</td>
<td>1.00</td>
<td>0.00</td>
<td>grocery</td>
<td>grocery</td>
<td>0.00</td>
</tr>
</tbody>
</table>

**Change Due Upon Payment**: 0.00

**Voided this session**: 0.00

**Receipt Options**
- Check All
- Uncheck All
- Check All Refunds
- Print Bills

**Pending**
- Payment: 0.00
- Change: 0.00

**Total**
- Owed: 9.90
- Billed: 9.90
- Paid: 0.00
Lost and Long Overdue Billed Transaction Color Distinctions

- Item Still Checked Out = Red
- Long Overdue = Orange*
- Lost = Dark Red

Both the color distinctions and indicators are customizable. To customize, a change to circ.css (for the color) and lang.dtd (for the indicator) are required.

*When the 6 Month Overdue Mark Long-Overdue trigger event definition is enabled
Summary of total owed to the library

Total Owed: 9.90
Total Checked: 9.90

Change Due Upon Payment: 0.00
If the patron is due a refund:
Refund Available – Balance Owed = Total Owed
By default, all but the refund line items are checked.
- Check All = check all billing lineitems
- Uncheck All = uncheck all billing lineitems
- Check All Refunds = check the refund lineitems
  - Note: Selecting the Check All Refunds button will not automatically uncheck the billable lineitems
• By default, Evergreen will go straight down the selected billed lineitems to apply the user’s payment.
• Staff can select specific lineitems to apply the payment.
• Staff can also resort the order of the lineitems in the list.
Click on the **Total Billed** or **Total Paid** column header to sort numerically.
Click on the **Total Billed** or **Total Paid** column header to sort numerically.

If you do not see these columns on your staff client, make sure you selected them in the column picker.

<table>
<thead>
<tr>
<th>#</th>
<th>Balance Owed</th>
<th>Bill #</th>
<th>Last Billing Note</th>
<th>Last Billing Type</th>
<th>Start</th>
<th>Total Billed</th>
<th>Total Paid</th>
<th>Type</th>
<th>Title</th>
<th>Payment Pending</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>8.90</td>
<td>1413</td>
<td>Copies</td>
<td>201...</td>
<td>8.90</td>
<td>0.00</td>
<td>0.00</td>
<td>grocery</td>
<td>0.00</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>1.00</td>
<td>1414</td>
<td>Fee for DVD case</td>
<td>201...</td>
<td>1.00</td>
<td>0.00</td>
<td>0.00</td>
<td>grocery</td>
<td>0.00</td>
<td></td>
</tr>
</tbody>
</table>

**Change Due Upon Payment:** 0.00

**Total Owed:** 9.90  **Refunds Available:** 0.00
**Total Checked:** 9.90  **Credit Available:** 0.00

**Pay Bill**
- **Payment Type:** Cash
- **Payment Received:** 0.00
- [Annotate Payment](#) **See Distribution** **Apply Payment!**
Click on the **Total Billed** or **Total Paid** column header to sort numerically.

If you do not see these columns on your staff client, make sure you selected them in the column picker.

Then click **List Actions → Save Column Configuration**
Summary of refund owed to the patron:

- Total Owed: -18.50
- Refunds Available: 35.00
- Total Checked: 16.50
- Credit Available: 0.00

Change Due Upon Payment: 0.00
Summary of refund owed to the patron

Refund lineitem’s **Payment Pending** will be highlighted in pink.
Summary of refund owed to the patron. Refund lineitem’s **Payment Pending** will be highlighted in pink. **Balance Owed** will be a negative value.
Summary of patron credit available

Total Owed: 0.00
Total Checked: 0.00
Refunds Available: 0.00
Credit Available: 0.36

Change Due Upon Payment: 0.00

Convert Change to Patron Credit
Billing a Patron

There are two ways to bill a patron:

1. **Bill patron** = adds a new billing lineitem to the patron’s account.
2. **Add Billing** (Actions for Selected Transactions → Add Billing) = adds additional bills to an already existing billing lineitem.
1\textsuperscript{st} Way to Bill a Patron: Bill Patron

Click Bill Patron button
<table>
<thead>
<tr>
<th>Category</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location</td>
<td>Apex Branch</td>
</tr>
<tr>
<td>Transaction Type</td>
<td>Grocery</td>
</tr>
<tr>
<td>Billing Type</td>
<td>Copies</td>
</tr>
<tr>
<td>Amount</td>
<td>0.10</td>
</tr>
</tbody>
</table>

Winchester, John: 32682333874354
Two Transaction Types will appear:

- **Grocery** - bills that staff manually apply to the patron’s account

- **Circulation** - system generated charges added to a patron’s account
  - Since the **Circulation Transaction Type** is system generated, this option is grayed out in the dropdown menu.
  - Evergreen generates these charges based on various policies, library settings, and other configurations set up by Administration.
• Administrators define the **Billing Type** options that appear in the dropdown.
• Billing Type “Misc” appears by default in the system.
Billing Types

- Admin ➔ Server Administration ➔ Billing Types
- Billing Types also include the system generated fees
- Default Price is optional

<table>
<thead>
<tr>
<th>#</th>
<th>Name</th>
<th>Org Unit</th>
<th>Default Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Overdue Materials</td>
<td>CONS</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Long Overdue Collection Fee</td>
<td>CONS</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Lost Materials</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Lost Materials Processing Fee</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>System: Deposit</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>System: Rental</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Damaged Item</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Damaged Item Processing Fee</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Notification Fee</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Long-Overdue Materials</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>Long-Overdue Materials Processing Fee</td>
<td>CONS</td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>Misc</td>
<td>CONS</td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>Fax</td>
<td>APEX</td>
<td>1.00</td>
</tr>
<tr>
<td>14</td>
<td>ILL</td>
<td>APEX</td>
<td>2.00</td>
</tr>
<tr>
<td>15</td>
<td>Library mug</td>
<td>CONS</td>
<td>4.50</td>
</tr>
<tr>
<td>16</td>
<td>Copies</td>
<td>CONS</td>
<td>0.10</td>
</tr>
<tr>
<td>17</td>
<td>DVD in Drop Box</td>
<td>CONS</td>
<td>2.00</td>
</tr>
</tbody>
</table>

**New Billing Type**
• If the Billing Type selected has a Default Price, the Amount will fill in automatically.
• If no Default Price is defined, then the Amount field will remain blank.
• Staff can manually enter any amount.
• Staff can change a Default Price.
• Select the Billing Type first, then enter the Amount.
• Staff can write as much detail about this billing as necessary.
• Free text and no character limit (that I’ve reached).
• Very helpful tool for frontline staff when a patron doesn’t understand how/why he owes the library a $9.00 Misc Grocery bill.
Click Submit this Bill
2nd Way to Bill a Patron: Add Billing

Either click Actions for Selected Transactions
## Add Billing

### Current Bills

- **Total Owed:** 9.90
- **Total Checked:** 9.90
- **Refunds Available:** 0.00
- **Credit Available:** 0.00

### Actions

- Either click **Actions for Selected Transactions**
- Or Right-Click on a selected lineitem
Add Billing

Either click Actions for Selected Transactions

Select Add Billing

Or Right-Click on a selected line item
Negative Charges on Patron Accounts
Patrons with Negative Balances

- Patrons with Negative Balances (Admin → Local Administration → Patrons with Negative Balances) allows staff to quickly retrieve a list of all patrons with negative balances.

![Patrons with Negative Balances screenshot](image-url)
Patron account with a positive balance that includes a negative billing line item.
Either click **Actions for Selected Transactions** or Right-Click on a selected lineitem. Then, select **Full Details**.
Full Details

- **Full Details** shows the payment(s) forgiven and the bill(s) voided for that selected billing lineitem.
Wrong Workflow!

1. Click Uncheck All
2. Click Check All Refunds
3. Click Apply Payment
When the refund is greater than money that has actually been paid, a refund is not allowed.

Staff will see this error message.
Remember: There are 2 Ways to Bill a Patron

- **Bill Patron** creates a new billing lineitem.
- **Add Billing** adds additional billing to an existing lineitem.
- When correcting a bill, it is best practice to **Add Billing** to an existing lineitem.
- When staff use **Bill Patron**, a new billing line is created, and it results in a positive billing line item along with the negative billing lineitem. The total may look correct, but there will be unresolved billing lineitems.
Bill Patron to Clear Negative Charge: Wrong Method

Select Bill Patron

<table>
<thead>
<tr>
<th>#</th>
<th>Balance Owed</th>
<th>Date Checked</th>
<th>Total Billed</th>
<th>Total Paid</th>
<th>Type</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1.00</td>
<td>01/22/2014</td>
<td>3.00</td>
<td>0.00</td>
<td>circulation</td>
<td>Enchanted</td>
</tr>
<tr>
<td>2</td>
<td>0.00</td>
<td>01/22/2014</td>
<td>0.00</td>
<td>0.00</td>
<td>circulation</td>
<td>Keeping chickens: the essential guide to enjoying and getting the best out of your chickens.</td>
</tr>
<tr>
<td>3</td>
<td>0.00</td>
<td>01/22/2014</td>
<td>0.00</td>
<td>0.00</td>
<td>circulation</td>
<td>The boy next door</td>
</tr>
<tr>
<td>4</td>
<td>0.00</td>
<td>01/22/2014</td>
<td>0.00</td>
<td>0.00</td>
<td>circulation</td>
<td>All night near the water</td>
</tr>
<tr>
<td>5</td>
<td>0.00</td>
<td>01/22/2014</td>
<td>0.00</td>
<td>0.00</td>
<td>circulation</td>
<td>The paper princess</td>
</tr>
<tr>
<td>6</td>
<td>0.00</td>
<td>01/22/2014</td>
<td>0.00</td>
<td>0.00</td>
<td>circulation</td>
<td>Good night, Princess Peony-Tees</td>
</tr>
<tr>
<td>7</td>
<td>0.00</td>
<td>01/22/2014</td>
<td>0.00</td>
<td>0.00</td>
<td>circulation</td>
<td>My many colored days</td>
</tr>
<tr>
<td>8</td>
<td>0.00</td>
<td>01/22/2014</td>
<td>0.00</td>
<td>0.00</td>
<td>circulation</td>
<td>The Chipmunks sing the Beatles hits</td>
</tr>
<tr>
<td>9</td>
<td>0.00</td>
<td>01/22/2014</td>
<td>0.00</td>
<td>0.00</td>
<td>circulation</td>
<td>Belinda and the glass slipper</td>
</tr>
<tr>
<td>10</td>
<td>0.00</td>
<td>01/22/2014</td>
<td>0.00</td>
<td>0.00</td>
<td>circulation</td>
<td>OK computer</td>
</tr>
<tr>
<td>11</td>
<td>0.00</td>
<td>01/22/2014</td>
<td>0.00</td>
<td>0.00</td>
<td>circulation</td>
<td>Vignec Hill</td>
</tr>
<tr>
<td>12</td>
<td>0.00</td>
<td>01/22/2014</td>
<td>0.00</td>
<td>0.00</td>
<td>circulation</td>
<td>Sing them home</td>
</tr>
<tr>
<td>13</td>
<td>0.00</td>
<td>01/22/2014</td>
<td>0.00</td>
<td>0.00</td>
<td>circulation</td>
<td>Prodigal summer: a novel</td>
</tr>
<tr>
<td>14</td>
<td>0.00</td>
<td>01/22/2014</td>
<td>0.00</td>
<td>0.00</td>
<td>circulation</td>
<td>Welcome to the world, Baby Girl</td>
</tr>
<tr>
<td>15</td>
<td>0.00</td>
<td>01/22/2014</td>
<td>0.00</td>
<td>0.00</td>
<td>circulation</td>
<td>Diana and the little dancer: a story about Edgar Degas</td>
</tr>
<tr>
<td>16</td>
<td>0.00</td>
<td>01/22/2014</td>
<td>0.00</td>
<td>0.00</td>
<td>circulation</td>
<td>Balloons flying</td>
</tr>
<tr>
<td>17</td>
<td>0.00</td>
<td>01/22/2014</td>
<td>0.00</td>
<td>0.00</td>
<td>circulation</td>
<td>The short hair girl</td>
</tr>
<tr>
<td>18</td>
<td>0.00</td>
<td>01/22/2014</td>
<td>0.00</td>
<td>0.00</td>
<td>circulation</td>
<td>Belinda, the ballerina</td>
</tr>
<tr>
<td>19</td>
<td>0.00</td>
<td>01/22/2014</td>
<td>0.00</td>
<td>0.00</td>
<td>circulation</td>
<td>Maxy goes camping</td>
</tr>
<tr>
<td>20</td>
<td>0.00</td>
<td>01/22/2014</td>
<td>0.00</td>
<td>0.00</td>
<td>circulation</td>
<td>The loop</td>
</tr>
<tr>
<td>21</td>
<td>0.00</td>
<td>01/22/2014</td>
<td>0.00</td>
<td>0.00</td>
<td>circulation</td>
<td>Made for each other: the biology of the human-animal bond</td>
</tr>
<tr>
<td>22</td>
<td>0.00</td>
<td>01/22/2014</td>
<td>0.00</td>
<td>0.00</td>
<td>circulation</td>
<td>The Chipmunks sing the Beatles hits</td>
</tr>
<tr>
<td>23</td>
<td>0.00</td>
<td>01/22/2014</td>
<td>0.00</td>
<td>0.00</td>
<td>circulation</td>
<td>OK computer</td>
</tr>
<tr>
<td>24</td>
<td>0.00</td>
<td>01/22/2014</td>
<td>0.00</td>
<td>0.00</td>
<td>circulation</td>
<td>Jenny Baker's terrific tomatoes, sensational spuds, and mouth-watering...</td>
</tr>
<tr>
<td>25</td>
<td>0.00</td>
<td>01/22/2014</td>
<td>0.00</td>
<td>0.00</td>
<td>circulation</td>
<td>The bean trees: a novel</td>
</tr>
<tr>
<td>26</td>
<td>0.00</td>
<td>01/22/2014</td>
<td>0.00</td>
<td>0.00</td>
<td>circulation</td>
<td>Dropped dead stitch</td>
</tr>
<tr>
<td>27</td>
<td>0.00</td>
<td>01/22/2014</td>
<td>0.00</td>
<td>0.00</td>
<td>circulation</td>
<td>All the living</td>
</tr>
<tr>
<td>28</td>
<td>0.00</td>
<td>01/22/2014</td>
<td>0.00</td>
<td>0.00</td>
<td>circulation</td>
<td>Pigs in heaven: a novel</td>
</tr>
<tr>
<td>29</td>
<td>0.00</td>
<td>01/22/2014</td>
<td>0.00</td>
<td>0.00</td>
<td>circulation</td>
<td>Can you keep a secret?</td>
</tr>
<tr>
<td>30</td>
<td>0.00</td>
<td>01/22/2014</td>
<td>0.00</td>
<td>0.00</td>
<td>circulation</td>
<td>Kids wanna rock</td>
</tr>
<tr>
<td>31</td>
<td>0.00</td>
<td>01/22/2014</td>
<td>0.00</td>
<td>0.00</td>
<td>circulation</td>
<td>The girl who picked the hornet's nest</td>
</tr>
<tr>
<td>32</td>
<td>0.00</td>
<td>01/22/2014</td>
<td>0.00</td>
<td>0.00</td>
<td>circulation</td>
<td>Egg carton mania</td>
</tr>
<tr>
<td>33</td>
<td>0.00</td>
<td>01/22/2014</td>
<td>0.00</td>
<td>0.00</td>
<td>circulation</td>
<td>The last patriot: a thriller</td>
</tr>
<tr>
<td>34</td>
<td>0.00</td>
<td>01/22/2014</td>
<td>0.00</td>
<td>0.00</td>
<td>circulation</td>
<td>Merle's door: lessons from a free-thinking dog</td>
</tr>
</tbody>
</table>
Attempting to clear this -$10.00 lineitem

Enter the Amount to zero out the negative charge and add a detailed note. Click Submit this Bill
Results: the negative bill remains on the account and now there is a new billing line item (with a charge of $10.00) on the patron account.
Add Billing to Clear a Negative Charge: Recommended Method

Either right-click on the selected lineitem or select Actions for Selected Transactions → Add Billing
Click Yes.
Enter the Amount to zero out the negative charge and add a detailed note. Click Submit this Bill.
### Corrected Patron Bill

**Total Owed:** 16.00  
**Total Checked:** 16.00

<table>
<thead>
<tr>
<th>Bill Patent</th>
<th>History</th>
<th>Actions for Selected Transactions</th>
</tr>
</thead>
<tbody>
<tr>
<td>#</td>
<td>Balance Owed</td>
<td>Bill #</td>
</tr>
<tr>
<td>1</td>
<td>3.00</td>
<td>126522799</td>
</tr>
<tr>
<td>2</td>
<td>3.00</td>
<td>126632737</td>
</tr>
<tr>
<td>3</td>
<td>3.00</td>
<td>47665989</td>
</tr>
<tr>
<td>4</td>
<td>10</td>
<td>50999968</td>
</tr>
<tr>
<td>5</td>
<td>10</td>
<td>50999904</td>
</tr>
<tr>
<td>6</td>
<td>10</td>
<td>509999890</td>
</tr>
<tr>
<td>7</td>
<td>10</td>
<td>30095314</td>
</tr>
<tr>
<td>8</td>
<td>10</td>
<td>50999989</td>
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<tr>
<td>9</td>
<td>10</td>
<td>50999615</td>
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<td>10</td>
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<tr>
<td>11</td>
<td>10</td>
<td>50999982</td>
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<tr>
<td>12</td>
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<td>50999932</td>
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<td>10</td>
<td>50999930</td>
</tr>
<tr>
<td>14</td>
<td>10</td>
<td>50999941</td>
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<tr>
<td>15</td>
<td>10</td>
<td>50999927</td>
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<tr>
<td>16</td>
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<td>50999960</td>
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<tr>
<td>18</td>
<td>10</td>
<td>509999006</td>
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<td>19</td>
<td>10</td>
<td>50999992</td>
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<td>20</td>
<td>10</td>
<td>50999972</td>
</tr>
<tr>
<td>21</td>
<td>10</td>
<td>50999977</td>
</tr>
<tr>
<td>22</td>
<td>10</td>
<td>51822835</td>
</tr>
<tr>
<td>23</td>
<td>10</td>
<td>51822837</td>
</tr>
<tr>
<td>24</td>
<td>10</td>
<td>54259821</td>
</tr>
<tr>
<td>25</td>
<td>10</td>
<td>54259883</td>
</tr>
<tr>
<td>26</td>
<td>10</td>
<td>54259898</td>
</tr>
<tr>
<td>27</td>
<td>10</td>
<td>54259838</td>
</tr>
<tr>
<td>28</td>
<td>10</td>
<td>54259899</td>
</tr>
<tr>
<td>29</td>
<td>10</td>
<td>54259875</td>
</tr>
<tr>
<td>30</td>
<td>10</td>
<td>44940071</td>
</tr>
<tr>
<td>31</td>
<td>10</td>
<td>75627251</td>
</tr>
<tr>
<td>32</td>
<td>10</td>
<td>122528742</td>
</tr>
<tr>
<td>33</td>
<td>10</td>
<td>122528745</td>
</tr>
</tbody>
</table>
Patron with Negative Billing: More Complicated Example

• This next example is more involved, because an attempt was made to correct the mistake and resulted in making matters worse.
First, let’s take a look at the **Full Details** for the negative billing lineitem.

Either right-click on the selected lineitem or select **Actions for Selected Transactions → Full Details**
The full details of the original bill show that part of the bill was paid in cash, part of the bill was forgiven, and all the bills were voided. This resulted in a $5.00 credit to the patron.
The staff member chose **Bill Patron** (creating a new lineitem) when trying to correct this bill, instead of using **Add Billing** to the existing bill lineitem. The result was a new billing lineitem with a $3.80 charge.
**Full Details of the $3.80 Bill Lineitem**

<table>
<thead>
<tr>
<th>#</th>
<th>Amount</th>
<th>Billing Type</th>
<th>Note</th>
<th>Voided</th>
<th>When</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>3.80</td>
<td>Miscellaneous</td>
<td>BALANCE ACCOUNT TO ZERO AFTER FINE FORGIVE AND CLAIMS RETURNED.</td>
<td>No</td>
<td>12/12/2013 10:26 AM</td>
</tr>
</tbody>
</table>
Now we know how the patron bill got to this state: a negative balance of $1.20, $3.80 owed, and a refund due of $5.00.
An Attempt to Refund the $5.00

1. Click Uncheck All
2. Click Check All Refunds
3. Click Apply Payment
The refund attempt results in an error message, because the staff member is trying to refund more money than what was actually paid.
To correct the account, first remove the -$5.00 by using Add Billing.

Either right-click on the selected lineitem or select Actions for Selected Transactions → Add Billing.
Click Yes
Enter the Amount to zero out the negative charge and add a detailed note. Click Submit this Bill.
The -$5.00 lineitem is off of the account. Now, we need to clear up the remaining positive bill that the patron does not actually owe.
• To remove a positive bill, the bill would need to be paid or voided.
• In this case, the bill should not be paid with any of the **Payment Type** options, because the patron did not owe this portion of the bill.
• The patron in this example did owe $1.20, which was paid in cash on the original bill.
• The $3.80 billing lineitem that was added in error (while trying to fix the account) should be voided. This billing lineitem was not actually owed to the library and shouldn’t have been added.
Either right-click on the selected line item or select **Actions for Selected Transactions → Void All Billings**.
Alternative, Select Full Details

Selecting **Full Details** may be necessary, if you only need to void part of the charges.

Either right-click on the selected lineitem or select **Actions for Selected Transactions → Full Details**
• In this example, we want to void the entire lineitem. So, we will select **Void All Billings**.
• A new Void All Billings window opens asking, “Are you sure?”
• Optional: If staff choose to void selected fees via the Full Details page, then select the **Void Selected Billings** button.

![Void All Billings window](image)

Click Yes
Patron Account Now has Zero Balance

When you return to the patron’s Bills screen, you will see that all bills have been removed and a $0.00 account balance.
Select a Payment Type from the dropdown options.
Payment Types

• Cash
Payment Types

- Cash
- Check
Payment Type
Check

- When staff apply a Check payment, a Check Info window will open.
- Enter the Check Number.
- Recommend that staff also enter the Check Number into the Note field: Note is a column option in Payments; Check Number is not (need to run a report to see check number otherwise).
Payment Types

- Cash
- Check
- Credit Card
Payment Type
Credit Card

- Accommodates the process of credit card payments through Evergreen or externally (Not pictured: in Process where? dropdown choose either Process payment through Evergreen or Record externally processed payment)
Payment Type
Credit Card

- Payment Processing Services: AuthorizeNet, PayflowPro, PayPal, Stripe
- A few of the Library Settings (Admin → Local Administration → Library Settings Editor)
  - **Allow Credit Card Payments**: value set to True
  - **Enable xxx Payments** (where xxx = payment processing service, such as Enable PayPal Payments): value set to True
  - **Name Default Credit Processor**: value set to site’s default credit processor (such as PayPal)
  - **xxx Test Mode** (where xxx = payment processing service): if set to True, then payment will not really be processed, stays in test mode
  - And other payment processing service specific library settings (some of the values for these settings are provided by the service)

- Evergreen Version 2.6: Accepting payments with Stripe (a processing service that lets sites take credit card payments without the card information touching the sites' servers). Release Notes: https://tinyurl.com/olf7h44
  - Launchpad Ticket #1227871: https://bugs.launchpad.net/evergreen/+bug/1227871
Example of Patron OPAC Account with PayPal

Patrons can pay fines in full.
Example of Patron OPAC Account with PayPal

Patrons can pay fines in full

Or, they can pay selected fines
Example of Patron OPAC Account with PayPal

Billing Information
First Name
Last Name
Email Address
Street Address
City
State or Province
ZIP or Postal Code

Credit Card Information
Credit Card #
Security Code
Expiration Month
Expiration Year

Selected fines you are paying for:

<table>
<thead>
<tr>
<th>Name</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shattered: a novel</td>
<td>$2.00</td>
</tr>
<tr>
<td>In the tall, tall grass</td>
<td>$0.70</td>
</tr>
<tr>
<td>Dragonseye</td>
<td>$39.99</td>
</tr>
</tbody>
</table>

Total amount to pay: $42.69

Click Cancel to go back and (un)select other fines.

Important! You must have a printed receipt to be eligible for a refund on lost items (regulations allow for no exceptions). To ensure your necessary receipt information is not lost, enter your email address above and a receipt will be emailed to you. Otherwise, make certain you have a printed receipt in hand before closing the payment receipt screen.
Payment Types

- Cash
- Check
- Credit Card
- Patron Credit
## Payment Type
Patron Credit

### Current Bills

<table>
<thead>
<tr>
<th>Total Owed:</th>
<th>9.90</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Checked:</td>
<td>9.90</td>
</tr>
<tr>
<td>Refunds Available:</td>
<td>0.00</td>
</tr>
<tr>
<td>Credit Available:</td>
<td>0.00</td>
</tr>
</tbody>
</table>

### Bill Details

<table>
<thead>
<tr>
<th>#</th>
<th>Balance Owed</th>
<th>Bill #</th>
<th>Last Billing Note</th>
<th>Last Billing Type</th>
<th>Start</th>
<th>Total Billed</th>
<th>Total Paid</th>
<th>Type</th>
<th>Title</th>
<th>Payment Pending</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>✓ 8.90</td>
<td>1413</td>
<td></td>
<td>Copies</td>
<td>2014-09-01</td>
<td>8.90</td>
<td>0.00</td>
<td>grocery</td>
<td></td>
<td>8.90</td>
</tr>
<tr>
<td>2</td>
<td>✓ 1.00</td>
<td>1414</td>
<td></td>
<td>Fee for DVD case</td>
<td>2014-09-01</td>
<td>1.00</td>
<td>0.00</td>
<td>grocery</td>
<td></td>
<td>1.00</td>
</tr>
</tbody>
</table>

**Change Due Upon Payment: .10**

- Convert Change to Patron Credit
Disable Patron Credit

- Library Setting (Admin → Local Administration → Library Settings Editor): Disable Patron Credit
- If this setting’s value is True, then the patron credit option is hidden on the patron billing page

**Current Bills**

- Total Owed: 9.90
- Total Checked: 9.90
- Refunds Available: 0.00
- Pay Bill: Payment Type [Cash]

**Due Upon Payment:** 0.00

- Credit Available no longer exposed
- Patron Credit is not a payment option
- Convert Change to Patron Credit checkbox no longer exposed
Payment Types

- Cash
- Check
- Credit Card
- Patron Credit
- Work
Payment Type
Work

• Some libraries allow patrons to work off their fines.

Hey…every PP presentation needs at least one stock clip art added.
Payment Types

- Cash
- Check
- Credit Card
- Patron Credit
- Work
- Forgive
Payment Type

Forgive

Forgive versus Void

- Voiding fines will clear all history of the bill (if staff voided the entire billing lineitem)
- Void Fines is usually selected when the charge never should have been placed on the account
- Forgiving fines retains the history of the bill.
- Forgive Fine is reserved for charges that are legitimately on the patron’s account, but the library decided to waive a portion or the entire charge.
- Conditional Negative Balances
  https://bugs.launchpad.net/evergreen/+bug/1198465
  - Recent Open ILS Mailing List Discussion
    http://markmail.org/thread/yji6kuzv2ks3pmej
Payment Types

• Cash
• Check
• Credit Card
• Patron Credit
• Work
• Forgive
• Goods
Some libraries hold annual canned food drives.
For example, donate 2 cans of food and get a $1 off fines.
The **Goods** Payment Type accommodates such events.
(Back in) Pay Bill

Winchester, John

Total Owed: 9.90
Total Checked: 9.90

Refunds Available: 0.00
Credit Available: 0.00

Enter the amount received

Change Due Upon Payment: 0.00

Payment Type: Cash
Payment Received: 0.00

List Actions: Check All Uncheck All Check All Refunds Print Bills

Receipt Options:

Owed: 9.90
Billed: 9.90
Paid: 0.00
Pay Bill

If staff need to add a payment note, check Annotate Payment. Checkbox is “sticky” meaning it will remain checked until staff uncheck it.

Change Due Upon Payment: 0.00

Convert Change to Patron Credit
Annotate Payment

- With **Annotate Payment** checked, Evergreen will open an annotate payment window (after staff click **Apply Payment**!)
- The note is viewable in **Full Details** and in **History → Payments**
Pay Bill

- View the distribution of the payment.
- Updates the **Payment Pending** column and the **Pending: Payment**
Pay Bill

Winchester, John

Current Bills

Total Owed: 9.90
Total Checked: 9.90

Refunds Available: 0.00
Credit Available: 0.00

Pay Bill
Payment Type: [Cash]
Payment Received: [0.00]

Click Apply Payment!

List Actions ► Check All Uncheck All Check All Refunds Print Bills

Change Due Upon Payment: 0.00

Convert Change to Patron Credit
Actions for Selected Transactions

Either click **Actions for Selected Transactions**
Actions for Selected Transactions

Either click **Actions for Selected Transactions**

Or Right-Click on a selected lineitem
Actions for Selected Transactions

- Show in Catalog = if applicable (won’t apply to most grocery types), opens the bibliographic record in a new tab.
- Show Item Details = if applicable (won’t apply to most grocery types), opens the Item Status screen (Alternate View) in a new tab.
- Void All Billings = voids the entire selected billing lineitem(s) and removes from the patron account.
- Refund = reimbursement for fines paid.
- Add Billing = add additional bills to an already existing billing lineitem (also used to zero out a negative bill).
- Full Details = view item summary, view and/or edit notes associated with the bill, view billing and payment information. This is also where staff can void specific billing lineitems.
Receipt Options

Receipt Options - Receipt Upon Payment
Receipt Options - Printer Prompt
Receipt Options - Number of Copies: 1
**History**

Click **History** to view the patron’s billing transactions and history.
## Bill History

**Selected Billed:** 0.00  **Selected Paid:** 0.00

<table>
<thead>
<tr>
<th>#</th>
<th>Balance Owed</th>
<th>Bill #</th>
<th>Last Billing Note</th>
<th>Last Billing Date</th>
<th>Total Billed</th>
<th>Total Paid</th>
<th>Type</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>0.00</td>
<td>1409</td>
<td></td>
<td>2014-03-26</td>
<td>0.00</td>
<td>0.00</td>
<td>circulation</td>
<td>The omnivore's dilemma: a natural histor...</td>
</tr>
<tr>
<td>2</td>
<td>1.00</td>
<td>1414</td>
<td>Fee for DVD case</td>
<td>2014-03-26</td>
<td>1.00</td>
<td>0.00</td>
<td>grocery</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>0.00</td>
<td>1407</td>
<td>Copies</td>
<td>2014-03-26</td>
<td>550.00</td>
<td>550.00</td>
<td>grocery</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>8.90</td>
<td>1413</td>
<td>Copies</td>
<td>2014-03-26</td>
<td>8.90</td>
<td>0.00</td>
<td>grocery</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>0.00</td>
<td>1406</td>
<td>Copies</td>
<td>2014-03-26</td>
<td>15.00</td>
<td>15.00</td>
<td>grocery</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>0.00</td>
<td>1405</td>
<td>Copies</td>
<td>2014-03-26</td>
<td>1.20</td>
<td>1.20</td>
<td>grocery</td>
<td></td>
</tr>
</tbody>
</table>

- **Filter by date range:**
  - Start Date: 03/16/2013
  - End Date: 03/16/2014
- **Retrieve Transactions**
Cash Reports

- **Cash Reports** (Admin → Local Administration → Cash Reports)

Select Start and End Dates

Track cash, credit card, or check payments made at workstations registered at selected branch

Select Branch

Desk Payments

<table>
<thead>
<tr>
<th>workstation</th>
<th>cash_payment</th>
<th>check_payment</th>
<th>credit_card_payment</th>
</tr>
</thead>
<tbody>
<tr>
<td>APEX-EricaR</td>
<td>842.98</td>
<td>15.10</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td>842.98</td>
<td>15.10</td>
<td>0.00</td>
</tr>
</tbody>
</table>

User Payments

<table>
<thead>
<tr>
<th>usr</th>
<th>credit_payment</th>
<th>forgive_payment</th>
<th>work_payment</th>
<th>goods_payment</th>
</tr>
</thead>
<tbody>
<tr>
<td>admin</td>
<td>0.36</td>
<td>1.60</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td>0.36</td>
<td>1.60</td>
<td>0.00</td>
<td>0.00</td>
</tr>
</tbody>
</table>

Track patron credit, forgive, work, and good payment
Note: home library of staff who accepted the payment also has to match the workstation library where the report is run