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Billing Training Resources Cheat Sheet

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RSA recommends that you review the following documents 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.

Information on processing lost, missing, or damaged items can be found here:

<https://support.librariesofrsa.org/project/lost-missing-damaged/>.

1. Fine Block Limits Policy (2024-05-09):
https://support.librariesofrsa.org/project/billing/#Fine_Block_Limits_Policy.
2. Billing a User Procedure (2025-09-25):
https://support.librariesofrsa.org/project/billing/#Billing_a_User.
3. Billing a User Video (1:57) (2025-06-12):
<https://www.youtube.com/watch?v=tWcRJjFlz8>.
4. Bill Notes Procedure (2025-09-25):
https://support.librariesofrsa.org/project/billing/#Bill_Notes.
5. Adding a Bill and Bill Note Before Removing a Lost Item from the RSA Database Procedure (2025-09-25):
https://support.librariesofrsa.org/project/billing/#Adding_a_Bill_and_Bill_Note_Before_Removing_a_Lost_Item.
6. Adding a Bill and Bill Note Before Removing a Lost Item from the RSA Database Video (1:25) (2024-04-09): <https://www.youtube.com/watch?v=38x3vJn96yl>.
7. Paying a Bill in WorkFlows and Online Guide (2025-09-29):
https://support.librariesofrsa.org/project/billing/#Paying_A_Bill_in_WorkFlows_and_Online
8. Paying a Bill Video (7:25) (2021-02):
<https://www.youtube.com/watch?v=0UGyVAKSj70>