

## FAQs on billing by SLSP for fee-based swisscovery services

The launch of swisscovery in December 2020 resulted in changes to the billing process for fee-based services provided by our library. You will now receive bills directly via SLSP, the operator of swisscovery, and the first bill will be sent at the beginning of April 2021. Here you will find answers to the most frequently asked questions.

### Why have I received a bill from SLSP?

You recently used fee-based services on [www.swisscovery.slsp.ch](http://www.swisscovery.slsp.ch), and these are now being billed via SLSP, as well as any reminders you may have received. SLSP operates the swisscovery platform on behalf of 470 libraries in Switzerland, and administers the billing process on their behalf.

### How often will I receive a bill for fee-based swisscovery services?

Billing is carried out monthly by SLSP for the fee-based swisscovery services used in the month before last (i.e. in May for March).

Note: The first bills following the launch of swisscovery will be issued in April 2021, and contain all fees incurred between the launch of swisscovery and the end of February (7 December 2020 to 28 February 2021).

### How can I pay my bill?

Use the QR code you received via email to pay your bill. The QR bill can be paid using your mobile banking app or e-banking, and the QR code contains all the relevant information necessary for the payment process. Please note that a reference number must be provided if payment data is entered manually. Payments with no reference number cannot be assigned and will be reimbursed, with your bill remaining unpaid.

### Can I continue to pay fees directly at the library?

In libraries where this was possible in the past, you will generally continue to be able to pay fees directly. Please enquire in advance whether this service is still available. Fees that have been billed via SLSP cannot be paid at the library and must be paid using the QR bill. Libraries have access to the library platform only, not to the central SLSP billing system.

### Who can I contact if something's wrong with my bill?

If you have any questions regarding individual items on your bill, contact the library responsible for the item directly. Complaints are accepted by the library responsible within 30 days following dispatch of the bill.

### Why are services from different libraries listed on the bill?

SLSP produces a collective bill for all libraries affiliated with swisscovery, indicating in each case the library from which the relevant service was obtained. It may be the case that services from certain libraries are not



included in the bill because they are not part of swisscovery and/or the services are billed by the library directly.

### **Which services on swisscovery are subject to a fee?**

Please refer to the schedule of fees at [SLSP | swisscovery pricing](#). Please note that the libraries affiliated with swisscovery determine individually which services on swisscovery are subject to a fee for their customers, and the level of these fees.

### **My contact details are incorrect. How can I correct them?**

Your personal data (e.g. postal address, email address for billing) must be corrected directly in your SWITCH edu-ID account. The libraries cannot process your personal details. Bills are issued via email, and contain your preferred postal address, which you can enter on the registration platform. You can choose whether to use your office or private address as your preferred postal address ([swisscovery – managing library cards](#)). In the case of an *Institutional Account* please send an email to [swisscovery@slsp.ch](mailto:swisscovery@slsp.ch), as these accounts cannot be managed via a SWITCH edu-ID account.

### **What happens if I don't pay a bill?**

If no payment is received by SLSP by the payment deadline, a reminder will be issued. If this reminder is ignored, a final reminder will be issued after 30 days. If the bill remains unpaid, the library where the fees were incurred reserves the right to temporarily block your access to swisscovery until the payment has been made. If you are unable to pay the outstanding amount within the final deadline, please contact the library indicated.



### **I paid too much, or paid twice. Who should I contact?**

Please contact the library where the fees were incurred, which will provide you with a reimbursement form for overpayment. For data privacy reasons, SLSP does not receive any information regarding accounts used for payments. Reimbursements can be made following receipt of your account information and examination of the overpayment.

### **Can I see an overview of outstanding and paid services in my swisscovery account?**

You can view the fees associated with your account in swisscovery under: **My account > Fines + Fees**. The fees shown here can still be paid directly at the library (if the service is offered by the library). **Fees that have been billed and/or already paid are no longer visible**, as they have been transferred to the SLSP financial management system and are processed further from there.

### **How can I pay my bill from abroad?**

SLSP recommends transfers in Swiss francs, as the net outstanding amount is due in this currency. All fees for foreign payments are borne by you. To ensure that SLSP, or rather the library, receives the full amount, and your bill is settled correctly, please enter the details (including the reference number) from the bill correctly. If you are unable to transfer the amount in Swiss francs, please contact the library where the fees were incurred. As an alternative to expensive foreign payments, SLSP recommends paying bills at a branch of the post office 'Die Post' in Switzerland, where QR bills can be paid easily.

