

Payment Retention and Reimbursement

Overdue fines will be retained by the collecting library, regardless of the original lending library [1999.10]. Payments for lost, damaged, or long overdue materials (along with any associated processing fees) will be retained by the collecting library unless the owning library sends an invoice for payment reimbursement to the collecting library within 90 days of the payment date [2016.09]. Collection agency fees that are paid at the non-referring library may also be invoiced [2018.09].

Reports

The following Quick Reports are available to assist you in identifying payments that your library may request reimbursement for. Each line item on the resulting report must be investigated to determine the actual reimbursement amount, because the report is unable to determine partial payments, payments covering multiple bills, and payments that have already been refunded. There are three reports: the 'circulation' report includes payments that were made at a library on bills that the system created, the 'grocery' report includes payments that were made at a library on bills that were manually created, and the 'OPAC' report includes payments that were made via the OPAC on both circ and grocery bills.

- *PINES Quick Reports > Quick Report Templates > Bills > Invoice Report: Circulation Bills*
- *PINES Quick Reports > Quick Report Templates > Bills > Invoice Report: Grocery Bills*
- *PINES Quick Reports > Quick Report Templates > Bills > Invoice Report: OPAC Payments*



When you are using these three reports, be sure to select your libraries in *both* of the dropdown lists. This is because you want to filter items owned by your libraries (*IN LIST*) but payments received by other libraries (*NOT IN LIST*).

Invoices

An invoice must be sent to the Headquarters Library of the system that accepted the payment within 90 days. If you are unsure which location is the Headquarters location for a library system, choose the system-level address or email address from the [library contact list](#).

You may use the attached invoice below, or you may use your own library's standard invoice format as long as the following information is included:

- Bill Number
- Type of Bill (Lost, Long Overdue, Damaged, Collection Agency Fee)
- Payment Date
- Patron Barcode
- Patron Name
- Item Barcode

- Item Title

Sample Invoice

When sending payment for an invoice, a copy of the invoice should be included with the payment.

Patrons in Collections

See: [Collection/Materials Recovery Agencies](#)

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