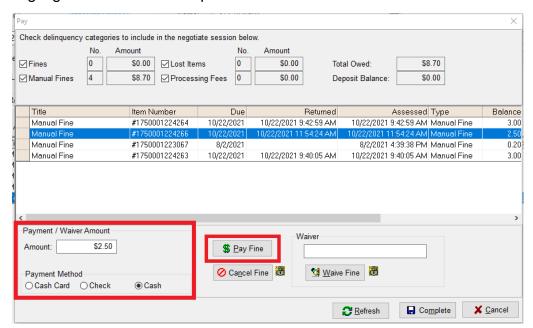Staff can make a payment for a patron either in CARL-X or Connect. However, CARL-X and CARL Connect Staff **cannot** accept credit card payments. Patrons can make credit card payments through CARL Discovery, but CARL does not have that feature set up. *CARL will allow for a credit card payment to "complete" the payment process, but no credit card information actually gets collected. If taking a payment from a patron at the circ desk, please only accept cash or check. If a patron is wanting to only pay with a credit card or debit card, please advise them to log into their account and pay.
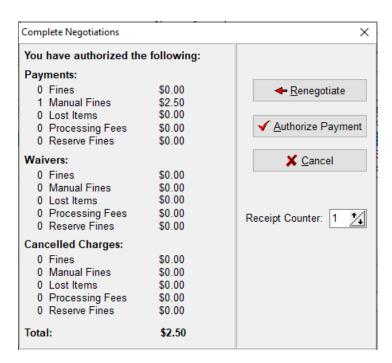
Making a Payment in CARL-X

1. Log into the patron's account by scanning their barcode or searching for their name/birthdate.
2. Click on the Summary tab. If there are fines to be paid, the lightbulb will be yellow.
3. Near the bottom of the screen, click on the "$ Pay" button.
4. Highlight those fines to be paid. Use Ctrl click to add more than one fine.

5. As you click the fines, the total amount will adjust in the "Amount:" field near the bottom-left corner.
6. Once all fines have been selected and the total amount is correct, choose the payment method. Either Check or Cash. The click on "$ Pay Fine."
7. Click on Complete. A new window should come up indicating which fine(s) will be paid. Verify the amount is correct. If it is, click on "Authorize Payment." If it isn't, then click on "Renegotiate" to select the correct fine(s).
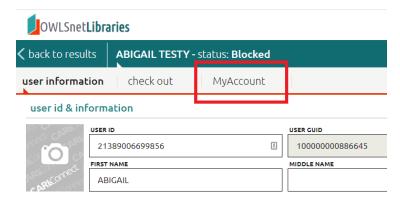
8. Once you have authorized the payment, the fine(s) should be removed from the Fines section of the patron account and they should now be seen in the history tab of the account, under Fine History.
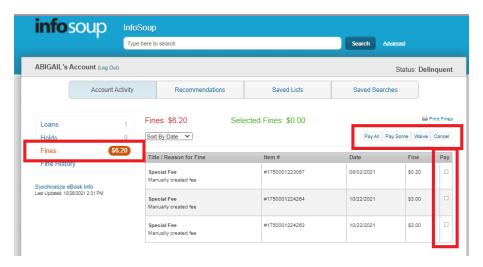
Making a Payment in Connect

1. Log into the patron's account by scanning their barcode or searching for their name/birthdate.
2. Once in the account, click on "MyAccount" located near the top left of the window.

3. Select "Fines" from the left-hand side menu. Check the box(es) next to the fines that are to be paid.

Making a Payment

4. Click on if the fine(s) are to be: Pay All, Pay Some, Waive, or Cancel.
5. In the window that comes up, verify the amount is correct and that the payment type is correct. *Staff should NOT be choosing Credit here. This is not an option and won't work correctly.

6. When all looks correct, click on Complete. Choose Complete & Print if you want a receipt.