

Have Your Credit Card Ready!

ShelfLife

Jimmy Welch and the IT team have come up with another great idea to streamline monetary interactions with customers.

Beginning in FY 2008-09, customers will be able to pay for overdues, damaged items, lost items, rebinds and annual fees by putting

the charges on their credit or debit cards.

"At first," Deputy Executive Director/



Technology Jimmy Welch said, "customers will only be able to use credit/debit cards to pay through CyberMARS. They can go to the Borrower screen, click on Online Payment, and follow the steps to pay without having any cash with them."

Jimmy said that no minimum amount of payment is too small, but we will suggest that only amounts of \$5 or more be handled through credit cards. "This is strictly for customer service and we are not going to

make money this way, but MLS will have to pay a small service charge so we hope people will use this method to pay larger amounts."

Refunds will be available, but not cash refunds. The problems involved with that would be too much to handle. Discover, Visa, and Master Card will be accepted.

"We want to allow time for staff to get a feel for what is going on before we have a soft opening for this service," Jimmy added. "We won't actively promote it for a few months after it becomes a reality. We'll let customers find it for themselves before we do any marketing."

Look for more information later in April.