



## **E-Pay Frequently Asked Questions (FAQ's)**

### **What is E-pay?**

It is the secure electronic online payment service sponsored by the State of Illinois.

### **Is there a fee to use E-Pay?**

There is no fee to our patrons at this time.

### **How can I access E-Pay to pay my fines?**

Open the Dundee Library website at <http://www.dundeelibrary.info>. Along the right hand column you will see the E-Pay link. Click that link and follow the simple instructions. You will need your library card number, and password, your e-mail address and your credit card handy.

### **Which credit cards can I use?**

E-Pay will accept American Express, Discover, MasterCard and Visa.

### **Can I use a debit card issued by one of these companies?**

At this point, only credit cards are accepted.

### **Can I pay fines using a credit card at the Dundee Library?**

You may use one of our internet stations to access the library's website and proceed from there. We are not able to accept credit cards at the Check Out and Cards Desk.

### **How will I know if the payment was accepted?**

You will get a confirmation when the payment has been processed with a statement of acceptance or denial. You will also be sent a confirming email with the same information.

### **How soon will my library account be credited?**

The update is immediate. Once you have paid your fees & fines, if you return to that window and refresh your screen, the bills that were paid will be gone.

### **Can I use E-Pay to purchase a print card or books from the Friends' booksale?**

Not at this time, but we will be exploring that possibility.