Summary of patron account with a positive balance but includes a negative bill.
Right click or choose from the “Actions for Selected Item” – “Full Details”
Full Details shows the payment forgiven and the bills voided.
Click “Uncheck All” and “Check All Refunds”. Then click “Apply Payment”.

Negative balance caused by a bill being Forgiven AND Voided
When the refund is greater than money that has actually been paid, a refund is not allowed. This is the error message that is given.
There are 2 ways to bill a patron.
The first way creates a new billing line item.
The second way adds billing to an existing line item.

When correcting a bill it is best to add billing to an existing line item. When a new billing line is created it results in a positive billing line item and a negative billing line item. The total will still be correct but there will be unresolved billing line items.
First way to bill a patron. Choose “Bill Patron” in the left corner of the bill screen.
Following the boxes on the billing screen that appears, bill the patron for the amount necessary to zero the account. Be sure to include a detailed note about why the patron is being billed. Click “Submit this Bill”.

Negative balance caused by a bill being Forgiven AND Voided
Here the results show a positive bill and a negative bill that will cancel each other out but they will remain as line items on the patron account.
To add billing to an existing line item, right click on the line item or click “Actions for Selected Items” and choose “Add Billing”. Negative balance caused by a bill being Forgiven AND Voided.
Negative balance caused by a bill being Forgiven AND Voided

Are you sure you want to add a bill to this bill? Yes.
Following the boxes on the billing screen that appears, bill the patron for the amount necessary to zero the account. Be sure to include a detailed note about why the patron is being billed. Click “Submit this Bill”.

Negative balance caused by a bill being Forgiven AND Voided
The corrected patron bill.