

Meeting Room Payments

It is best if reservations are paid online using the link provided to guests in the *Payment Pending* email. If they prefer to pay at the POS, follow the steps below:

1. Find the reservation on the website (*Daily Events* or *All Reservations*). Open the reservation and click *Edit*.
2. The amount shown on the "Reservation Total Fee" line is the amount that is owed:

Organization Fee:	\$10.00
Reservation Total Fee:	\$10.00

3. Open Smart Money and process the transaction by choosing the meeting room space and entering the hours reserved and any applicable discounts. *If the reservation is for a time that does not add up to whole hours, see the instructions below.
4. Enter "\$ amount paid cash/cc/check no. LOCATION/LC USERNAME mm/dd/yyyy" and POS ticket number in the *Additional Information* field.
(ex. \$10 paid check no. 123 DN/TRICIA.ANDREWS 02/01/22 12345678)
5. Email your supervisor, a librarian, and/or askalibrarian@metrolibrary.org to share that the reservation has been paid so they can:
 - Change the *Reservation State* (from *Payment Pending*>>*Approved*)
 - Enter the *Amount Paid*, enter the *Date Paid*, enter the *POS ticket #* in the *Transaction ID* field, and submit the changes.

*Paying on the Half Hour

If guests need to pay at the POS and a reservation is for a partial hour, staff will need to use the POS to create partial hour payments.

Example: A guest wants to pay for 1.5 hours in the Sequoyah Room (\$10/hr)

Staff enters 1 hour for Sequoyah Room, no discount = \$10

Staff enters 1 hour for Sequoyah Room, 50% discount = \$5

*Paying on the Quarter Hour

If a guest wants to pay for their quarter hour reservation, attempt to have them pay using the link provided to them in the *Payment Pending* email. If they are unable to do so, err on the side of customer service, and do not charge them for the extra 15 minutes.

Refunds are processed through CIS. Staff should email askalibrarian@metrolibrary.org the guest's name, date, and time of reservation. CIS will coordinate refunds with the Business Office.