

Negative Balance Caused by Incorrect Attempts to Fix

The screenshot shows a library patron's account page. At the top, there are navigation tabs: "Check Out", "Check In", "Search Catalog", "Item Status", "Patron Search", and "Patron Registration". Below these, there are buttons for "Refresh", "Check Out", "Items Out", "Holds", "Bills", "Edit", "Messages", and "Other".

Current Bills

Total Owed: -1.20 **Refunds Available: 5.00**
Total Checked: 3.80 **Credit Available: 0.00**

Payment Type: Cash
Payment Received: Agrogate Payment

#	Balance Owed	Bill #	Start	Total Billed	Total Paid	Type	Title	Payment Pending
1	-1.00	13098287	08/22/2013 3:00 PM	0.00	3.00	circulation	The light and the glory	0.00
2	3.80	12505798	12/12/2013 10:26 AM	3.80	0.00	grocery		0.00

Holded this session: 0.00

Change Due Upon Payment: 0.00

Payment	Change	Owed	Billed	Paid
Pending: 0.00	0.00	Total: -1.20	3.80	5.00
		Checked: 3.80	3.80	0.00

Convert Change to Patron Credit

Patron with a negative balance. This one is more involved because an attempt was made to correct the mistake but resulted in making the matter worse.

Negative Balance Caused by Incorrect Attempts to Fix

The screenshot displays a library management software interface. At the top, there are navigation tabs: File, Edit, Search, Circulation, Cataloging, Acquisitions, and Booking. Below these, there are buttons for Check Out, Check In, Search Catalog, Item Status, Patron Search, and Patron Registration. The main area shows the following summary:

- Current Bills: Total Owed: -1.20, Refunds Available: 5.00
- Total Checked: 3.80, Credit Available: 0.00

Below the summary is a table of bills:

#	Balance Owed	Bill #	Start	Total Billed	Total Paid	Type	Title
1	5.00	12050053	08/22/2013 3:26 PM	0.00	0.00	circulation	The light and the glory
2	3.80	120501798	12/12/2013 10:26 AM	3.80	0.00	grocery	

A yellow arrow points to the 'Full Details' option in the context menu for the second bill item. The context menu also includes: Show in Catalog, Show Item Details, Void All Billings, Refund, Add Billing, and Full Details.

At the bottom of the interface, there is a section for 'Change Due Upon Payment: 0.00' and a summary table:

Payment	Change	Owed	Billed	Paid
Pending: 0.00	0.00	Total: -1.20	3.80	5.00
		Checked: 3.80	3.80	0.00

First let's look at the full details of the negative bill line item. Right click on the line item or click "Actions for Selected Items" and choose "Full Details".

Negative Balance Caused by Incorrect Attempts to Fix

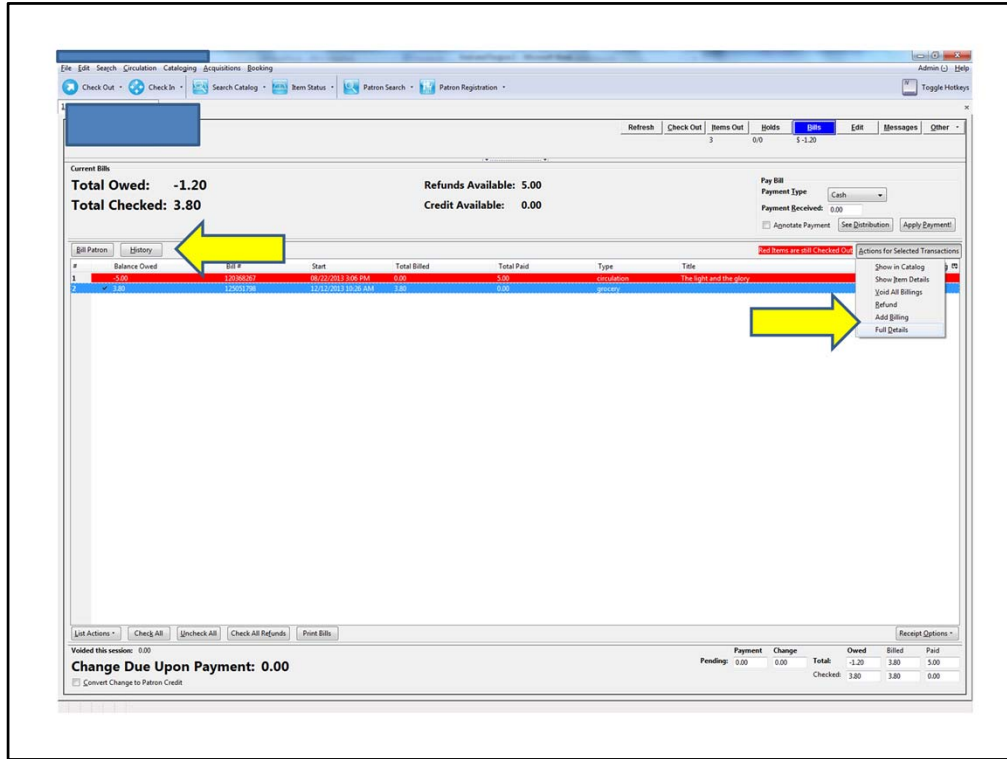
Item Summary # 1 Alert Message Barcode 333069596888 Call Number 209.73 MARSHALL Circulation Library HART-HQ Location NCMISC Overdue Library HART-HQ Total Circs 7 <input type="button" value="List Actions"/> <input type="button" value="Show in Catalog"/> <input type="button" value="Alternate View"/>	Item Details Title The light and the glory Checked Out 08/22/2013 3:56 PM Due Date 09/05/2013 11:58 PM Checked In
--	--

Bills # Amount Billing Type Note Void Time Voided When 1 20 Overdue materials System Generated Overdue FineSystem: VOIDED FOR BACKDATE 12/12/2013 10:23 AM Yes 09/14/2013 11:58 PM 2 20 Overdue materials System Generated Overdue FineSystem: VOIDED FOR BACKDATE 12/12/2013 10:23 AM Yes 09/14/2013 11:58 PM 3 20 Overdue materials System Generated Overdue FineSystem: VOIDED FOR BACKDATE 12/12/2013 10:23 AM Yes 09/24/2013 11:58 PM 4 20 Overdue materials System Generated Overdue FineSystem: VOIDED FOR BACKDATE 12/12/2013 10:23 AM Yes 10/04/2013 11:58 PM 5 20 Overdue materials System Generated Overdue FineSystem: VOIDED FOR BACKDATE 12/12/2013 10:23 AM Yes 10/03/2013 11:58 PM 6 20 Overdue materials System Generated Overdue FineSystem: VOIDED FOR BACKDATE 12/12/2013 10:23 AM Yes 10/03/2013 11:58 PM 7 20 Overdue materials System Generated Overdue FineSystem: VOIDED FOR BACKDATE 12/12/2013 10:23 AM Yes 10/02/2013 11:58 PM 8 20 Overdue materials System Generated Overdue FineSystem: VOIDED FOR BACKDATE 12/12/2013 10:23 AM Yes 10/01/2013 11:58 PM 9 20 Overdue materials System Generated Overdue FineSystem: VOIDED FOR BACKDATE 12/12/2013 10:23 AM Yes 09/30/2013 11:58 PM 10 20 Overdue materials System Generated Overdue FineSystem: VOIDED FOR BACKDATE 12/12/2013 10:23 AM Yes 09/29/2013 11:58 PM 11 20 Overdue materials System Generated Overdue FineSystem: VOIDED FOR BACKDATE 12/12/2013 10:23 AM Yes 09/27/2013 11:58 PM 12 20 Overdue materials System Generated Overdue FineSystem: VOIDED FOR BACKDATE 12/12/2013 10:23 AM Yes 09/26/2013 11:58 PM 13 20 Overdue materials System Generated Overdue FineSystem: VOIDED FOR BACKDATE 12/12/2013 10:23 AM Yes 09/25/2013 11:58 PM 14 20 Overdue materials System Generated Overdue FineSystem: VOIDED FOR BACKDATE 12/12/2013 10:23 AM Yes 09/23/2013 11:58 PM 15 20 Overdue materials System Generated Overdue FineSystem: VOIDED FOR BACKDATE 12/12/2013 10:23 AM Yes 09/22/2013 11:58 PM 16 20 Overdue materials System Generated Overdue FineSystem: VOIDED FOR BACKDATE 12/12/2013 10:23 AM Yes 09/20/2013 11:58 PM 17 20 Overdue materials System Generated Overdue FineSystem: VOIDED FOR BACKDATE 12/12/2013 10:23 AM Yes 09/19/2013 11:58 PM 18 20 Overdue materials System Generated Overdue FineSystem: VOIDED FOR BACKDATE 12/12/2013 10:23 AM Yes 09/17/2013 11:58 PM 19 20 Overdue materials System Generated Overdue FineSystem: VOIDED FOR BACKDATE 12/12/2013 10:23 AM Yes 09/16/2013 11:58 PM 20 20 Overdue materials System Generated Overdue Fine System Generated Overdue Fine 02/17/2014 3:26 PM Yes 09/06/2013 11:58 PM 21 20 Overdue materials System Generated Overdue Fine 02/17/2014 3:26 PM Yes 09/07/2013 11:58 PM 22 20 Overdue materials System Generated Overdue Fine 02/17/2014 3:26 PM Yes 09/09/2013 11:58 PM 23 20 Overdue materials System Generated Overdue Fine 02/17/2014 3:26 PM Yes 09/10/2013 11:58 PM 24 20 Overdue materials System Generated Overdue Fine 02/17/2014 3:26 PM Yes 09/11/2013 11:58 PM 25 20 Overdue materials System Generated Overdue Fine 02/17/2014 3:26 PM Yes 09/12/2013 11:58 PM <input type="button" value="List Actions"/> <input type="button" value="Edit note"/> <input type="button" value="Void selected billings"/>

Payments # Amount Note Payment Type Staff When Workstation 1 1.20 cash_payment HART-HQCR1 (HART-HQCR1) @ ... 09/12/2013 10:07 AM HART-HQ-CRC03 2 3.80 forgive_payment HART-HQCR1 (HART-HQCR1) @ ... 12/12/2013 10:22 AM <input type="button" value="List Actions"/> <input type="button" value="Edit note"/> <input type="button" value="Close Window"/>

The full details of the original bill show part of the bill was paid in cash, part of the bill was forgiven, and all the bills were voided. That resulted in a \$5.00 credit to the patron.

Negative Balance Caused by Incorrect Attempts to Fix



Bill patron creating a new line item was chosen when trying to correct this bill instead of using the "Add Billing" to the existing bill line item. The result was a new billing line item with a charge of \$3.80.

Negative Balance Caused by Incorrect Attempts to Fix

The screenshot displays a software interface for a library's billing system. At the top, a blue header bar is visible. Below it, a 'Summary' section provides key information for 'HART-HQ: Hart County Library'. The summary includes the bill number (32053798), type (grocery), start date (12/12/2013 10:26 AM), and a total billed amount of 3.80. It also shows that the total paid is 0.00, resulting in a balance owed of 3.80. The 'Renewal?' status is listed as 'No'.

Below the summary is a table titled 'Bills'. It contains one entry with the following details:

#	Amount	Billing Type	Note	Voided	When
1	3.80	Miscellaneous	BALANCE ACCOUNT TO ZERO AFTER FINE FORGIVE AND CLAIMS RETURNED.	No	12/12/2013 10:26 AM

At the bottom of the interface, there is a 'Payments' section which is currently empty. The interface includes several control buttons such as 'List Actions', 'Edit note', 'Void selected billings', and 'Close Window'.

This is a screen shot of the full details of the \$3.80 line item bill.

Negative Balance Caused by Incorrect Attempts to Fix

The screenshot shows a library patron bill interface. At the top, there are navigation tabs: "Check Out", "Check In", "Search Catalog", "Item Status", "Patron Search", and "Patron Registration". Below these, there are buttons for "Refresh", "Check Out", "Items Out", "Holds", "Bills", "Edit", "Messages", and "Other".

The main section is titled "Current Bills" and displays the following summary:

- Total Owed: -1.20
- Total Checked: 3.80
- Refunds Available: 5.00
- Credit Available: 0.00

On the right side, there are options for "Pay Bill", "Payment Type" (set to "Cash"), "Payment Received", and buttons for "Agrogate Payment", "See Distribution", and "Apply Payment".

The main table lists transactions:

#	Balance Owed	Bill #	Start	Total Billed	Total Paid	Type	Title	Payment Pending
1	-3.80	13098287	08/22/2013 3:08 PM	3.80	3.80	circulation	The light and the glory	0.00
2	3.80	12505798	12/12/2013 10:26 AM	3.80	0.00	grocery		0.00

At the bottom, there are buttons for "List Actions", "Check All", "Uncheck All", "Check All Refunds", and "Print Bills". A summary table shows:

Payment	Change	Owed	Billed	Paid
Pending: 0.00	0.00	Total: -1.20	3.80	5.00
		Checked: 3.80	3.80	0.00

Below the summary table, it says "Change Due Upon Payment: 0.00" and "Holds this session: 0.00".

Now we know how the patron bill got to this state, a negative balance of \$1.20. \$3.80 owed and a refund due of \$5.00.

Negative Balance Caused by Incorrect Attempts to Fix

Current Bills

Total Owed: -1.20
Total Checked: -5.00

Refunds Available: 5.00
Credit Available: 0.00

Pay Bill
Payment Type: Cash
Payment Received: 0.00
Apply Payment

#	Balance Owed	Bill #	Date	Total Billed	Total Paid	Type	Title	Payment Pending
1	-5.00	11030063	08/22/2013 1:06 PM	0.00	0.00	circulation	The lights and the glory	-5.00
2	3.80	125051798	12/12/2013 10:26 AM	3.80	0.00	grocery		0.00

Uncheck All Check All Refunds Print Bills

Change Due Upon Payment: 5.00

Payment	Change	Owed	Billed	Paid
Pending: -5.00	5.00	-1.20	3.80	5.00
Checked: -5.00	0.00	0.00	0.00	5.00

To attempt a refund of the \$5.00, click “Uncheck All” and “Check All Refunds”. Then click “Apply Payment”.

Negative Balance Caused by Incorrect Attempts to Fix

The screenshot shows a library management system interface. At the top, there are navigation tabs: Check Out, Check In, Search Catalog, Item Status, Patron Search, and Patron Registration. Below these, there are buttons for Refresh, Check Out, Items Out, Holds, Bills, Edit, Messages, and Other. The main area displays the following information:

Current Bills:
Total Owed: -1.20
Total Checked: -5.00
Refunds Available: 5.00
Credit Available: 0.00

Payment Type: Cash
Payment Received: 0.00
Buttons: Annotate Payment, See Distribution, Apply Payment

#	Bill #	Start	Total Billed	Total Paid	Type	Title	Payment Pending
1	12064982	08/21/2011 1:58 PM	0.00	0.00	exclosures	The light and the story	0.00
2	12051798	12/12/2013 10:26 AM	3.80	0.00	grocery		0.00

An error message dialog box is displayed in the center of the screen:

[JavaScript Application]
This refund amount is not allowed because it exceeds the total amount of debt payments for this transaction. (Another way to "zero" this transaction is to use Add Billing and add a miscellaneous bill to counter the negative balance.)
OK

At the bottom of the interface, there are buttons for List Actions, Check All, Uncheck All, Check All Refunds, and Print Bills. A summary section shows:

Voided this session: 0.00
Change Due Upon Payment: 5.00
Convert Change to Patron Credit

	Payment	Change	Owed	Billed	Paid
Pending:	-5.00	5.00	-1.20	3.80	5.00
Checked:	-5.00	0.00	0.00	0.00	5.00

The Windows taskbar at the bottom shows the system clock as 3:17 PM on 2/18/2014.

The refund attempt results in an error message because more money is being refunded than was actually paid.

Negative Balance Caused by Incorrect Attempts to Fix

The screenshot shows a software interface for managing library bills. At the top, there are navigation tabs: "Die", "Edit", "Search", "Circulation", "Cataloging", "Acquisitions", and "Booking". Below these are buttons for "Check Out", "Check In", "Search Catalog", "Item Status", "Patron Search", and "Patron Registration". A "Toggle Hotkeys" button is also present.

The main area displays "Current Bills" with the following summary:

- Total Owed: -1.20
- Total Checked: -5.00
- Refunds Available: 5.00
- Credit Available: 0.00

Below the summary is a table of bills. The first row is highlighted in red and has a context menu open over it. A yellow arrow points to the "Add Billing" option in the menu.

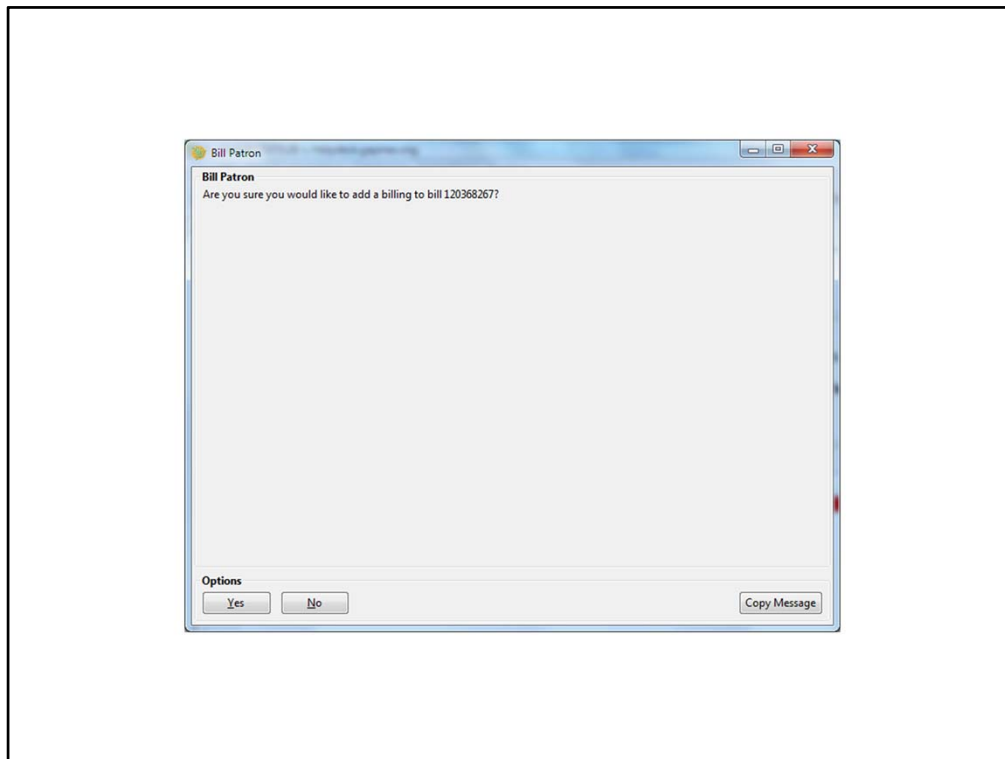
#	Balance Owed	Bill #	Start	Total Billed	Total Paid	Type	Title	Actions for Selected Transactions
1	-5.00	11038037	08/22/2013 3:26 PM	0.00	5.00	circulation	The light and the glory	Show in Catalog Show Item Details Void All Billings Refund Add Billing Full Details
2	3.80	125951798	12/12/2013 10:26 AM	3.80	0.00	grocery		

At the bottom of the interface, there are buttons for "List Actions", "Check All", "Uncheck All", "Check All Refunds", and "Print Bills". A summary table shows:

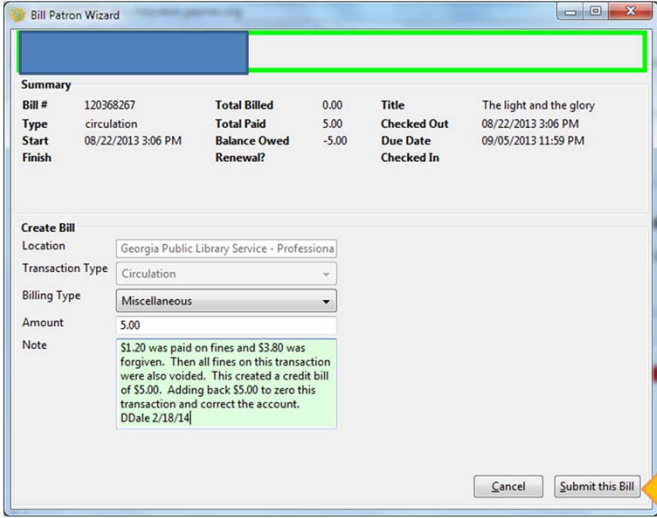
Payment	Change	Owed	Billed	Paid
Pending: -5.00	5.00	Total: -1.20	3.80	5.00
		Checked: -5.00	0.00	5.00

To correct the account the credit of \$5.00 needs to be removed. Add billing at the line item level by right clicking the line item or clicking "Actions for selected items" and choosing "Add Billing".

Negative Balance Caused by Incorrect Attempts to Fix



Negative Balance Caused by Incorrect Attempts to Fix



The screenshot shows a 'Bill Patron Wizard' window. At the top, there is a blue header bar. Below it is a 'Summary' section with a table of bill details. The table has four columns: Bill #, Type, Start, Finish, Total Billed, Total Paid, Balance Owed, Renewal?, Title, Checked Out, Due Date, and Checked In. The 'Balance Owed' is -5.00. Below the summary is a 'Create Bill' section with several dropdown menus and text boxes. The 'Location' is 'Georgia Public Library Service - Professional', 'Transaction Type' is 'Circulation', 'Billing Type' is 'Miscellaneous', and 'Amount' is '5.00'. A 'Note' text box contains the following text: '\$1.20 was paid on fines and \$3.80 was forgiven. Then all fines on this transaction were also voided. This created a credit bill of \$5.00. Adding back \$5.00 to zero this transaction and correct the account. DDale 2/18/14'. At the bottom right, there are two buttons: 'Cancel' and 'Submit this Bill'. A yellow arrow points to the 'Submit this Bill' button.

Bill #	Type	Start	Finish	Total Billed	Total Paid	Balance Owed	Renewal?	Title	Checked Out	Due Date	Checked In
120368267	circulation	08/22/2013 3:06 PM		0.00	5.00	-5.00		The light and the glory	08/22/2013 3:06 PM	09/05/2013 11:59 PM	

Create Bill

Location: Georgia Public Library Service - Professional

Transaction Type: Circulation

Billing Type: Miscellaneous

Amount: 5.00

Note: \$1.20 was paid on fines and \$3.80 was forgiven. Then all fines on this transaction were also voided. This created a credit bill of \$5.00. Adding back \$5.00 to zero this transaction and correct the account. DDale 2/18/14

Buttons: Cancel, Submit this Bill

Following the boxes on the screen fill in the appropriate amount to zero this line item. Add a detailed note to explain the reason for this bill and click "Submit this Bill".

Negative Balance Caused by Incorrect Attempts to Fix

The screenshot displays a library management system interface. At the top, there are navigation tabs: "Check Out", "Check In", "Search Catalog", "Item Status", "Patron Search", and "Patron Registration". Below these, a toolbar contains buttons for "Refresh", "Check Out", "Items Out", "Bills", "Bills", "Edit", "Messages", and "Other".

The main section shows the current bill for a patron. It includes the following summary information:

- Total Owed: 3.80**
- Total Checked: 3.80**
- Refunds Available: 0.00**
- Credit Available: 0.00**

Below the summary, there is a "Pay Bill" section with a "Payment Type" dropdown set to "Cash", a "Payment Received" field showing "0.00", and buttons for "Apply Payment", "See Distribution", and "Apply Payment".

The main area contains a table with columns: "Bill Patron", "Library", "Balance Owed", "Bill #", "Start", "Total Billed", "Total Paid", "Type", "Title", and "Payment Pending". The table has one row:

Bill Patron	Library	Balance Owed	Bill #	Start	Total Billed	Total Paid	Type	Title	Payment Pending
1		3.80	125051798	12/12/2013 10:26 AM	3.80	0.00	grocery		0.00

At the bottom, there is a "List Actions" section with buttons for "Check All", "Uncheck All", "Check All Refunds", and "Print Bills". Below this, it says "Voided this session: 0.00" and "Change Due Upon Payment: 0.00". A small table at the bottom right shows a summary of payments:

Payment	Change	Owed	Billed	Paid
Pending: 0.00	0.00	3.80	3.80	0.00
		Checked: 3.80	3.80	0.00

The result is the negative bill is now gone. Now we need to clear up the remaining positive bill that the patron does not actually owe.

Negative Balance Caused by Incorrect
Attempts to Fix

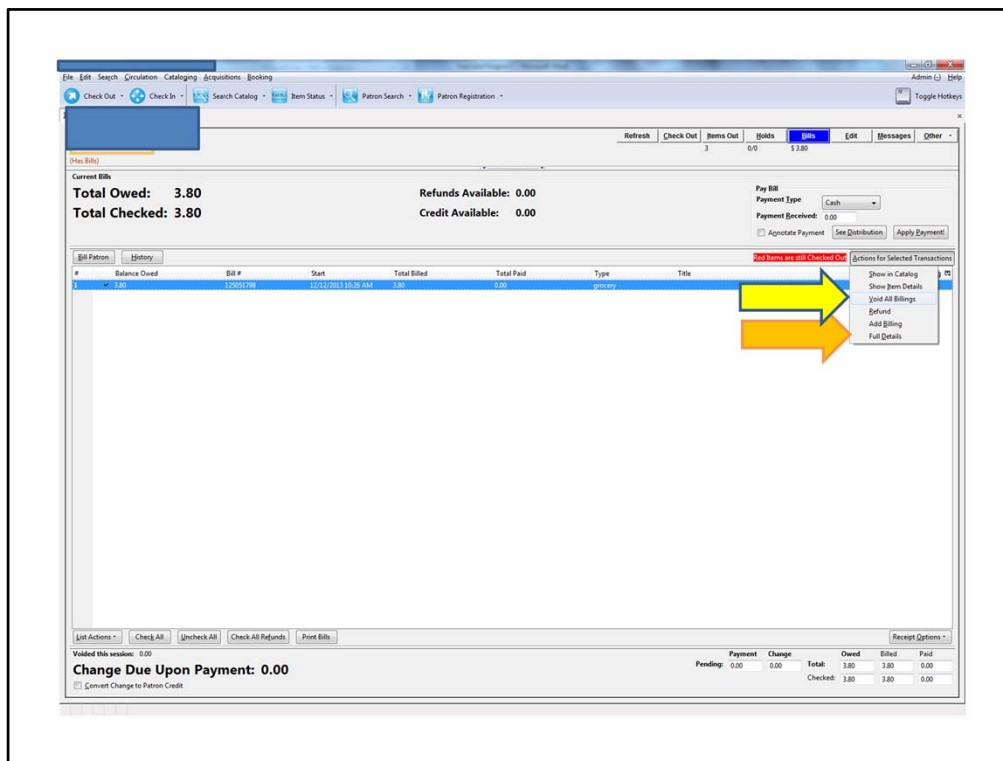
To remove a positive bill the bill would need to be paid or voided.

In this case the bill does not need to be paid with any payment type because the patron did not owe this portion of the bill.

The patron did owe \$1.20 which was paid in cash on the original bill.

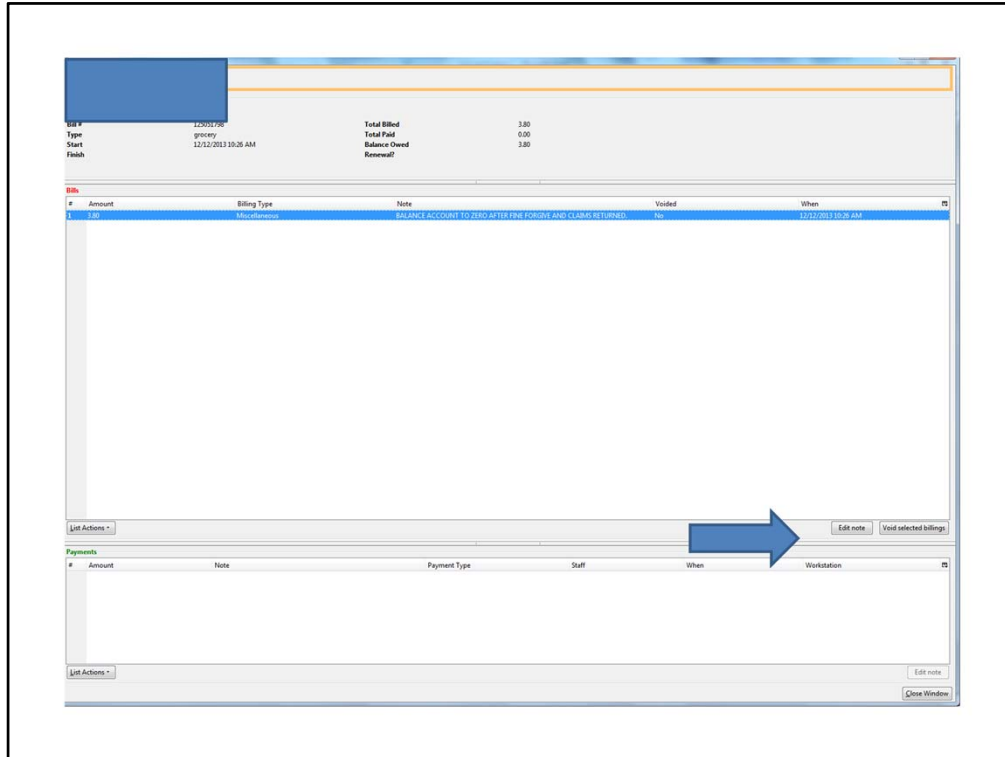
The billing line of \$3.80 that was added in error while trying to fix the account should be voided. This billing line was not actually due and should have never been added.

Negative Balance Caused by Incorrect Attempts to Fix



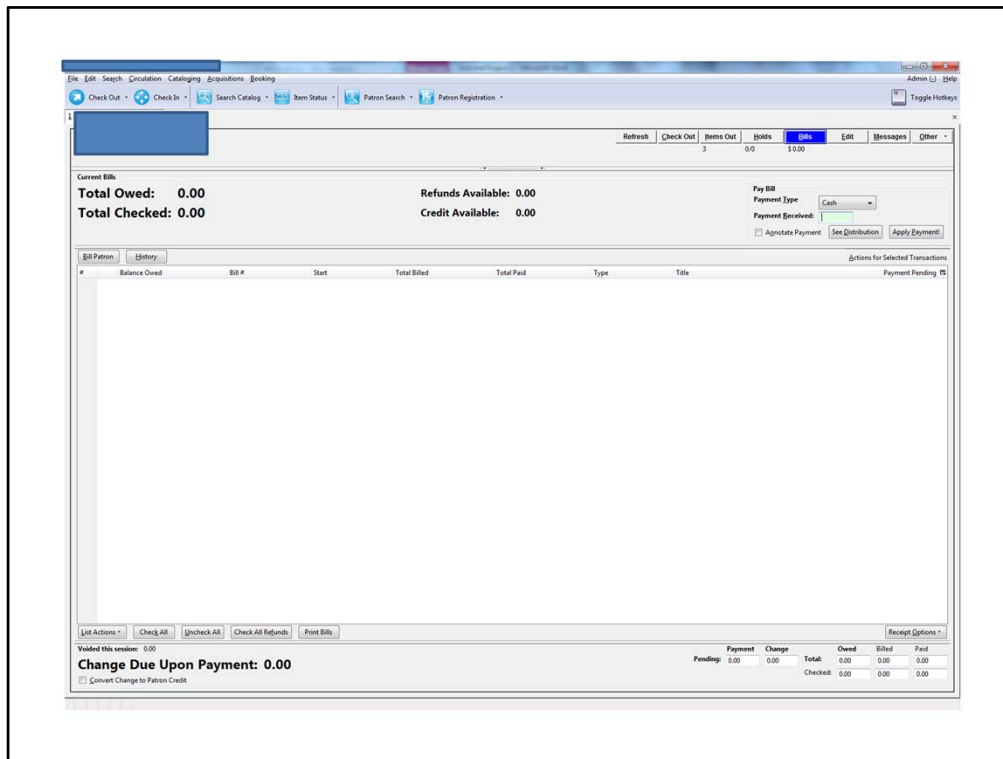
Right click on the billing line that needs to be voided or click “Actions for Selected Items” and choose “Void All Billings”. Viewing the full details of the bill to be voided is also an option. Seeing the full details can be necessary if you only need to void part of the charges.

Negative Balance Caused by Incorrect Attempts to Fix



In this case, we are voiding the complete bill. From this screen highlight the bills to be voided and click "Void Selected Bills".

Negative Balance Caused by Incorrect Attempts to Fix



When you return to the patron bills screen you will see that all bills have been removed and the account balance is now \$0.00.