

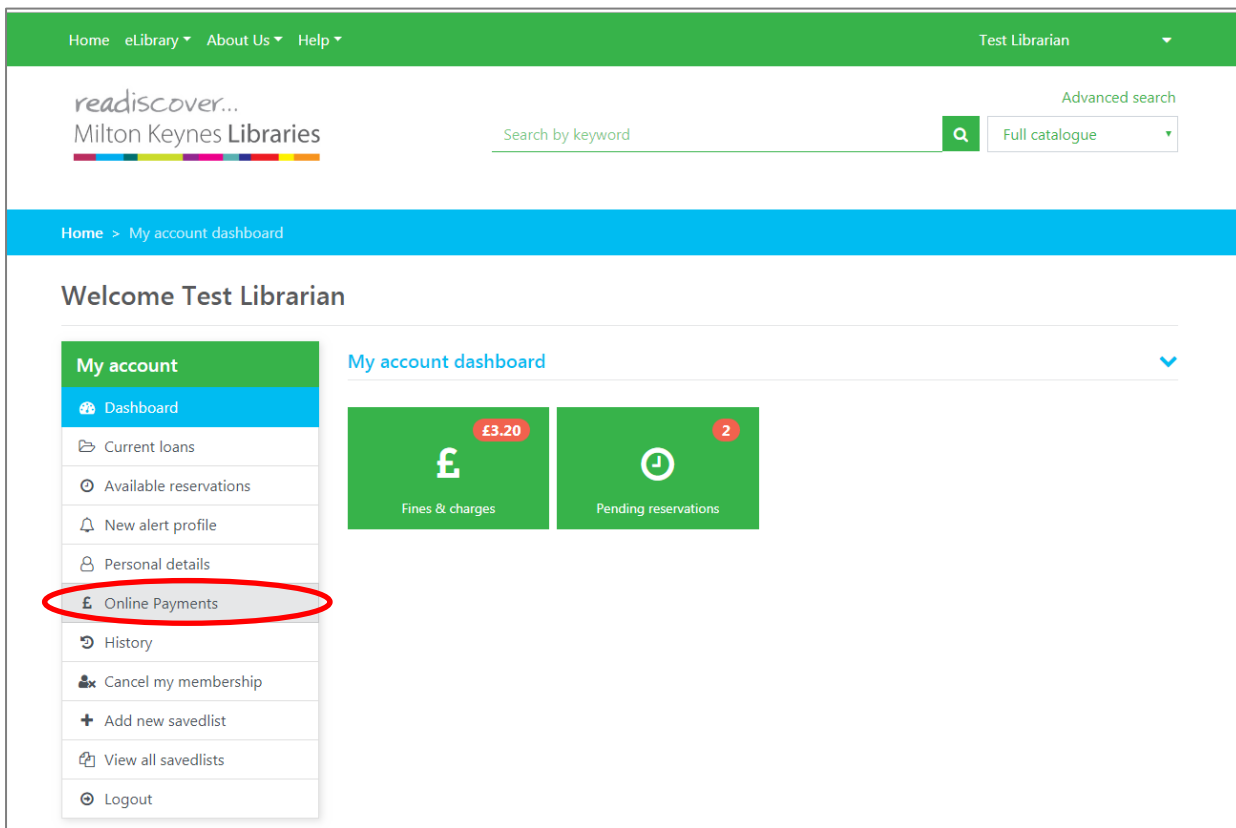
# Customer Online Payments

You will need your:

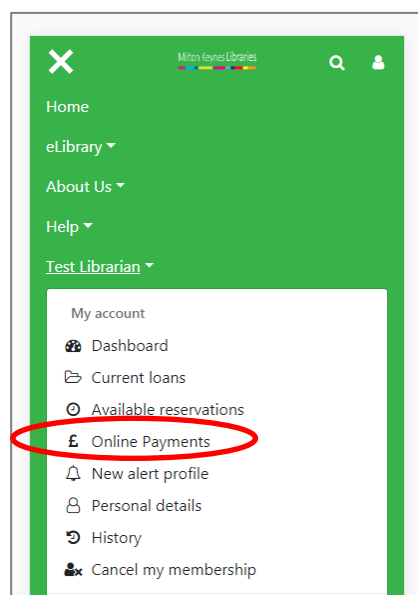
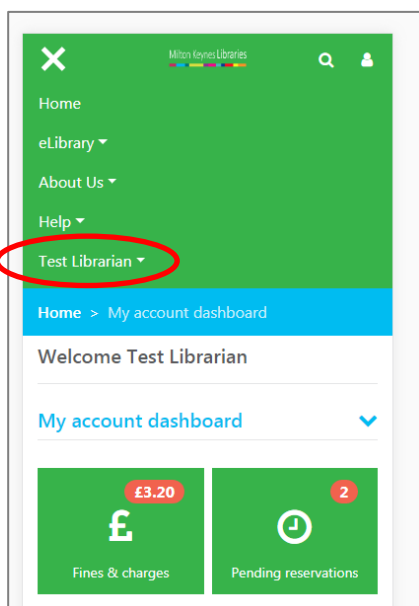
- **Library Card number and PIN**
- **Credit/Debit Card number, name as printed on that card and the 3 digit Security number from the signature strip on the back of that card**
- **Verified by Visa or SecureCode password if signed up to it**

Log in to your account through the Online Catalogue (OPAC) as normal.

Click **Online Payments** on the menu on the dashboard (see below)



If using a mobile device click on the link to **Online Payments** in the menu under your name on the navigation bar (see below)



A new page will open with a list of payable charges. Please note if items are still on loan and overdue the charge related to it cannot be paid.

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Where you are: Home / Pay Outstanding fines and charges

### Outstanding fines and charges

**Select charges**

**Please note:**

- The charges displayed on this screen may differ from the previous screen as that screen shows potential charges including overdue items which cannot be paid until the items are renewed or returned to a branch library.
- There is a minimum payment amount of **£1.00**.

The following charges can be paid online:

No.	Type	Amount	Date	Pay this item?
1	Reservation placement	£0.80	17/01/2017	<input type="checkbox"/>
2	Reservation placement	£0.80	13/09/2017	<input type="checkbox"/>
3	Reservation placement	£0.80	14/02/2019	<input type="checkbox"/>
4	Reservation placement	£0.80	14/02/2019	<input type="checkbox"/>

Select the items you wish to pay - If no items are ticked before clicking **Make a payment** the transaction will fail.

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3	Reservation placement	£0.80	14/02/2019	<input checked="" type="checkbox"/>
4	Reservation placement	£0.80	14/02/2019	<input checked="" type="checkbox"/>

Click **Make a payment**. The Make a payment screen opens.

**MILTON KEYNES COUNCIL**

Make a payment securely online

**Online payments**

\* = Mandatory Field

**Page shortcuts**  
Card Details Card Account Details

## Make a Payment

Please note - information on this page will time-out after 15 minutes of inactivity  
\* =Mandatory Field  
Payment Amount: £1.60

**Card Details**

Enter card number without spaces

Expiry date (month, year)  
▼ ▼

Issue Number (Switch/Maestro Cards only)

Security Code

**Card Account Details**

Enter cardholder name and address details:  
Name appearing on card \*

Select address from list, and click 'Select' button. Or enter details manually below.  
▼ **Select**

House number/name

Street

Area

Town

County

Postcode

**Submit** **Cancel Payment** **Back To Top**

Fill in your Credit/Debit Card number, no spaces. Card expiry date and the security code from the back of card, usually on the signature strip.

Fill in your card account details. All boxes marked with an \* must be completed. Name appearing on card must be the name on your Credit/Debit card not Library card.

Click **'Submit'**.

A payment confirmation page will open but it isn't really confirming the payment yet. It is actually asking you to approve/confirm your payment

Account Type	Amount (£)	Charge (£)	Address
Library Public	0.80	0.00	
Library Public	0.80	0.00	
Payment Amount	1.60		

**Confirmation**

After pressing Confirm, you will be re-posted to a holding page while your request is processed. When your request is completed you will be redirected to the next step in the payment process.

Please confirm the payment for the items listed above.  
**Back To Payment Details** **Confirm** **Cancel** **Back To Top**

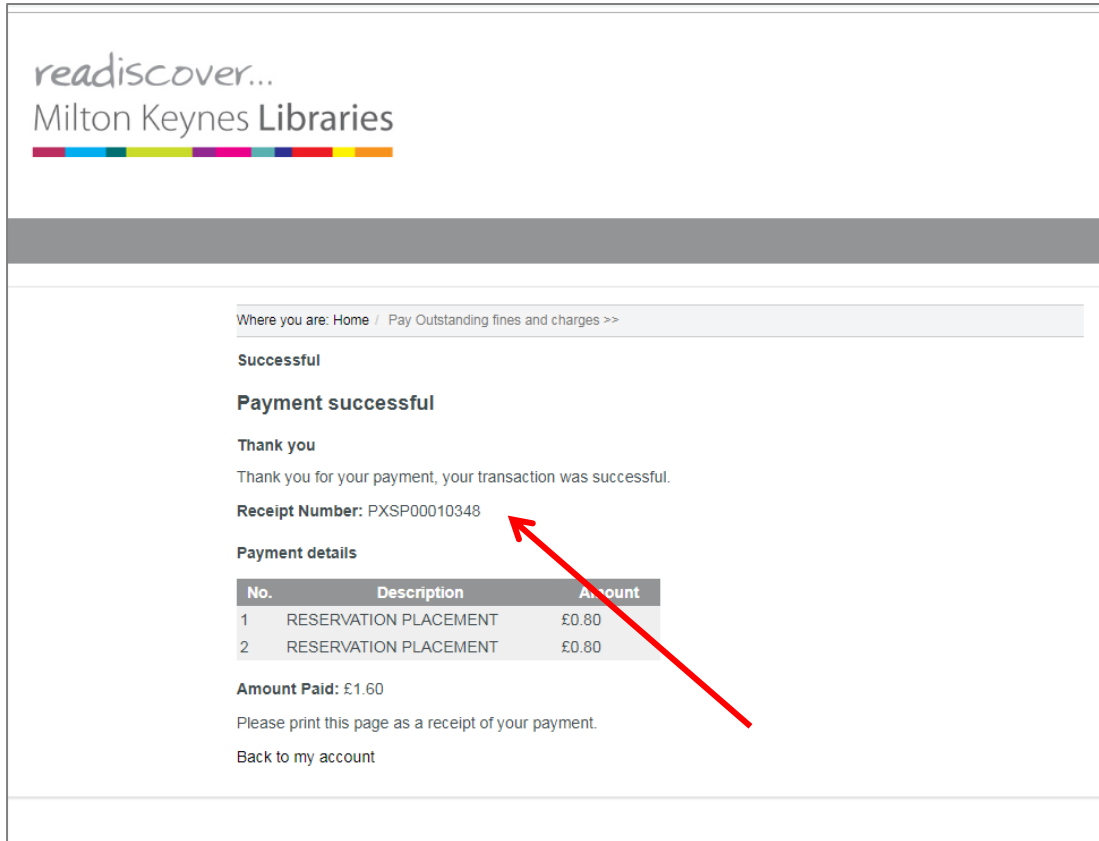
Help [Link opens in new window] About[link opens in new window]

Refund Policy: Refunds are at the discretion of the part of the Council providing the service. If you believe you are entitled to a refund, please contact the relevant service.

Check the details and click **Confirm**.

It is at this point that the additional Verified by Visa or SecureCode password box will come up, if registered for it.

Once that is completed and submitted, if it's successful you will see the screen below which has taken you back the online catalogue (OPAC) and gives you a chance to print this page as receipt of your payment. It also shows you a receipt number.



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Where you are: [Home](#) / [Pay Outstanding fines and charges >>](#)

**Successful**

**Payment successful**

**Thank you**  
Thank you for your payment, your transaction was successful.

**Receipt Number:** PXSP00010348

**Payment details**

No.	Description	Amount
1	RESERVATION PLACEMENT	£0.80
2	RESERVATION PLACEMENT	£0.80

**Amount Paid:** £1.60

Please print this page as a receipt of your payment.

[Back to my account](#)

To return to your library account click '**Back to my account**'.