

Forgive vs. Void

In general terms, “void” indicates that the bill was incorrect and “forgive” indicates that the bill was correct, but that the library chose to waive it.

“Void” is also used by the system for various purposes - for example, if an item is marked Lost, the overdue fines that were on the item are voided by the system when the item value is added so that the patron isn't charged for both the full cost of the item *and* the overdue fines.

Voided line items on a bill will appear in the staff client, but bills that are entirely voided do not appear in the staff client and are only available through reports. There are PINES Quick Reports available to assist with reviewing forgivals and voids:

- PINES Quick Reports > Bills > Bills Voided Within a Date Range
- PINES Quick Reports > Bills > Detailed Forgive and Work Payments

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