

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 two reports because payments related to the damaged bills that are added manually (as 'grocery' bills) after an item has already been returned will not appear on the standard report.

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

Invoices

Invoices should be sent to the Headquarters Library for each system within 90 days of payment.

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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