



Paying a Bill in WorkFlows and Online Guide

Last updated: September 25, 2025

Paying a Bill in WorkFlows

A video to accompany this guide can be found here:

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:

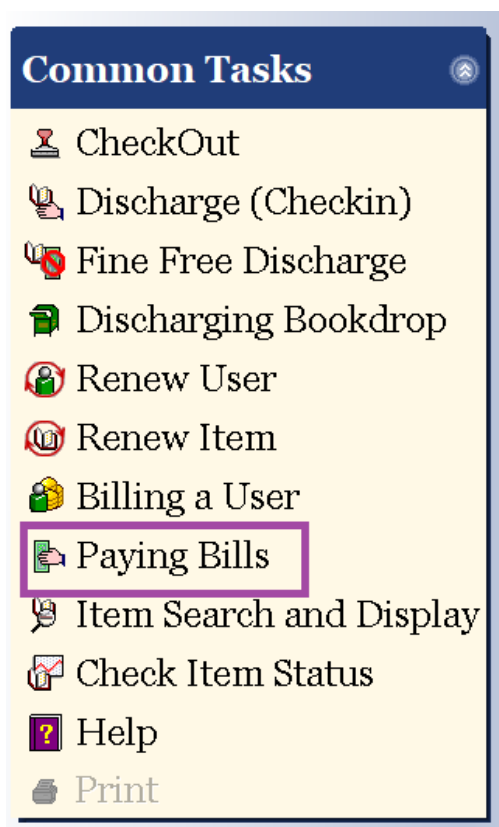
Paying Bills Wizard

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
 Total owed: \$2.50
 Still owes: \$2.50
 Credit balance: none

Payment:
 Payment type: CASH
 Change:

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
 Total owed: \$2.50
 Still owes: \$2.50
 Credit balance: none

Payment:
 Payment type: CASH
 Change:

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...

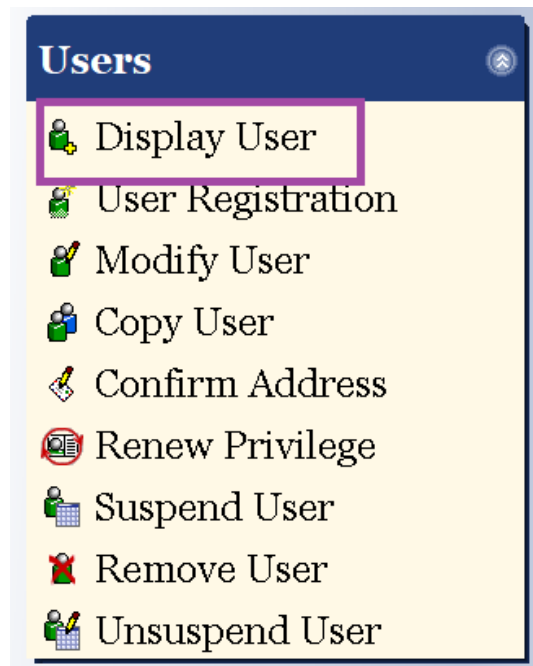
Enter the amount you want to pay off and select Pay Bill.

You can customize this wizard in the following ways:

Payment Type dropdown menu

Set up to print a receipt to show payment

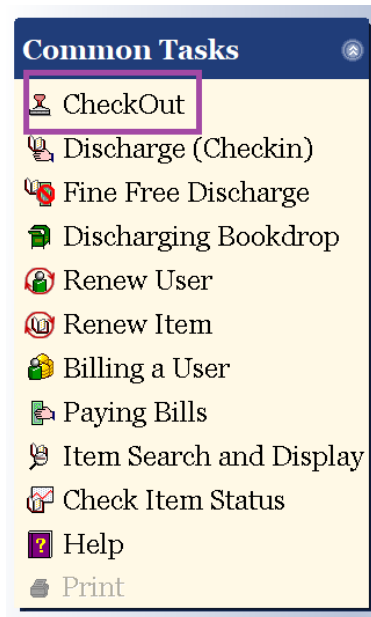
Display User



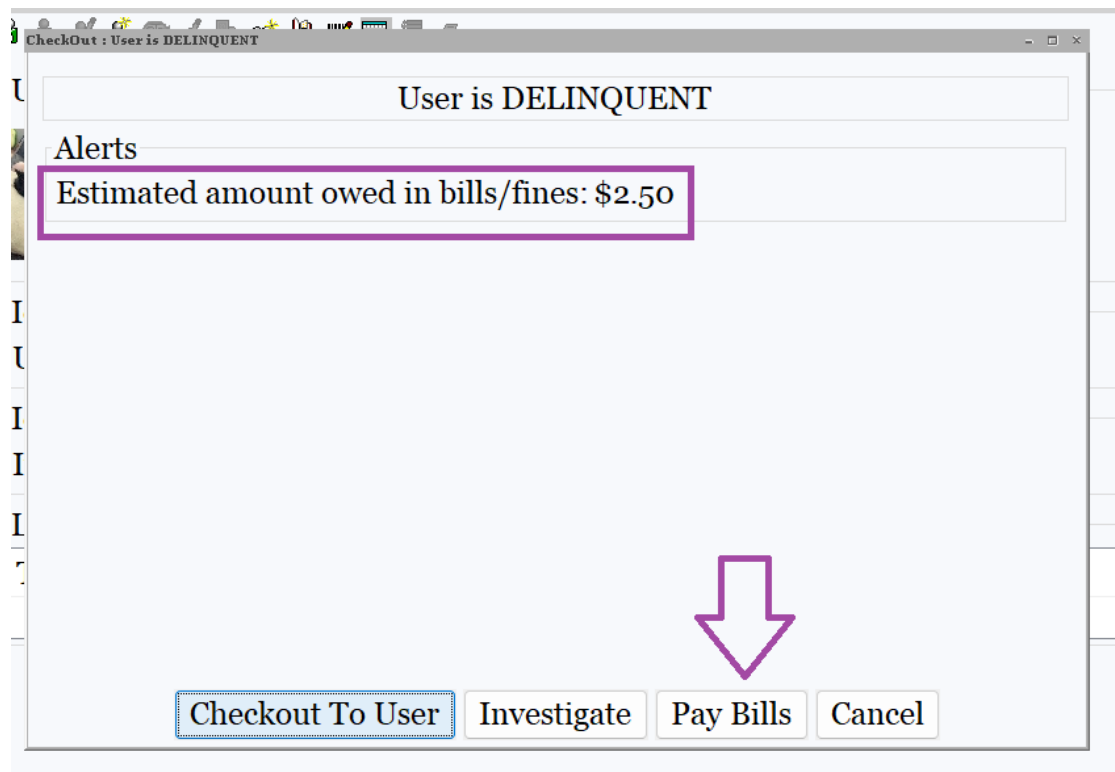
Anytime you see the Hand & Money Helper colored in, it means the patron owes money. You can select that helper to pull up the same payment screen as the Paying Bills wizard. To see the bill details before you pay, select the Bills tab.

A screenshot of a web application window titled 'Display User *'. The window has a light blue header and a white body. Below the header, there is a row of icons: a person with a plus sign, a person with a pencil, a person with a red 'X', a person with a plus sign, a person with a red 'X', a person with a plus sign, and a person with a red 'X'. The 'Alerts' section is highlighted with a red underline. Below this, there is a section for user details: 'Name: NASLUND, RORY E', 'Id: SNDEMO1', 'Group ID:', and 'Profile name: ADULT...'. Below the details, there is a section titled 'Identify user' with a text input field labeled 'User ID:' containing the text 'SNDEMO1'. A purple circle highlights the first icon in the row of icons.

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.

CheckOut x

CheckOut





Name:

NASLUND, RORY E

Profile name:

ADULT...

User categories:

Y

Group ID:

Status:

DELINQUENT

Amount owed:

\$2.50

Overdues:

0

Privilege expires:

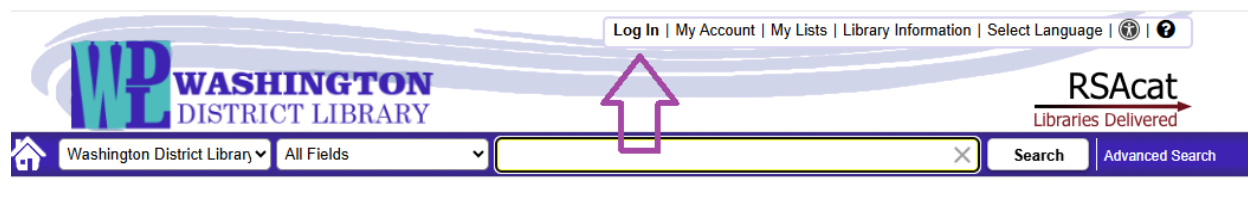
6/13/2027

Identify user

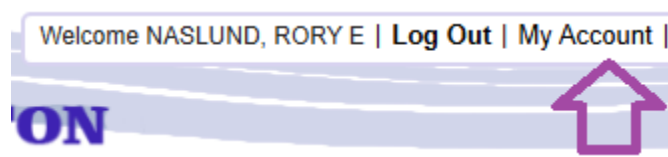
How a patron can pay a bill online

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:

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.

Resource Sharing Alliance

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
Total Selected			\$2.50

☐ Accept Terms and Conditions to Submit Payment

☒ Select All
 Note: Minimum online payment is \$1.00

[Pay Online to Washington DL](#)

► Accruing Fines

There is a minimum online payment of \$1.

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

Personal Information Checkouts Holds **Fines**

▼ 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

[Change PIN](#)

[Preferences](#)

Checkouts
 Digital: 0
 Library: 0

Holds
 Digital: 0
 Library: 0

Fines
Total due: \$2.50

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

Submit

Cancel