PAYMENT PROGRAM Q&A

Many of these questions were originally compiled from the October 2013 webinar trainings. Additional entries or corrections have been made when new questions or issues arise.

To whom do what bills and the collected funds belong?

- Circulation fines generally belong to the library that circulated the item. Exceptions apply if the item is lost or damaged. (See Policy section below.)
- Lost and damaged fees belong to the owning library.
- Manual bills belong to the library that created the bill if the bill is generated from the Patron Bills interface. (See Bill Types below for alternate scenario.)

DAILY RESPONSIBILITIES/REPORTS

What does the frontline staff have to do on a daily basis?

It depends. If you use exclusively Evergreen for your fiscal detail reporting, frontline staff are only responsible for entering the payment transactions into Evergreen.

If you have staff enter transactions into Evergreen and then split up payments and re-ring them by fund into a cash register or paper record, then staff must be aware of which monies belong in which fund. Training materials are available for libraries that choose to track monies received via multiple interfaces. (See also *Accounting*)

What does the bookkeeper/financial manager have to do on a daily basis?

The bookkeeper/financial manager should pull the Daily Reconciliation Report from the Payment Reconciliation Reports link each day when processing the daily intakes and account for the funds appropriately. (See *Accounting*)

Who can see the reports?

Any staff member may view the reports inside the staff client for their local system.

When are the reports generated?

3:15 AM EST/EDT

How far back will the system show and do they get deleted?

The 60* most recent reports (combined total of the monthly reviews and the dailies) will show in the staff client. If there are no affected transactions, there will be no report.

After 60 reports, the oldest reports will be deleted by the system. Staff will not be able to delete reports locally.

(*This was increased from 30 reports on 7/12/16.)

Are the reports by branch or system?

By system. If you need to break out the accounting by branch, check the "Payment Library" column of the Daily Reconciliation report to split out the funds.

Do we need to maintain paper copies of the daily reports for auditing?

If you currently maintain all of your receipt tapes, daily fiscal reports, et cetera in hardcopy, you should add a copy of this report to your file, yes. If you maintain digital copies, save one to your assigned location. We will only retain the most recent 30 reports.

What are the "Month" reports that I'm seeing?

At the request of member libraries, we create and post a monthly review report. These reports to NOT represent new monies collected, but rather the combined transactions of the listed month. The goal is to provide libraries with a means of confirming that all daily reports were collected and the funds correctly deposited.

How often are they generated?

Invoices are generated on the first day of each new calendar quarter. Payment statements are generated on the first day of the second month of each new calendar quarter. This means a single payment will be due from your library and a single deposit to your library each quarter.

How quickly will we see our money?

Libraries have 35 days from receipt of the EG Invoice to send the funds to the Indiana State Library. On receipt of all funds, the Indiana State Library has 35 days to pay out the funds.

How do we get our money?

The Indiana State Library will transfer the monies to your library via ACH payments.

How long will the quarterly invoices/payment statements be available?

The 6 most recently generated sets will be retained, beginning with the 4th quarter of 2013 invoices/statements.

What if I miss paying my invoice?

1. The invoices drop on January 1, April 1, July 1, and October 1 of each year and are available on the Payment Reconciliation Reports page under the Invoices link. The EI coordinator will make a best effort to notify all member libraries of their release via email to the library's appointed contacts.
2. Once the 35 day window on the invoice has passed, the EI coordinator will contact any library whose funds have not been received with a "Gentle Reminder" email to the appointed contacts.
3. Delinquent libraries will have until the end of the second month (2 board cycles) after the drop of the invoices (deadlines = February 28/29, May 31, August 31, November 30) to submit their funds.
4. If the funds have not been received by that date, the delinquent library will receive a final notice that they have 7 days to submit their funds.
5. If the funds are still not received, the library's remote borrowing privileges will be revoked until the funds are received.

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ERRORS

What do I do if we misenter a payment that appears on our daily reports?

If a payment is misentered, please contact the billing library and the ISL team as soon as possible. The bill should be reentered as needed by the billing library as a grocery bill. The ISL team will clear the bad transaction from the passing files if cash, check, or credit card payments were applied. If more than 72 hours have passed since the daily report for the problem transaction is released, the detailed transaction will remain on your account, and your library will be responsible for paying out those funds. In the next quarter, a refund payment will be generated to your library. When reporting an error, please provide the date, affected payment IDs, and an explanation of the error either to the Coordinator or the Helpdesk. Confirmation that the billing library was notified may be required.

ACCOUNTING

How do I account for this?

Beginning in 2011, all member libraries resolved to create the Evergreen Indiana Pass-Through Fund. Monies collected on behalf of other Evergreen Indiana members should be deposited in this fund. Do not deposit Evergreen Indiana funds into your operating fund. Monies received back from the Indiana State Library should be deposited into your operating fund as if part of your regular daily takings.

Does it matter what bank account the money is deposited in?

No. If you prefer to bank the monies separately, you may open an account specifically for the Evergreen Indiana Pass-Through Fund. Otherwise, you may use your existing bank account.

Has the State Board of Accounts approved all of this?

Yes, we have worked extensively with the SBoA to ensure compliance.

Will the existing State Board of Accounts Daily Reconciliation form require any special entries or modifications?

Libraries should add a column to the Daily Record of Desk Collections for Evergreen Indiana monies. You do not need additional SBoA approval to add this column to your form (*per Charlie Pride, October 31, 2013*)

The base form is available at: http://in.gov/sboa/files/lib2013_a01.pdf (A-13).

What if a patron pays for Evergreen Indiana fines with a bad check?

In the event that a patron pays on an account with a bad check, place a Helpdesk ticket immediately with all available data (patron name, barcode, payment ID, affected billing IDs, dates, etc.). We can correct the reports so that you aren't paying other libraries for funds you have not received.

Where do I deposit the money from the State Library?

The payment you receive *from the ISL* should be deposited into your operating fund as if it were for fines and fees being received against your local bills. It is your fine/fee money and should accounted for as per usual, not funneled into the Evergreen Indiana fund.

How do I split a partial payment against exclusively circulation fines?

This is a frontline fund accounting issue. If a patron wishes to pay only a portion of his/her total bills, staff may select which bills are paid by selecting or unselecting each bill (small black check mark next to the billing ID) and applying payment to local vs consortium bills as local policy demands. Alternately, staff may simply apply payment and review the payment history to determine how to deposit funds for frontline fund accounting. For bookkeepers, the daily reconciliation report will provide the correct split of entered monies.

CREDIT CARDS

Does this mean we have to accept credit cards?

No, if you don't already accept credit cards, you are not obligated to under this program.

We accept credit cards already, who is responsible for the fees?

The library accepting the credit card is responsible for the associated (merchant) fees.

What about the consortium-wide credit card program?

The consortium-wide online credit card payment option was released in Spring of 2014. The merchant fees are covered by a convenience fee that the payer approves; payers must pay the full balance of their fines and fees in this portal. The Indiana State Library appears as the clearinghouse on all statements for the consortium credit card payments.

POLICY

What does the October 8, 2013 policy change mean?

If an item is lost or damaged, all of the bills associated with that transaction are assigned to the owning library, including circulation fees that might have gone to the circulating library otherwise.

If a lost item is found, how do we deal with the circulation fees?

The owning library has to decide if they are going to accept the lost materials back and should make any adjustments to the bill, including the circulation fees. Once the owning library has set the fees in accordance with their policy, any library may accept the fee.

What if we charge fees that other libraries don't (i.e., processing fees)?

The owning library has the right to recover whatever monies are owed to it regardless of home library policy as long as those fines/fees are consistent with Evergreen Indiana policy

and state law. If you charge a processing fee on a lost item and the patron pays for it at another member library, you will receive the monies due to you.

If a patron's account has alerts/notes relating to a bill placed there by another library, should I delete them if the patron pays off that bill at my library?

The content of the note/alert should guide your actions. Generally we recommend not removing other libraries' notes without confirming that the information is no longer needed by the library that placed the note. Please use the Circulation Support List or Payment Program Contacts List to find the appropriate staff to address with specific questions..

COLLECTIONS

What if a patron has gone to collections?

The system will split out the monies according to the appropriate assignment whether the patron has gone to collections or not. Unique Management collections efforts are configured to split on payment directly within Evergreen.

We use a different collections agency; how do we stop other libraries from accepting funds that should be sent directly to our collections agency?

There is not a technical stop available right now to prevent a library from accepting fees that have been referred to a collections agency by another library. Any library using a collections agency that that does not already have dedicated payment tracking in the Evergreen ILS should place an alert on any affected account indicating that funds may only be accepted by the collections agency on behalf of your library.

BILL TYPES

Why did the bill I just applied to a circulating item appear to be from another library?

Bills applied to circulations (selecting a circulating item and clicking on "Add Billing") will add a grocery bill as a circulation fine and assign it to the circulating library. Example: If a patron circulates one of your items from her/his home library and lightly damages it. If you choose to not declare the item damaged (beyond repair), you may decide to charge a limited fee to cover the repair costs. You must add these bills inside the Bills portion of the patron interface for them to be assigned correctly rather than the Items Out screen.

REPORTS

How do I know what lost items have been paid for?

There are templates available specifically for tracking lost items which have been paid off. You may access them here:

Shared Folders -> Templates -> admin -> Bills -> List Settled Lost Items

Shared Folders -> Templates -> agoben -> Shared -> List Settled Lost Items (with Prices and Patrons)

You will also have access to a CSV each quarter along with your payment statement that details the lost items that are addressed with that payment.