

# Patrons with Negative Balances

PINES policy does not allow patrons to carry a 'credit' on their account. However, some activities may occur which results in patrons showing a negative balance on their account which should either be cleared or refunded. This allows you to look up patrons with negative balances on their accounts per library (or system):

Administration > Local Administration > Patrons with Negative Balances

## Example of a negative balance which should be refunded

If a patron pays for a lost item but then finds and returns it within 6 months, they should be refunded their payment minus any overdue charges and lost item fees. This amount will show as a negative balance on their account until the refund is issued.

## Example of a negative balance which should be cleared

If a bill is both voided by the system *and* forgiven by staff, it will result in a negative balance. This amount should *not* be refunded because no money was actually paid.

From:

<https://pines.georgialibraries.org/dokuwiki/> - **PINES Documentation**

Permanent link:

<https://pines.georgialibraries.org/dokuwiki/doku.php?id=admin:features:negative-balances>

Last update: **2019/03/28 16:23**