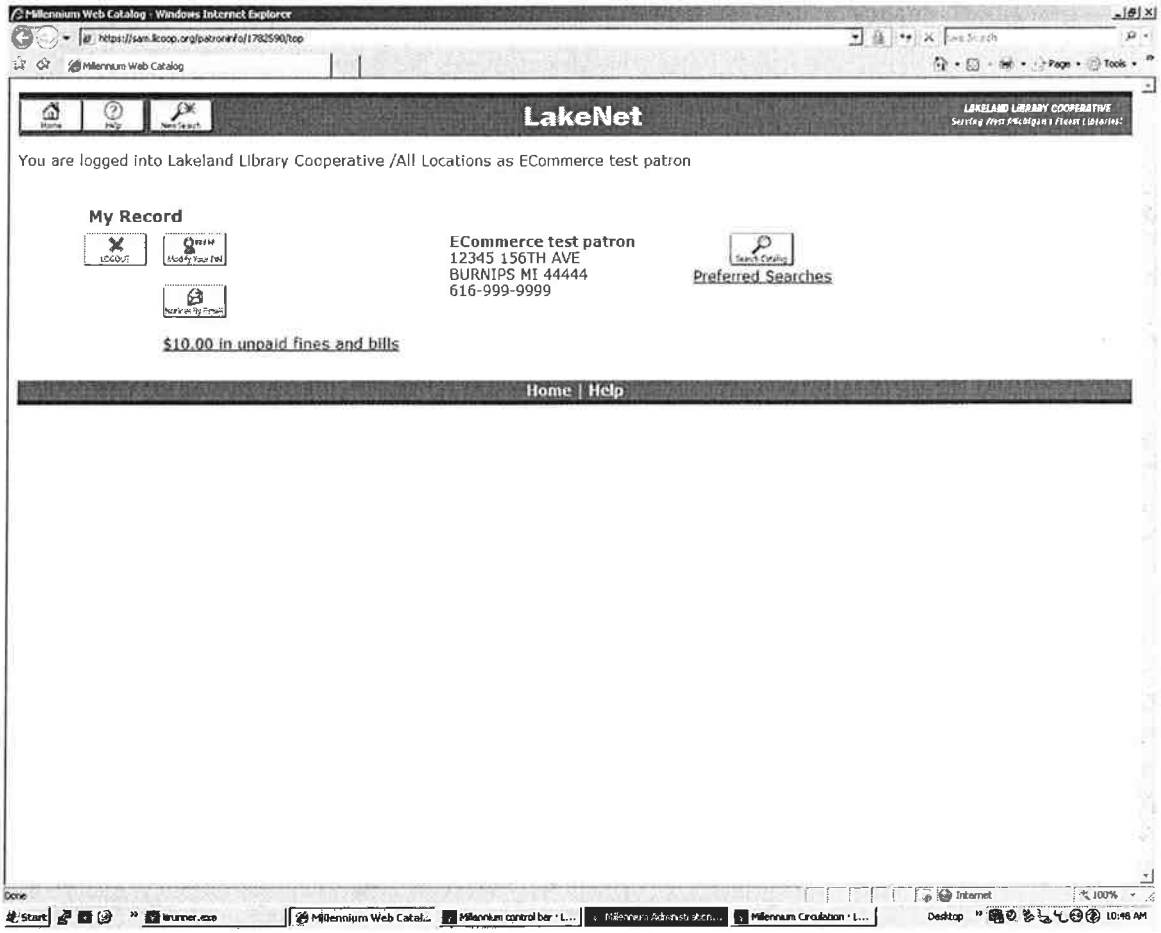
ECOMMERCE INFORMATION
LAKENET ONLINE CATALOG



Patrons must be logged into their record in order to pay online

If there are charges owed on the record, they will have the option to click on the link to view those charges.

If patrons do not owe money, the link to view fines and bills is not offered.

Patrons do not have to be signed up for email notification in order to pay online. However, when they enter their credit card information they will be offered an option to receive a receipt by email and they may fill in any working email address.

If patrons are signed up for email notification, the email address from the patron record will be pulled from the patron record. If the email is incorrect, the patron will be able to correct it for purposes of receiving the receipt. This will not correct it in the patron record.

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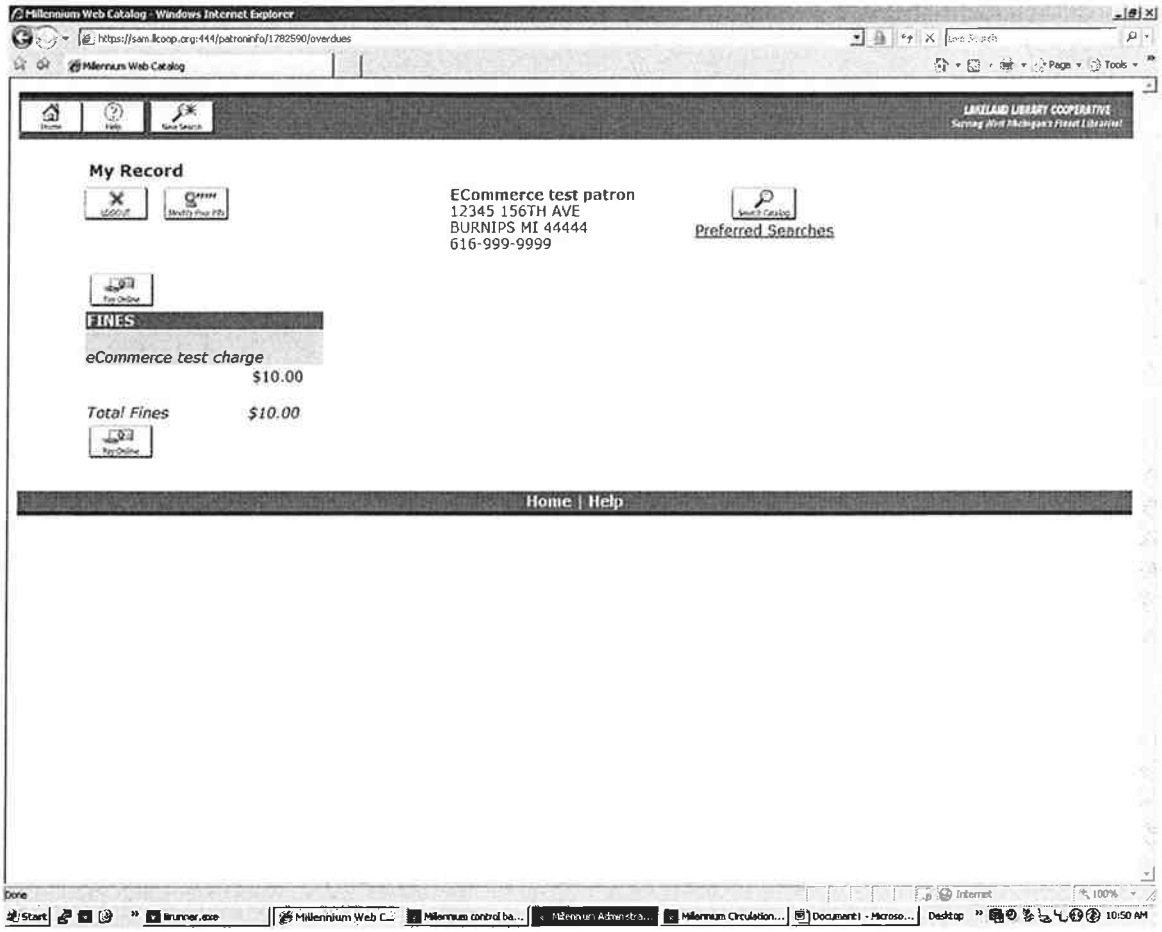

Once the patron has clicked to the option to view fines and bills, the new Pay Online button will be available. The button is offered twice, once at the top of the list and once at the bottom of the list for those that may need to scroll down to view a longer list.

Clicking Pay Online opens up a pop-box. Libraries and patrons who block pop-ups will need to edit their internet browser settings to allow pop up boxes. The domain they need to allow is "llcoop.org".

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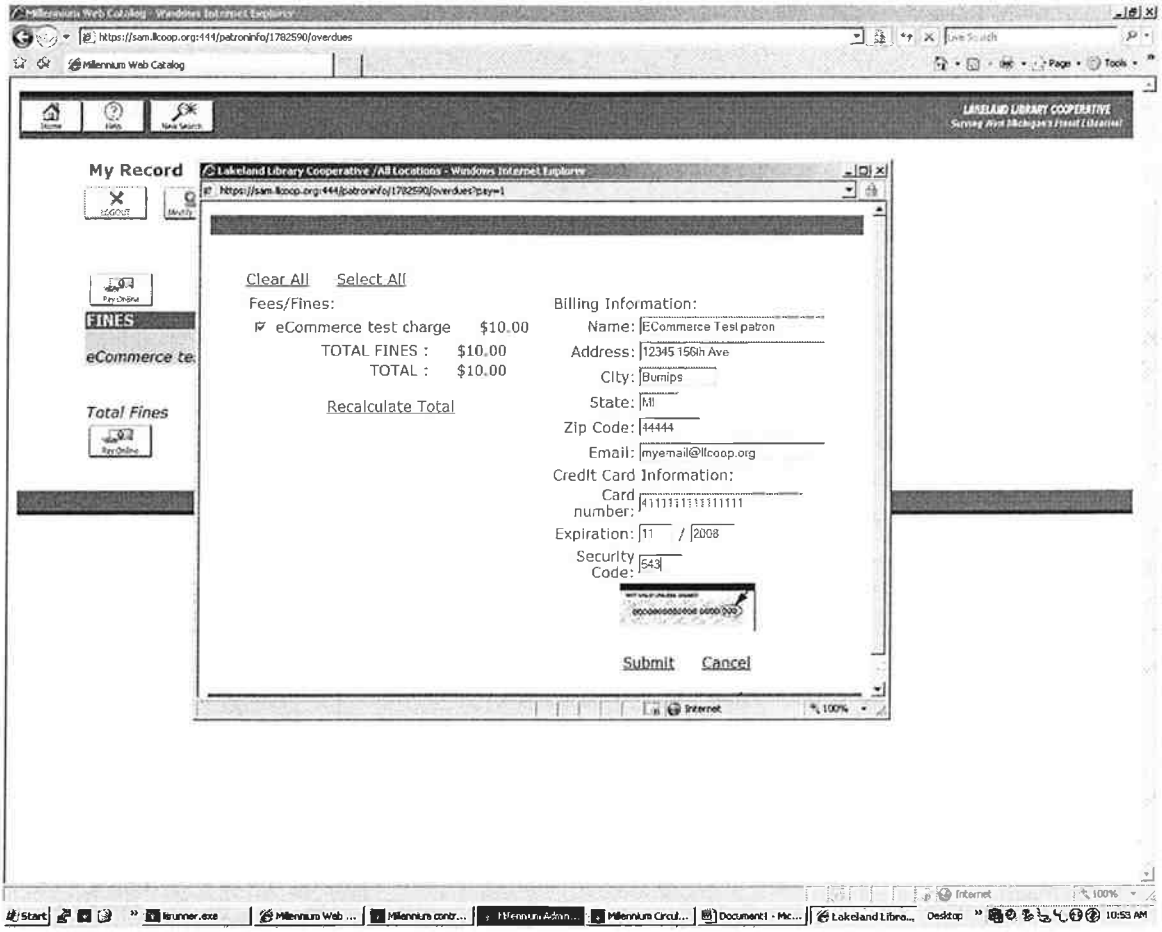

The pop up box presented asks the patron to select the items for payment.

The patron is also asked to enter the credit card information. The name from the patron record is brought over to the form. However, if the patron is using a credit card in another name, that name must be changed to reflect the name on the credit card. This would apply in the case of a parent paying charges on a child's card.

Once the information is entered correctly, the patron will click on the submit button. The patron is taken from our secure server through the PayPal Secure gateway where the charges will be processed and the patron's account charged. The patron will be asked if the information is correct and complete. Click on submit one more time.

If the charges are accepted and there are no problems with the record or the credit card, the pop up box will offer a Payment Receipt. At the top of the box, the system will note if the payment has been approved. If an email address was submitted, the receipt is emailed to the patron immediately. At the point of approval the charges are removed from the patron record.

The Payment Receipt may also be printed to an attached printer, using the Print button in the payment receipt window.

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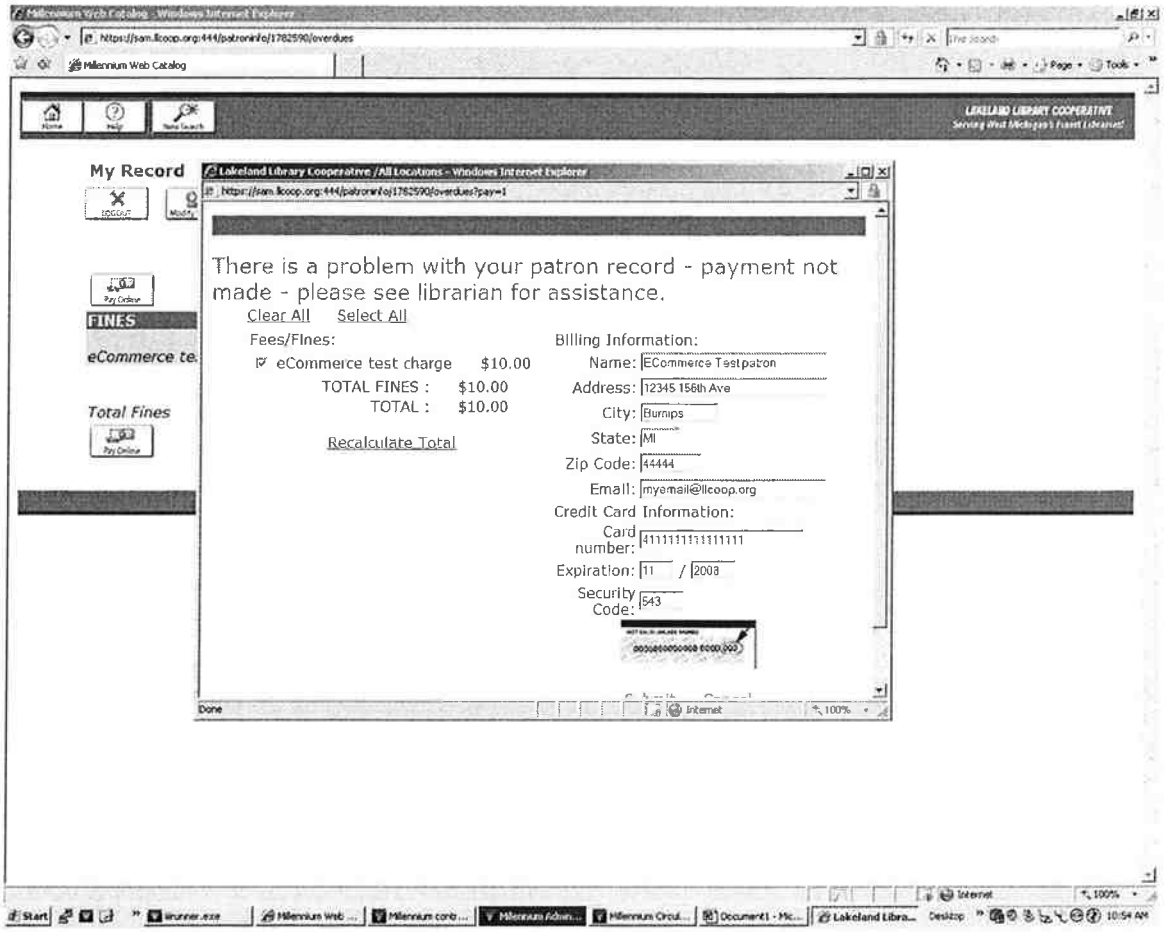

If the payment is not able to be processed, the patron will receive an error message that the payment has not been made.

IMPORANT NOTE ABOUT PATRONS IN COLLECTIONS

If a patron who is in collections pays online, the system will remove the monetary charges as described above. However, the collection agency block that has been set by the system, will not be removed from the patron record until the following morning when the collection agency updates are compiled and sent to Unique Management.

Under NO circumstances should staff remove a collection agency block from a patron record, this prevents the system from sending the payment update to Unique Management and will result in Unique Management not being notified that the patron has paid.

Payment Receipt

05-30-07

Your payment has been approved.
Approved

Thank you for your payment of $2.85 for the following charges:
PAID IN FULL

The [redacted] $2.85

TOTAL FINES : $2.85
TOTAL : $2.85

Payment made by: [redacted]

Credit card: **********[redacted]

Please print this page for your records.

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