



## Paying a Bill in WorkFlows and Online Cheat Sheet

Last updated: June 16, 2025

### Paying a Bill in WorkFlows

A video to accompany this cheat sheet can be found here:

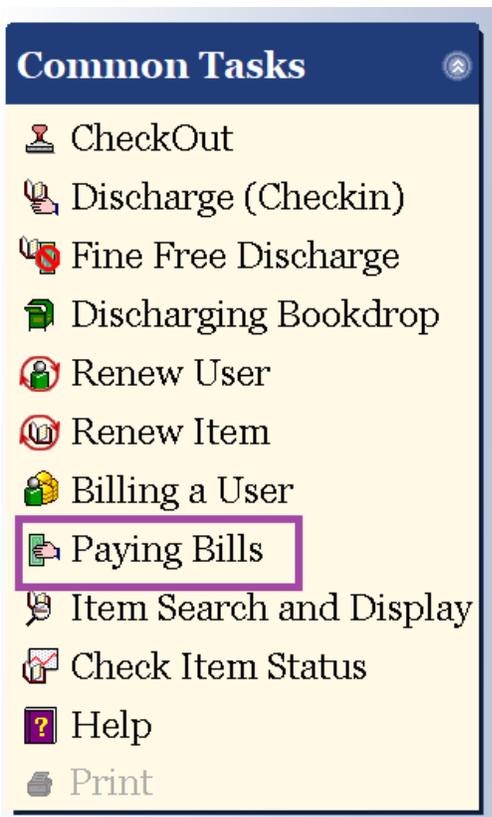
[https://support.librariesofrsa.org/project/billing/#Video\\_Paying\\_A\\_Bill](https://support.librariesofrsa.org/project/billing/#Video_Paying_A_Bill)

There are three main ways to pay a bill on a patron account in WorkFlows:

- Paying Bills
- Display User
- CheckOut

Any library can accept payment for bills from a patron; however, any paid bill for Lost, Damage, Processing or Referral fee needs to be then sent on to the item owning library. Any money accepted for late fees can stay at the library where the patron is paying.

Paying Bills Wizard:



Look up the patron or scan their card. The top of the screen will show the amount they owe. You can see the individual bills and the total at the bottom of the screen as well. Bills can be paid in whole or in part. You can also select specific bills to pay off. If you want to see the entirety of a bill note, select the underlined amount in the Owes section.

Paying Bills

User Information

Name: NASLUND, RORY E    Status: DELINQUENT    Library: AG\_ALS-PDC  
 Profile name: ADULT...    Amount owed: \$2.50    Available holds: 0  
 User categories: Y    Overdues: 0  
 Group ID:    Privilege expires: 6/13/2027

Identify User

User ID: SNDEMO1

Street: 40 NAUGHTY CAT LN  
 City, state: MEOWINGTON IL  
 Zip: 48169  
 Phone: 309-435-5228  
 Email: CATNIPADDICT@KITTY.COM

Total bills and payments

Total bills: 2    Payment:   
 Total owed: \$2.50    Payment type: CASH  
 Still owes: \$2.50    Change:  
 Credit balance: none

Individual Bills and Payments

Title	Item ID	Reason	Owes	Payment Type	Payment	Change	Billed	Date	Note
The hunger games	A66702716721	BOOK-SALE	\$0.50	CASH			\$0.50	6/10/2025	6.10.25 SN WAS...
		BARCODE	\$2.00	CASH			\$2.00	6/10/2025	6.10.25 SN WAS...

To only pay a partial or particular bill, do not put the amount in the top section. Put the payment by the bill you wish to pay off.

Total bills and payments

Total bills: 2    Payment:   
 Total owed: \$2.50    Payment type: CASH  
 Still owes: \$2.50    Change:  
 Credit balance: none

Individual Bills and Payments

Title	Item ID	Reason	Owes	Payment Type	Payment	Change	Billed	Date	Note
		BOOK-SA...	\$0.50	CASH	.50		\$0.50	6/10/2025	6.10.25 S...
The hunger g...	A66702716...	BARCODE	\$2.00	CASH			\$2.00	6/10/2025	6.10.25 S...

Enter the amount you want to pay off and select Pay Bill.

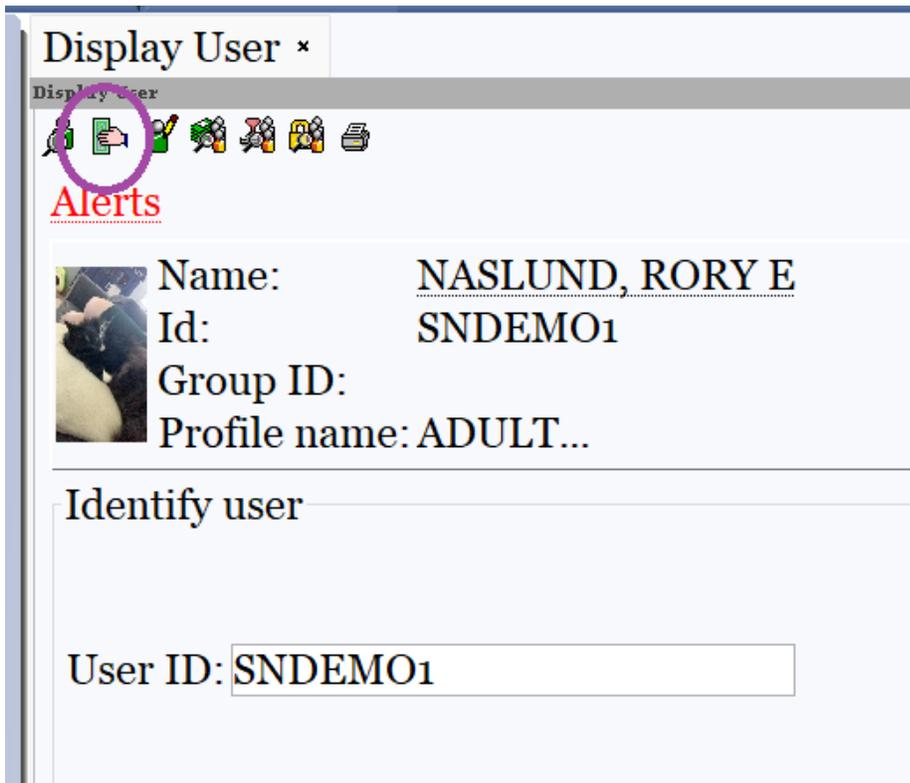
You can customize this wizard in the following ways:

- Payment Type dropdown menu
- Set up to print a receipt to show payment

Display User:



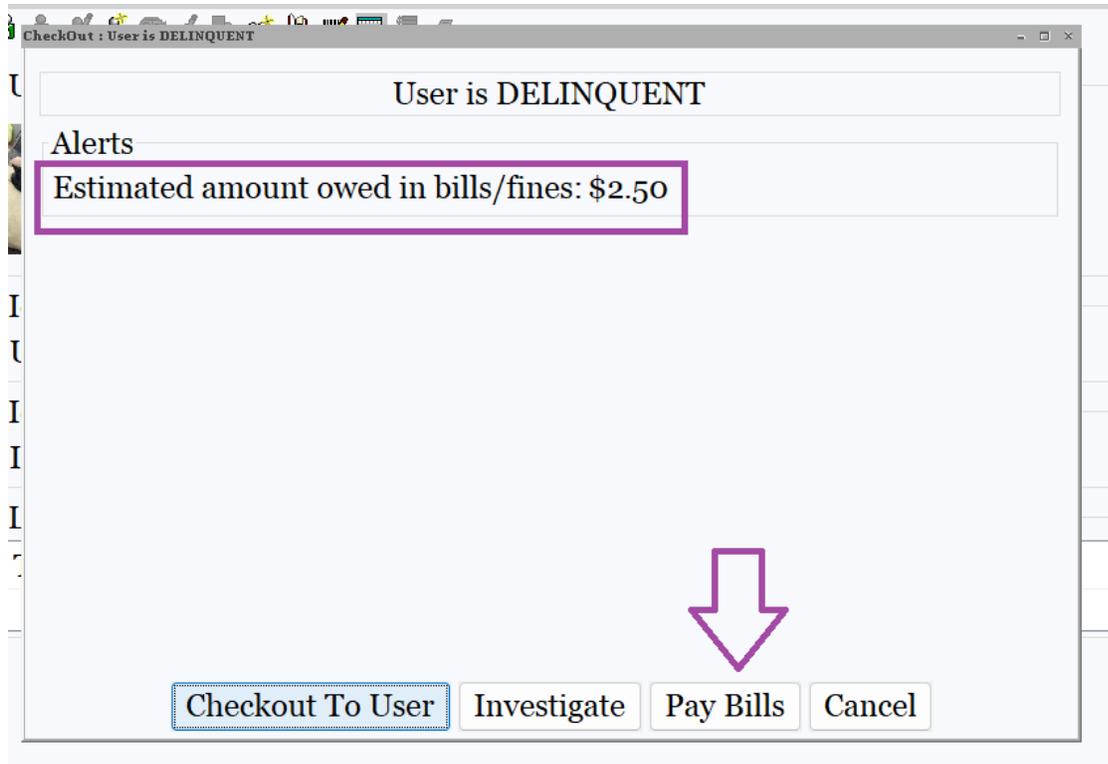
Anytime you see the Hand & Money Helper colored in, it means the patron owes money. You can select that helper to pull up the same payment screen as the Paying Bills wizard. To see the bill details before you pay, select the Bills tab.



CheckOut:



When you scan a patron's card and they owe money, a popup will appear. It will tell you how much they owe, but not why. You can opt to ignore the bill and continue the checkout, investigate which will show the bill details, pay the bills or cancel the entire checkout.



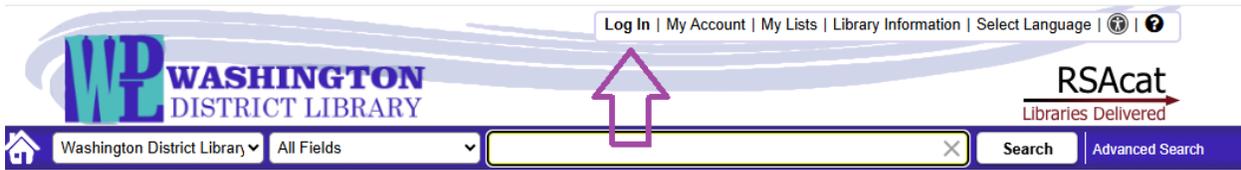
Once in the checkout, you can see the Money & Hand helper is colored in and the patron's status is Delinquent. You can select that helper and pay off the bills on the same screen as Paying Bills.



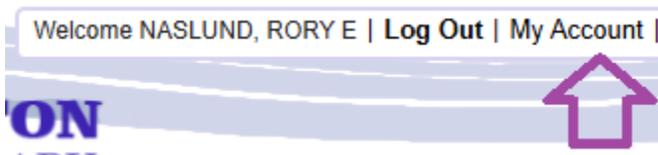
### How a patron can pay a bill online

Online payments for lost items are paid out to the owning library twice yearly by RSA.

Direct the patron to your online catalog and have them log in with their library card number and pin.



Once logged in, select My Account.



It will tell the patron they have fines in two locations:

Couldn't find what you're looking for? [Click here to submit a request.](#)

**Personal Information** | **Checkouts** | **Holds** | **Fines** (highlighted)

▼ NASLUND, RORY E

**Contact Information** Edit

Display name	NASLUND, RORY E
Barcode	SNDEMO1
Library	AG_ALS-PDC
Circrecordcount	0
Date privileges expire	June 13, 2027

**Address 1**

Care of		
City, state	MEOWINGTON IL	
Daytime phone		
Email	CATNIPADDICT@KITTY.COM	
Phone	309-435-5228	
Street	40 NAUGHTY CAT LN	
Zip	48169	

Edit

▸ Change PIN

▸ Preferences

**Your status:** You have overdue items or unpaid fines.

**Checkouts**

Digital:	0
Library:	0

**Holds**

Digital:	0
Library:	0

**Fines** (highlighted)

Total due:	\$2.50
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Click on the Fines tab. Here they can Select All to pay everything or select individual boxes to make a partial payment. They will be required to click the box next to Accept Terms and Conditions. They will have to select the Pay button.

There is a minimum online payment of \$1.

Personal Information | Checkouts | Holds | **Fines**

▼ Current Fines/Blocks

**Current Fines/Blocks: 2**  
**Total Due : \$2.50**

Select All

Pay	Title/Explanation	Reason	Amount
<input checked="" type="checkbox"/>		Book Sale	\$0.50
<input checked="" type="checkbox"/>	The hunger games Item Barcode: A66702716721	Charges for removal of barcode	\$2.00
<b>Total Selected</b>			<b>\$2.50</b>

Accept Terms and Conditions to Submit Payment

Select All  
Note: Minimum online payment is \$1.00

Pay Online to Washington DL

► Accruing Fines

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Here is what the payment screen will look like: (note there is a \$.50 convenience fee)

**Payment Information**

Payment Amount: **\$ 2.50**  
Convenience Fee: **\$ 0.50**  
Total: **\$ 3.00**

**Order Information**

**Amount :** \$3.00 USD  
**Invoice :** 1842789

**Card Information**

Name (as it appears on card)

Card Number

Expiration Date

Month  Year

CVV2 / CID

**Billing Information**

Country

United States

Address 1

Address 2

City

State

AA - Armed Forces Americas

Postal Code