

**Date:** May 20, 2015  
**To:** SWAN Member Library Directors and Administrators  
**CC:** Circulation Managers  
**From:** Aaron Skog, Executive Director  
**Re:** Online Commerce Problems & New Documentation



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As you are most likely aware, there are some intermittent problems with the online payment system BLUEcloud Commerce. At times, when a patron pays a fine online, their Symphony Workflows account is not updated and the fine is not cleared. A patron would see a message to this effect in Enterprise, “Unable to notify the library of paid fines or fees,” but it is possible they might not contact the library or attempt a second payment online.

Unfortunately there is no immediate fix for this problem. Rather than disable online payments for the entire library membership in SWAN, I have some suggested interim solutions.

**1. Refund the Patron within ProPay**

It is possible to go to the specific transaction that occurred within your library ProPay account and refund the patron. This would be a solution to a situation where a patron paid twice in an attempt to clear their user account (unsuccessfully) in Enterprise. This is detailed in a new document available in the SWAN documentation website, link is provided below.

**2. Clear the Fines in WorkFlows**

As the second part of the option noted above, refer to steps within the document *SWAN E-Commerce Reports - SirsiDynix BLUEcloud Commerce & ProPay Reports*.

**3. Request to have Online Payments Disabled until the Software is Fixed**

Library directors/administrators can send an email request to [commerce@swanlibraries.net](mailto:commerce@swanlibraries.net) to have the online payment button removed from your Enterprise profile(s) while we work to remedy this problem.

**NEW: SWAN E-Commerce Reports Documentation**

Documentation on how to refund patrons, run reports to reconcile your online payments in ProPay against what was received in Symphony can be found in the Member’s Only area of our Documentation tab on the support site:

<https://support.swanlibraries.net/documentation/commerce>

**SirsiDynix Currently Working on Problem**

Regarding the software fix, SirsiDynix has noted the following:

*Just after COSUGI, there were widespread connectivity issues that were occurring very frequently. The development team identified a bug that was causing this problem. Within a couple of weeks a patch was released that seemed to solve the issue. Many customers that were experiencing the issue on a consistent basis saw it resolved. At that point all indicators were that the problem was addressed.*

*Since then the same behavior caused by new issues has surfaced on a less frequent basis. Unfortunately, while not as often as before, it is still occurring enough to create problems. Initially the development team dug in and found a couple of small bugs. After the previous experience though, we decided to do a thorough examination of commerce instead of immediately pushing a patch. The goal is to avoid creating a repetitive cycle of fixing what is immediately found only to have new issues appear, but rather examine the entire system and leave no stone unturned. The good news is that this issue is developments number one priority and we are pushing to have this work completed as soon as possible.*

### **How to Report E-Commerce Problems to SWAN**

Should your library encounter a situation with a patron user account not updating, feel free to create a support ticket with SWAN. Send the patron information and ProPay email to [commerce@swanlibraries.net](mailto:commerce@swanlibraries.net) to report the problem. This will assist SWAN with research and building additional cases with SirsiDynix support. However, opening this ticket will not result in SWAN refunding your patron. Each library is responsible for either refunding the patron within ProPay or updating the Symphony patron user account). Please refer to the two documents SWAN has provided to gain access to your ProPay account or to run reconciliation reports in ProPay and Symphony WorkFlows.

Send all e-commerce related questions to [commerce@swanlibraries.net](mailto:commerce@swanlibraries.net)

Please note: for libraries that submitted a request to set up the online payment after April 10, these requests will remain in a queue for implementation once the BLUEcloud Commerce software is fixed.