

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.

Card refunds must be processed in-person at a POS. **Check and cash refunds** are processed through CIS. For check and cash refunds, staff should email askalibrarian@metrolibrary.org the guest's name, date, and time of reservation. CIS will coordinate refunds with the Business Office.