Viewing Fines and Fees and Receiving Payments

Patrons may incur fines and fees for many reasons. Circulation desk operators view and receive payments for patron fines and fees, on the Fines and Fees tab on the user’s account.

After a payment is received from a patron, Alma sends a message (Fine Fee Payment Receipt Letter) to the patron.

**Viewing a Patron’s Fines and Fees**

The Fine and Fees tab on the User Details page lists all fines and fees for a patron. To get there click the dollar amount hyperlinked on the patron’s account page. You can also get to this page by clicking the “fines/fees” tab on the user details page.

**User Details Page – Fines/Fees Tab**

The Fines and Fees Summary area displays amounts for:

- Active balance
- Disputed balance
- Transferred balance

The **Fines and Fees Details** area displays a list of fines and fees that have been charged to the patron.

Use the Fine/Fee Filters to change the type, status, fee owner of the any fees ever charged to the patron’s account. Change the status to “all” to view all fines ever charged to the patron’s account:
There are five different fine statuses:
   All: all fines
   Active: new or not paid
   In dispute: patron is contesting charge
   Closed: paid or waived/forgiven
   Transferred: sent to Bursar by system

Receiving Payment for Fines and Fees

The Patron Services page enables circulation desk operators to receive payments from patrons for fines and fees.

To receive payments:

1. On the Patron Identification page (Fulfillment > Checkout/Check-in > Manage Patron Services), enter the patron’s name in the Scan patron’s ID or search for patron field and click Go.
   The Patron Services page appears.

2. Click the Pay link to the right of the Active balance link. The pay link appears only when the operator is connected to a circulation desk (on the Library/Desk Selector, see
Switching Library Desks/Departments).

The Payment Details dialog box appears with the All Fines radio button selected as a default. This selection displays the entire outstanding balance in the payment amount.

**Payment Details**

![Payment Details dialog box](image)

**Payment Details Dialog Box**

3. Under the Operator name, select whether you want to pay all of the patron's fines (All fines), or only specific fines (Specific fines).

When selecting Specific fines, the Fines to pay field appears.

a. Click the Browse icon to specify the specific fines to be paid. The User Fines and Fees page appears.
b. Select the check boxes of the fines and fees that you want to pay and click **Select**. The balance of the selected items displays in the **User balance** field.

4. In the **Payment method** drop-down field, select a payment method (such as **Cash**, **Check**, **Credit Card**, **Debit Card**, or **Online**).

5. Select **Add change to balance** to indicate that when paying an amount greater than the balance, a credit is to be generated for the extra payment. If this box is not selected, the system returns the extra payment to the patron.

6. In the **Payment amount** field, enter the payment amount you are receiving.

7. In the **Transaction ID** field, enter a transaction ID.

8. In the **Comment** box, enter descriptive information for the fine/fee.

9. Click **Send** and then click **Confirm** in the Confirmation message dialog box to pay for the fines. The Patron Services page appears and displays the updated balance.
Waiving and Disputing User Fines or Fees

Existing fines or fees may be waived or disputed. A disputed fine or fee can be waived or restored. **Note that a waived fine or fee cannot be restored.**

Note that when a fine or fee has not been paid, waived, disputed, or exported to the bursar system, it has an **Active** status. Performing one of these actions will change the status.

A disputed fee:

- is not included in the user's Active Balance
- is not factored when invoking a block based on the amount due.

For example:

- A patron cannot borrow items when the amount they owe is $100 or greater
- The patron owes $100, but has disputed $20 of that amount
- Alma views the patron as owing $80, and the block is not invoked

To waive a fine or fee:

- In the **Fines/Fees** tab, do one of the following:
  - Select the check boxes in the Fines and Fees Details area of the fine/fee you want to waive and select **Waive > Execute** beneath the table. Select **Actions > Waive** for the fine/fee that you want to waive.
  - The Waiving Fine/Fee page appears.

- **Waiving Fine/Fee Page**
  - Enter the amount of the fee you want to waive in the **Fee amount** field.
• From the **Waiving reason** drop-down list, select a reason for waiving the fee.
• Enter any text/comment for waiving the fine or fee in the **Comment** field.
• Click **Waive**. The Waive Confirmation dialog box is displayed.
• Click **Confirm**. The amount that is waived is deducted from the amount of the fine or fee (in the **Original Amount** column), and the balance owed for the fine or fee in the **Remaining Balance** column is reduced. The balances shown in the **Fines and Fees Summary** area for **Active balance** and **Disputed balance** are updated accordingly.

**To dispute fines or fees:**

• Select **Actions > Dispute** for the fine or fee that you want to dispute. The Dispute Fine/Fee page is displayed.
• Enter any text/comment for disputing the fine/fee in the **Comment** field.
• Click **Dispute**. The Dispute Confirmation dialog box is displayed.
• Click **Confirm**. The balances shown in the **Fees and Fines Summary** area for **Active balance** and **Disputed balance** are updated accordingly.

**To restore fines or fees:**

• Select **Actions > Restore** for the fine or fee that you want to restore. The Restore a Fine or Fee page appears.
• Only fines or fees that are in dispute can be restored.
• Enter any text/comment for restoring the fine or fee in the **Comment** field.
• Click **Restore**. The Restore Confirmation dialog box is displayed.
• Click **Confirm**. The original amount of the fine or fee (in the **Original Amount** column) is restored, and the balance owed for the fine or fee in the **Remaining Balance** column is adjusted accordingly. The balances shown in the **Fees and Fines Summary** area for **Active balance** and **Disputed balance** are also updated.