Learn how to bill/fine a patron, and work with other aspects of bills and fines.

Create bills for a fine or fee

Follow the instructions below to manually bill a patron for a fine or fee. For example, if a patron has lost their library card and your library charges a replacement fee for a new card, you can create a bill with the amount of the replacement fee.

1. Search for the patron's account.
2. In the patron account, click the Bills tab.
3. Under the Account accordion, click Create Bill.
4. On the Create Bill window, fill in the following fields:
   a. Amount - Amount charged
   b. Bill Reason - Select the bill reason from the list. Bill reasons are created in Service Configuration (WorldShare Circulation > Bill Reasons). For more information, see Bill Reason.
   c. Item (Optional) - Associate an item with the bill. Retrieve the item by searching for its OCLC number or barcode.
   d. Note (Optional) - Free-text message, such as an explanation or payment due date
5. Click Create Bill to create the bill.
6. The new bill appears as the first line in the table. If you included a note with the bill, a Details link appears in the Reason column of the bill. Click on Details to view the note.

Watch a video

Circulation: Create and edit bills (05:20)

Although WorldShare Management Services automatically creates many bills, some situations require staff to manually create bills. This video shows how to edit existing bills, and how to manually create bills, including associating bills with an item.

Cancel a bill

You can only cancel bills that have not been paid or waived. The Cancel Bill option will not appear for bills that have been partially paid or partially waived. Canceled bills will not count against the Max amount of Waived bills setting in the Patron Type Policy module.
1. From the patron record, click the **Bills** tab.

2. In the Account section, indicate which bills you want to cancel:
   - **All bills**: Select all bills by clicking the check box at the top of the first column. You can only cancel all bills if all of them have not been paid or waived. Click **Pay/Waive/Refund**.
   - **One or more specific bills**: Click the check boxes to select specific bills. Click **Pay/Waive/Refund**.

3. In the Resolve Bills window, select **Cancel** from the Action list.

4. In the Notes field, enter any **notes**.
   - If a note is not entered, you will have to acknowledge a warning message. Depending on your account, you may have to enter an override.

5. (Optional). In the Receipt to field, select if you want to print the receipt or email the receipt to the patron. Notes on emailing a receipt
   - Receipts use the email address provided in the patron's record.
   - If there is no email address in the patron record, the Email field will be empty. In order to send the patron an email receipt, you must add their email address to their patron record and then resend the receipt.
   - If the patron wants the email to be sent to a different email address, you can edit the email address on the Email Preview window.
   - Changing the email address on the Email Preview window does not change the email address in the patron record.

6. Complete the transaction:
   a. Click **Resolve**.
   b. Optional. Print or email the receipt.

### Pay or waive all bills, selected bills, or partial amounts

Waiving bills works much like paying bills. You can waive all bills or selected bills. And you can waive the full amount owed or part of the total. Bills resulting from proxy patron activity can be viewed from both the proxy patron and primary patron accounts, but can be paid only from the primary patron account.

See [Edit patron type policies](https://help.oclc.org/Library_Management/WorldShare_Circulation/Patron_management/Work_with_bills_and_fines) for information about the **Max amount of Waived bills** setting. If a patron exceeds the maximum amount of bills that can be waived, they will be blocked from checking out or placing holds.

1. From the patron record, click the **Bills** tab.

2. In the Account section, indicate which bills you want to pay or waive:
   - **All bills**: Select all bills by clicking the check box at the top of the first column. Click **Pay/Waive/Refund**.
   - **One or more specific bills**: Click the check boxes to select specific bills. Click **Pay/Waive/Refund**.

3. In the Resolve Bills window, select **Pay or Waive** from the Action list and supply this information:

<table>
<thead>
<tr>
<th>INFORMATION</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amount to Pay</td>
<td>Enter the amount to be paid or waived (full amount owed or part of the total)</td>
</tr>
<tr>
<td>INFORMATION</td>
<td>DESCRIPTION</td>
</tr>
<tr>
<td>-------------</td>
<td>-------------</td>
</tr>
<tr>
<td>Amount Tendered</td>
<td>Enter the amount received from the patron</td>
</tr>
<tr>
<td>Notes</td>
<td>(Optional).</td>
</tr>
<tr>
<td>Payment Method</td>
<td>Open the list and select the form of payment. Payment Methods are set in Service Configuration (WorldShare Circulation &gt; Payment Method). For more information, see Payment Method.</td>
</tr>
<tr>
<td>Receipt to</td>
<td>(Optional). Select the delivery method for the receipt.</td>
</tr>
</tbody>
</table>

- **Notes on emailing a receipt**
  - Receipts use the email address provided in the patron's record.
  - If there is no email address in the patron record, the Email field will be empty. In order to send the patron an email receipt, you must add their email address to their patron record and then resend the receipt.
  - If the patron wants the email to be sent to a different email address, you can edit the email address on the Email Preview window.
  - Changing the email address on the Email Preview window does not change the email address in the patron record.

4. Click **Resolve**.
5. (Optional). Print or email the receipt.
6. Return any change due to the patron. The system calculates change and displays the amount in the Change Due box.
7. Click **Close**.

**Result:**

- **Partial payment (or waiving) of all or some bills**
  - Amount paid or waived is applied first to the oldest bill, then the remainder is applied to the next oldest bill, and so on. Each bill is paid in full, if possible. Then the remaining amount is applied to reduce the amount owed on the next bill.
  - Bills paid or waived in full move to the Account
History section.
- The system recalculates the amount due for any bills partially paid or waived, and the total balance for all outstanding bills.

### Full payment (or waiving) of all or some bills
- All bills paid or waived in full are moved to the Account History section and the account balance is reduced by the amount paid or waived.

### Watch a video

**Process bills (pay, waive, refund, cancel) (10:18)**

Circulation staff can collect payment for or waive bills when an item is checked in, as well as at the patron's request through the patron record. This video demonstrates both methods of collecting payment.

**Refund a bill**

You can refund bills partially or fully paid by patrons. Only bills created after the March 2015 WMS release are eligible for refunds.

1. From the patron record, click the **Bills** tab.
2. Determine if the bill you want to refund is partially or fully paid.
3. Two options:
   - Partially paid bill. In the Account section, indicate which partially paid bills you want to refund:
     - **All bills**: Select all bills by clicking the check box at the top of the first column. Click **Pay/Waive/Refund**.
     - **One or more specific bills**: Click the check boxes to select specific bills. Click **Pay/Waive/Refund**.
   - Fully paid bill. In the Account History section, indicate which paid bills you want to refund:
     - **All bills**: Select all bills by clicking the check box at the top of the first column. Click **Refund**.
     - **One or more specific bills**: Click the check boxes to select specific bills. Click **Refund**.
4. In the Resolve Bills window, select **Refund** from the Action list and supply this information:

<table>
<thead>
<tr>
<th>INFORMATION</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amount to Refund</td>
<td>Enter the amount to be refunded (full amount paid)</td>
</tr>
</tbody>
</table>
5. Complete the transaction:
   a. Click Resolve.
   b. (Optional). Print or email the receipt.
   c. Return the refunded amount to the patron.

**Watch a video**

Refund previously paid bill (4:27)

The previously paid portion of a bill is eligible for refund for those bills paid after the March 8, 2015 WMS release. This video reviews how to refund previously paid portions of bills.
Long overdue items

The following occurs when a long overdue item is checked in:

- The replacement cost is removed from the patron’s account if they have not yet paid the fee.
- The processing fee is removed if the policy has been configured to cancel the fee once the item is returned and the patron has not yet paid the fee.
- The patron is charged with overdue fees from when the item first went overdue.

View and add notes to bills

Bills resulting from proxy patron activity can be viewed from both the proxy patron and primary patron accounts, but can be paid only from the primary patron account.

View a patron’s bills

1. From the patron record, click the Bills tab.

Bill tab columns

<table>
<thead>
<tr>
<th>COLUMN</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amount</td>
<td>Amount charged</td>
</tr>
<tr>
<td>Barcode</td>
<td>Barcode of the item</td>
</tr>
<tr>
<td>Call number</td>
<td>Indicates classification and shelving location</td>
</tr>
<tr>
<td>Charging library</td>
<td>Library that issues the bill.</td>
</tr>
<tr>
<td>Check box</td>
<td>Specify bills to process via Pay/Waive/Refund button</td>
</tr>
<tr>
<td>Date Billed</td>
<td>Date bill was created</td>
</tr>
<tr>
<td>Description</td>
<td><strong>Item-related fines</strong>: For a bill associated with a circulating item, Description contains the title. <strong>Other charges</strong>: For a bill not associated with an item, the Description column is blank.</td>
</tr>
<tr>
<td>Outstanding</td>
<td>Amount owed</td>
</tr>
<tr>
<td>COLUMN</td>
<td>DESCRIPTION</td>
</tr>
<tr>
<td>----------</td>
<td>--------------------------------------------------</td>
</tr>
<tr>
<td>Reason</td>
<td>Type of charge, selected from library-defined options</td>
</tr>
<tr>
<td></td>
<td><strong>Edit</strong>: Add or edit a note.</td>
</tr>
<tr>
<td></td>
<td><strong>Details</strong>: Lists the changes to the bill, including notes.</td>
</tr>
</tbody>
</table>

### Add a note to a bill

1. From the patron record, click the **Bills** tab.
2. In the Account section, in the Reason column of the row of the bill, click **Edit**.
3. In the Bill Details window, enter any notes into the Notes field.
4. Click **Save**. Result: The Bill Details window closes and a Details link appears in the Reason column of the bill.

### Configure columns

1. On the right side of the screen, click the **User Preferences button**.
2. In the Show Columns window, check or uncheck the columns you want to show or hide. Result: The columns you checked or unchecked are shown or hidden.
3. Close the Show Columns window by clicking anywhere outside it.

### Claims lost, returned, never had

Use loan statuses to note patrons’ claims about items. See [Claims lost, returned, never had](https://help.oclc.org/Library_Management/WorldShare_Circulation/Patron_management/Work_with_bills_and_fines).

### View account and payment history

A record of all resolved bills for a patron can be viewed from the Account History accordion. You can also view details and notes for a specific bill from the Payment History dialog window.

### View account history

1. From the patron record, click the **Bills** tab.
2. Click **Account History** to open the accordion.

**Account History columns**

<table>
<thead>
<tr>
<th>COLUMN</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Description</td>
<td>Item title associated with the fine</td>
</tr>
<tr>
<td>Barcode</td>
<td>Barcode of the item</td>
</tr>
<tr>
<td>Call Number</td>
<td>Indicates classification and shelving location</td>
</tr>
<tr>
<td>Due Date</td>
<td>Date item was due</td>
</tr>
<tr>
<td>Date Billed</td>
<td>Date bill was created</td>
</tr>
<tr>
<td>Amount</td>
<td>Amount charged</td>
</tr>
</tbody>
</table>

**View payment history**

1. From the patron record, click the **Bills** tab.
2. Click **Account** or **Account History** to open the accordion.
3. From the Reason column, click the **Details** link for a bill. The Payment history dialog window opens.

**Account History columns**

<table>
<thead>
<tr>
<th>COLUMN</th>
<th>DESCRIPTION</th>
</tr>
</thead>
</table>
| Payment Type | Payment types include:  
  ◦ Assess  
  ◦ Payment  
  ◦ Waived  
  ◦ Cancel  |
<p>| Payment Method | Payment methods are created in Service Configuration (WorldShare Circulation &gt; Billing &gt; Payment Methods). For more information, see <a href="https://help.oclc.org/Library_Management/WorldShare_Circulation/WorldShare_Circulation_Management/Work_with_bills_and_fines">Payment Methods</a>. |
| Operator     | Staff member who processed the payment |</p>
<table>
<thead>
<tr>
<th>COLUMN</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amount</td>
<td>Amount charged</td>
</tr>
<tr>
<td>Notes</td>
<td>Notes related to the payment</td>
</tr>
<tr>
<td>Date</td>
<td>Date payment was processed</td>
</tr>
</tbody>
</table>