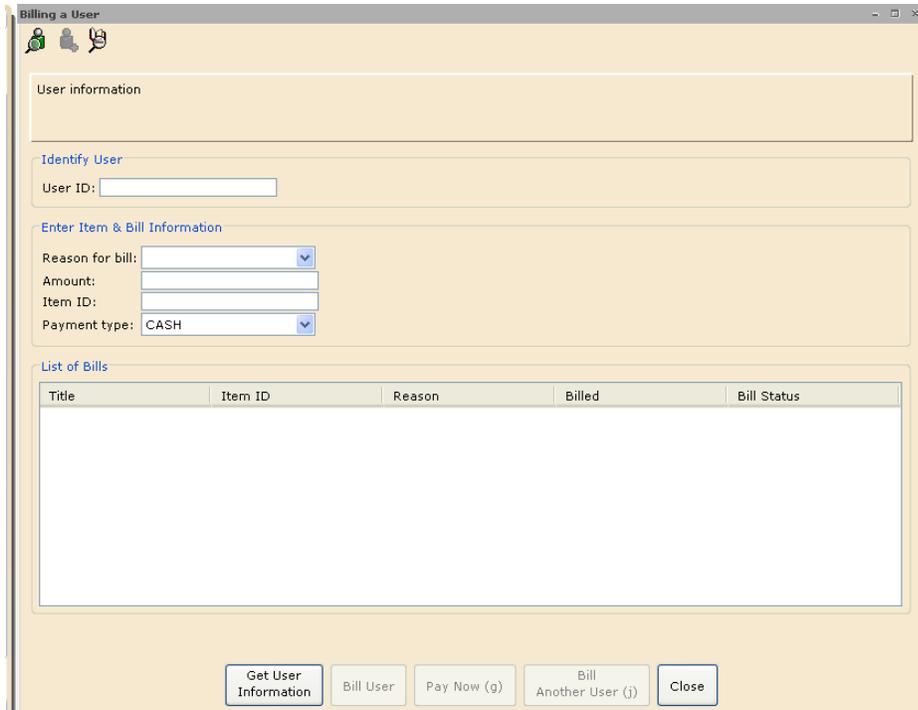# Billing a User Wizard

Use the **Billing a User** wizard to issue bills to patrons that aren't automatically added by the system (such as fines, lost items, out of state resident fees.)

1. On the **User Tasks** toolbar, click the **Billing a User** wizard ![icon]. The following window appears:

2. Scan the barcode from the user's card, or type the **User ID** and tap the **Enter** key or click **Get User Information**.

3. In the **Reason for bill** list, select the correct code. Here are some of the more common ones:

BARCODE	Barcode missing from item
DAMAGE	Cost of damaged item
LOSTCARD	Replacement library card
LOSTDISC	Missing disc from audiobook
RENEWAL/ PRIVILEGE	Non-resident renewal fee
PROCESSFEE/ RSFEE	Restocking Fee (currently $5.00)

4. In the **Amount** box, type the amount using the xx.xx format.

5. I you are creating a bill that pertains to a specific item, scan or type the **Item ID**.

6. In the **Payment type** list choose **Cash** if does not appear automatically.

VERY, VERY IMPORTANT:

7. If you click on **Bill User**, the charge will appear on the patron's record and must be paid from their record

BUT

If you click on **Pay Now**, the system assumes that you are collecting the money at that moment and does not put the charge on the patron's record.

You may also add a bill to a user account from the Check Out, Check-in, Display User, Renew User and Renew Item Wizards

1. Scan or type in the barcode in the appropriate wizard.

2. When the list of items appears, **right-click** on the item that the bill is being created for and choose **Bill User for Item**.
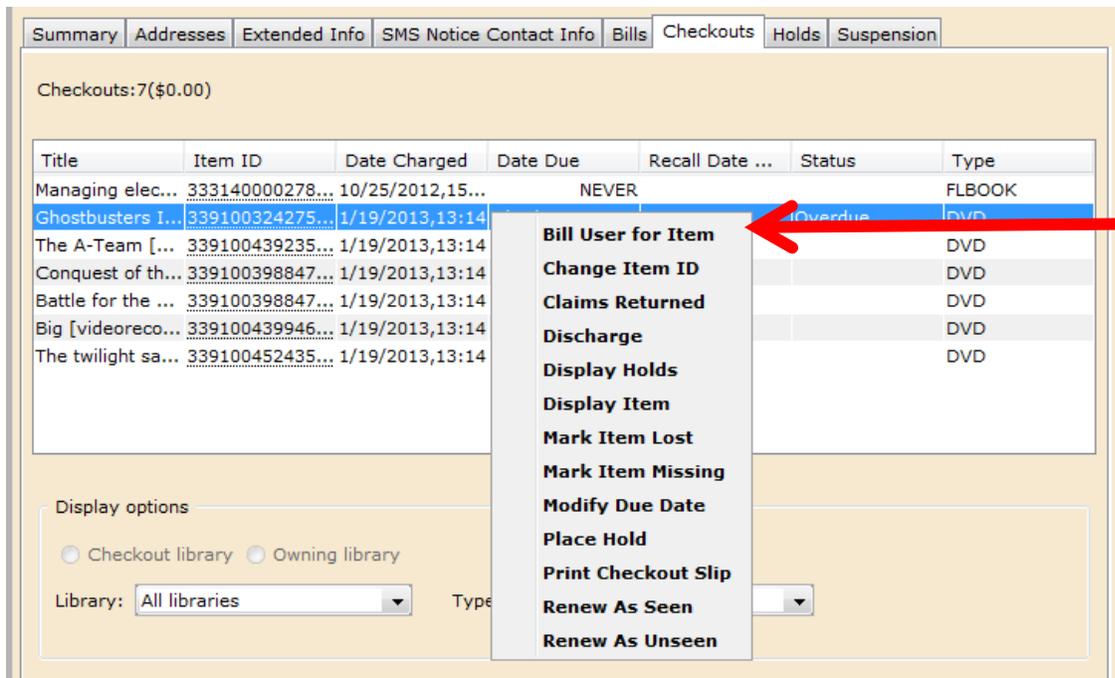
2. Fill in the reason and the amount. The Item ID will already be filled in.

3. Click **Bill User** to add the charges to the patron's account, or click **Pay Now** to pay the bill in full.