

Billing Training Resources Cheat Sheet

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RSA recommends that you review the following document available at our support site. This list is a useful primer on RSA's policies on Billing and how to deal with billing issues in WorkFlows. These resources should be useful both as a refresher and to be given to new staff at your library.

1. Fine Block Limits Policy (2016-11-03):
https://support.librariesofrsa.org/project/billing/#Fine_Block_Limits_Policy.
2. Receipt of Damaged Material Policy (2019-11-07):
https://support.librariesofrsa.org/project/lost-missing-damaged/#Receipt_of_Damaged_Material.
3. Notifications and Billing for Transited RSA Member Library Items Policy (2019-11-22):
https://support.librariesofrsa.org/project/billing/#Notifications_and_Billing_for_Transited_RSA_Member_Library_Items_Policy.
4. Billing a User Cheat Sheet (2017-11):
https://support.librariesofrsa.org/project/billing/#Billing_a_User.
5. Bill Notes Guide (2017-06):
https://support.librariesofrsa.org/project/billing/#Bill_Notes.
6. Adding a Bill and Bill Note Before Removing a Lost Item from the RSA Database Guide (2017-06):
https://support.librariesofrsa.org/project/billing/#Adding_a_Bill_and_Bill_Note_Before_Removing_a_Lost_Item_from_the_RSA_Database.
7. Mark Item Lost Guide (2024-03-13): https://support.librariesofrsa.org/project/lost-missing-damaged/#Mark_Item_Lost_Wizard.
8. Processing Found LOSTTRANS Items Cheat Sheet (2018-03-07):
https://support.librariesofrsa.org/project/lost-missing-damaged/#Processing_Found_LOSTTRANS_Items.
9. Adding a Note About Item Damage Cheat Sheet (2020-01):
https://support.librariesofrsa.org/project/lost-missing-damaged/#Adding_a_Note_About_Item_Damage.
10. Video on Paying a Bill (7:25) (2021-02):
<https://www.youtube.com/watch?v=LX4PU80Ya0I>.