

# Negative balance caused by a bill being Forgiven AND Voided

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

- Total Owed: 6.00**
- Total Checked: 16.00**
- Refunds Available: 10.00**
- Credit Available: 0.00**

Below the summary is a table of transactions. The table has columns for Bill Patron, History, Bill #, Start, Total Billed, Total Paid, Type, Title, and Payment Pending. The transactions are listed as follows:

Bill Patron	History	Bill #	Start	Total Billed	Total Paid	Type	Title	Payment Pending
1	✓	136632790	01/27/2014 3:40 PM	3.00	0.00	circulation	The Muppet movie	0.00
2	✓	136632727	01/27/2014 3:40 PM	3.00	0.00	circulation	Enchanted	0.00
3	✓	47603063	06/23/2009 6:47 PM	.40	.40	circulation	Keeping chickens : the essential guide to enjoying and getting the b...	0.00
4	✓	47603068	06/23/2009 6:47 PM	.60	0.00	circulation	The boy next door	0.00
5	✓	5098984	08/23/2009 5:23 PM	.30	0.00	circulation	All night near the water	0.00
6	✓	5098995	08/23/2009 5:23 PM	.30	0.00	circulation	The paper princess	0.00
7	✓	50990014	08/23/2009 5:23 PM	.30	0.00	circulation	Good night, Princess Pruney-Toes	0.00
8	✓	5098997	08/23/2009 5:23 PM	.30	0.00	circulation	My many colored days	0.00
9	✓	50990025	08/23/2009 5:23 PM	.30	0.00	circulation	The Chipmunks sing the Beatles hits	0.00
10	✓	50990009	08/23/2009 5:23 PM	.30	0.00	circulation	Bedtime and the glass slipper	0.00
11	✓	50990022	08/23/2009 5:24 PM	.30	0.00	circulation	OK computer	0.00
12	✓	50990021	08/23/2009 5:24 PM	.30	0.00	circulation	Vinegar Hill	0.00
13	✓	50990039	08/23/2009 5:24 PM	.30	0.00	circulation	Sing them home	0.00
14	✓	50990041	08/23/2009 5:24 PM	.30	0.00	circulation	Prodigal summer : a novel	0.00
15	✓	50990027	08/23/2009 5:24 PM	.30	0.00	circulation	Welcome to the world, Baby Girl	0.00
16	✓	50989987	08/23/2009 5:23 PM	.30	0.00	circulation	Degas and the little dancer : a story about Edgar Degas	0.00
17	✓	50990002	08/23/2009 5:23 PM	.30	0.00	circulation	Battersea Flying	0.00
18	✓	50990006	08/23/2009 5:23 PM	.30	0.00	circulation	Bedside, the ballerina	0.00
19	✓	50989992	08/23/2009 5:23 PM	.30	0.00	circulation	Maisy goes camping	0.00
20	✓	50989972	08/23/2009 5:22 PM	.30	0.00	circulation	The loop	0.00
21	✓	50989977	08/23/2009 5:23 PM	.30	0.00	circulation	Made for each other : the biology of the human-animal bond	0.00
22	✓	5832285	09/09/2009 9:13 AM	1.00	.40	circulation	The Chipmunks sing the Beatles hits	0.00
23	✓	5832287	09/09/2009 9:13 AM	1.00	0.00	circulation	OK computer	0.00
24	✓	54295021	10/26/2009 1:16 PM	.40	.20	circulation	Jerry Baker's terrific tomatoes, sensational spuds, and mouth-waterin...	0.00
25	✓	54295082	10/26/2009 1:16 PM	.40	0.00	circulation	The bean trees : a novel	0.00
26	✓	54295098	10/26/2009 1:16 PM	.40	0.00	circulation	Dropped dead stitch	0.00
27	✓	54295099	10/26/2009 1:16 PM	.40	0.00	circulation	All the living	0.00
28	✓	54295084	10/26/2009 1:16 PM	.40	0.00	circulation	Pigs in heaven : a novel	0.00
29	✓	54295075	10/26/2009 1:16 PM	.40	0.00	circulation	Can you keep a secret?	0.00
30	✓	44860071	05/12/2009 3:10 PM	1.40	.70	circulation	Kids' nature rock	0.00
31	✓	7582725	01/08/2011 3:08 PM	.60	0.00	circulation	The girl who licked the hornet's nest	0.00
32	✓	30438782	07/13/2009 3:40 PM	0.00	0.00	circulation	Egg letters mania	0.00
33	✓	125209742	12/17/2011 1:04 AM	1.20	0.00	circulation	The last patriot : a thriller	0.00
34	✓	125209745	12/17/2011 1:04 AM	1.20	0.00	circulation	Merle's door : lessons from a freethinking dog	0.00

At the bottom of the interface, there is a summary table:

Payment	Change	Total	Owed	Billed	Paid
Pending: 0.00	0.00		6.00	17.70	11.70
		Checked:	16.00	17.70	1.70

Summary of patron account with a positive balance but includes a negative bill.

# Negative balance caused by a bill being Forgiven AND Voided

The screenshot shows a library management system interface. At the top, there are navigation tabs: Home, Search, Circulation, Cataloging, Acquisitions, Billing, and Patron Registration. Below these, there are buttons for 'Check Out', 'Check In', 'Search Catalog', 'Item Status', 'Patron Search', and 'Patron Registration'. A 'Toggle Holdings' button is also visible.

The main area displays a summary of the current bills:

- Current Bills:** Total Owed: 6.00, Total Checked: -10.00
- Refunds Available:** 10.00
- Credit Available:** 0.00

Below the summary is a table of bills with columns for #, Balance Owed, Bill #, Start, Total Billed, Total Paid, Type, and Title. The table lists various items, including books and audiobooks, with their respective due dates and amounts.

At the bottom of the table, there is a summary of the change due upon payment:

Payment	Change	Owed	Billed	Paid
Pending	-10.00	10.00	6.00	17.70
Checked	-10.00	0.00	11.70	10.00

An orange arrow points to the 'Full Details' option in the 'Actions for Selected Transactions' menu, which is located on the right side of the table.

Right click or choose from the "Actions for Selected Item" – "Full Details"

# Negative balance caused by a bill being Forgiven AND Voided

**Summary**

**ARL-WAT : Watkinsville/Oconee County Library**

Bill #	24045762	Total Billed	0.00	Title	Egg carton maria
Type	circulation	Total Paid	10.00	Checked Out	07/13/2008 3:40 PM
Start	07/13/2008 3:40 PM	Balance Owed	-10.00	Due Date	07/27/2008 3:40 PM
Finish		Renewal?	DESK	Checked In	07/27/2008 12:00 AM

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**Item Summary**

#	Alert Message	Barcode	Call Number	Circulation Library	Location	Owning Library	Total Cirs
1		180010129687	INF 745.5 B7D1	ARL-ATH	897	ARL-ATH	14

List Actions > Show in Catalog > Alternate View >

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**Bills**

#	Amount	Billing Type	Note	Void Time	Voided	When
1	10	Overdue materials	System Generated Overdue Fine	01/09/2009 4:22 PM	Yes	07/29/2008 12:00 AM
2	10	Overdue materials	System Generated Overdue Fine	01/09/2009 4:22 PM	Yes	07/29/2008 12:00 AM
3	10	Overdue materials	System Generated Overdue Fine	01/09/2009 4:22 PM	Yes	07/30/2008 12:00 AM
4	10	Overdue materials	System Generated Overdue Fine	01/09/2009 4:22 PM	Yes	07/31/2008 12:00 AM
5	10	Overdue materials	System Generated Overdue Fine	01/09/2009 4:22 PM	Yes	08/01/2008 12:00 AM
6	10	Overdue materials	System Generated Overdue Fine	01/09/2009 4:22 PM	Yes	08/02/2008 12:00 AM
7	10	Overdue materials	System Generated Overdue Fine	01/09/2009 4:22 PM	Yes	08/03/2008 12:00 AM
8	10	Overdue materials	System Generated Overdue Fine	01/09/2009 4:22 PM	Yes	08/04/2008 12:00 AM
9	10	Overdue materials	System Generated Overdue Fine	01/09/2009 4:22 PM	Yes	08/05/2008 12:00 AM
10	10	Overdue materials	System Generated Overdue Fine	01/09/2009 4:22 PM	Yes	08/06/2008 12:00 AM
11	10	Overdue materials	System Generated Overdue Fine	01/09/2009 4:22 PM	Yes	08/07/2008 12:00 AM
12	10	Overdue materials	System Generated Overdue Fine	01/09/2009 4:22 PM	Yes	08/08/2008 12:00 AM
13	10	Overdue materials	System Generated Overdue Fine	01/09/2009 4:22 PM	Yes	08/09/2008 12:00 AM
14	10	Overdue materials	System Generated Overdue Fine	01/09/2009 4:22 PM	Yes	08/10/2008 12:00 AM
15	10	Overdue materials	System Generated Overdue Fine	01/09/2009 4:22 PM	Yes	08/11/2008 12:00 AM
16	10	Overdue materials	System Generated Overdue Fine	01/09/2009 4:22 PM	Yes	08/12/2008 12:00 AM
17	10	Overdue materials	System Generated Overdue Fine	01/09/2009 4:22 PM	Yes	08/13/2008 12:00 AM
18	10	Overdue materials	System Generated Overdue Fine	01/09/2009 4:22 PM	Yes	08/14/2008 12:00 AM
19	10	Overdue materials	System Generated Overdue Fine	01/09/2009 4:22 PM	Yes	08/15/2008 12:00 AM
20	10	Overdue materials	System Generated Overdue Fine	01/09/2009 4:22 PM	Yes	08/16/2008 12:00 AM
21	10	Overdue materials	System Generated Overdue Fine	01/09/2009 4:22 PM	Yes	08/17/2008 12:00 AM
22	10	Overdue materials	System Generated Overdue Fine	01/09/2009 4:22 PM	Yes	08/18/2008 12:00 AM
23	10	Overdue materials	System Generated Overdue Fine	01/09/2009 4:22 PM	Yes	08/19/2008 12:00 AM
24	10	Overdue materials	System Generated Overdue Fine	01/09/2009 4:22 PM	Yes	08/20/2008 12:00 AM
25	10	Overdue materials	System Generated Overdue Fine	01/09/2009 4:22 PM	Yes	08/21/2008 12:00 AM
26	10	Overdue materials	System Generated Overdue Fine	01/09/2009 4:22 PM	Yes	08/22/2008 12:00 AM
27	10	Overdue materials	System Generated Overdue Fine	01/09/2009 4:22 PM	Yes	08/23/2008 12:00 AM
28	10	Overdue materials	System Generated Overdue Fine	01/09/2009 4:22 PM	Yes	08/24/2008 12:00 AM
29	10	Overdue materials	System Generated Overdue Fine	01/09/2009 4:22 PM	Yes	08/25/2008 12:00 AM

List Actions > Edit note > Void selected billings >

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**Payments**

#	Amount	Note	Payment Type	Staff	When	Workstation
1	10.00		forgive_payment	Atalathas (ARL-ATHCRS) ...	01/09/2009 4:22 PM	

List Actions > Edit note >

Close Window

Full Details shows the payment forgiven and the bills voided.

# Negative balance caused by a bill being Forgiven AND Voided

Current Bills

**Total Owed: 6.00**      **Refunds Available: 10.00**  
**Total Checked: 16.00**      **Credit Available: 0.00**

Pay Bill  
 Payment Type: Cash  
 Payment Received:  Agostate Payment     See Distribution     Apply Payment

Bill Patron	Library	Bill #	Start	Total Billed	Total Paid	Type	Title	Payment Pending	
1	✓	3.00	Balance Owed						
1	✓	136632790	01/27/2014 3:40 PM	3.00	0.00	circulation	The Muppet movie	0.00	
2	✓	136632727	01/27/2014 3:40 PM	3.00	0.00	circulation	Enchanted	0.00	
3	✓	47603065	06/23/2009 6:47 PM	.40	.40	circulation	Keeping chickens : the essential guide to enjoying and getting the b...	0.00	
4	✓	47603068	06/23/2009 6:47 PM	.60	0.00	circulation	The boy next door	0.00	
5	✓	5098984	08/23/2009 5:23 PM	.30	0.00	circulation	All night near the water	0.00	
6	✓	5098995	08/23/2009 5:23 PM	.30	0.00	circulation	The paper princess	0.00	
7	✓	50990014	08/23/2009 5:23 PM	.30	0.00	circulation	Good night, Princess Pruney-Toes	0.00	
8	✓	5098997	08/23/2009 5:23 PM	.30	0.00	circulation	My many colored days	0.00	
9	✓	50990025	08/23/2009 5:23 PM	.30	0.00	circulation	The Chipmunks sing the Beatles hits	0.00	
10	✓	50990009	08/23/2009 5:23 PM	.30	0.00	circulation	Bedtime and the glass slipper	0.00	
11	✓	50990022	08/23/2009 5:24 PM	.30	0.00	circulation	OK computer	0.00	
12	✓	50990021	08/23/2009 5:24 PM	.30	0.00	circulation	Vinegar Hill	0.00	
13	✓	50990039	08/23/2009 5:24 PM	.30	0.00	circulation	Sing them home	0.00	
14	✓	50990041	08/23/2009 5:24 PM	.30	0.00	circulation	Prodigal summer : a novel	0.00	
15	✓	50990027	08/23/2009 5:24 PM	.30	0.00	circulation	Welcome to the world, Baby Girl	0.00	
16	✓	50989987	08/23/2009 5:23 PM	.30	0.00	circulation	Degas and the little dancer : a story about Edgar Degas	0.00	
17	✓	50990002	08/23/2009 5:23 PM	.30	0.00	circulation	Ballerina Nying	0.00	
18	✓	50990006	08/23/2009 5:23 PM	.30	0.00	circulation	Bedside, the ballerina	0.00	
19	✓	50989992	08/23/2009 5:23 PM	.30	0.00	circulation	Maisy goes camping	0.00	
20	✓	50989972	08/23/2009 5:23 PM	.30	0.00	circulation	The loop	0.00	
21	✓	50989977	08/23/2009 5:23 PM	.30	0.00	circulation	Made for each other : the biology of the human-animal bond	0.00	
22	✓	5832285	09/09/2009 9:13 AM	1.00	.40	circulation	The Chipmunks sing the Beatles hits	0.00	
23	✓	5832287	09/09/2009 9:13 AM	1.00	0.00	circulation	OK computer	0.00	
24	✓	54295021	10/26/2009 1:16 PM	.40	.20	circulation	Jerry Baker's terrific tomatoes, sensational spuds, and mouth-waterin...	0.00	
25	✓	54295082	10/26/2009 1:16 PM	.40	0.00	circulation	The bean trees : a novel	0.00	
26	✓	54295098	10/26/2009 1:16 PM	.40	0.00	circulation	Dropped dead stitch	0.00	
27	✓	54295099	10/26/2009 1:16 PM	.40	0.00	circulation	All the irony	0.00	
28	✓	54295084	10/26/2009 1:16 PM	.40	0.00	circulation	Pigs in heaven : a novel	0.00	
29	✓	54295075	10/26/2009 1:16 PM	.40	0.00	circulation	Can you keep a secret?	0.00	
30	✓	44846071	05/12/2009 3:10 PM	1.40	.70	circulation	Kids versus rock	0.00	
31	✓	7582725	03/08/2011 3:08 PM	.60	0.00	circulation	The girl who licked the hornet's nest	0.00	
32	✓	-10.00	30438782	07/13/2009 3:40 PM	0.00	circulation	Egg letters mania	0.00	
33	✓	1.20	125209742	12/17/2011 10:04 AM	1.20	0.00	circulation	The last patriot : a thriller	0.00
34	✓	1.20	125209745	12/17/2011 10:04 AM	1.20	0.00	circulation	Merle's door : lessons from a freethinking dog	0.00

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

Payment	Change	Total	Owed	Billed	Paid
Pending: 0.00	0.00		6.00	17.70	11.70
		Checked:	16.00	17.70	1.70

Click "Uncheck All" and "Check All Refunds". Then click "Apply Payment".

# Negative balance caused by a bill being Forgiven AND Voided

The screenshot shows a library management software interface. At the top, there are navigation buttons like 'Check Out', 'Check In', 'Search Catalog', 'Item Status', 'Patron Search', and 'Patron Registration'. Below this, there are summary statistics: 'Current Bills: Total Owed: 6.00, Total Checked: -10.00', 'Refunds Available: 10.00', and 'Credit Available: 0.00'. A 'Pay Bill' section is visible on the right with a 'Payment Type' dropdown set to 'Cash' and 'Payment Received' at 0.00. The main area contains a table of bills with columns for Bill #, Balance Owed, Bill #, Start, Total Billed, Total Paid, Type, Title, and Payment Pending. A warning dialog box is overlaid on the table, stating: '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.' At the bottom, there are buttons for 'List Actions', 'Check All', 'Uncheck All', 'Check All Refunds', and 'Print Bills'. A summary table at the bottom right shows 'Payment Change' of -10.00, 'Dewd' of 6.00, 'Total' of 17.30, and 'Paid' of 11.20. The status bar at the bottom indicates '2:05 PM 7/18/2014'.

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.

Negative balance caused by a bill being  
Forgiven AND Voided

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.

# Negative balance caused by a bill being Forgiven AND Voided

**Current Bills**

Total Owed: 6.00      Refunds Available: 10.00  
Total Checked: 16.00      Credit Available: 0.00

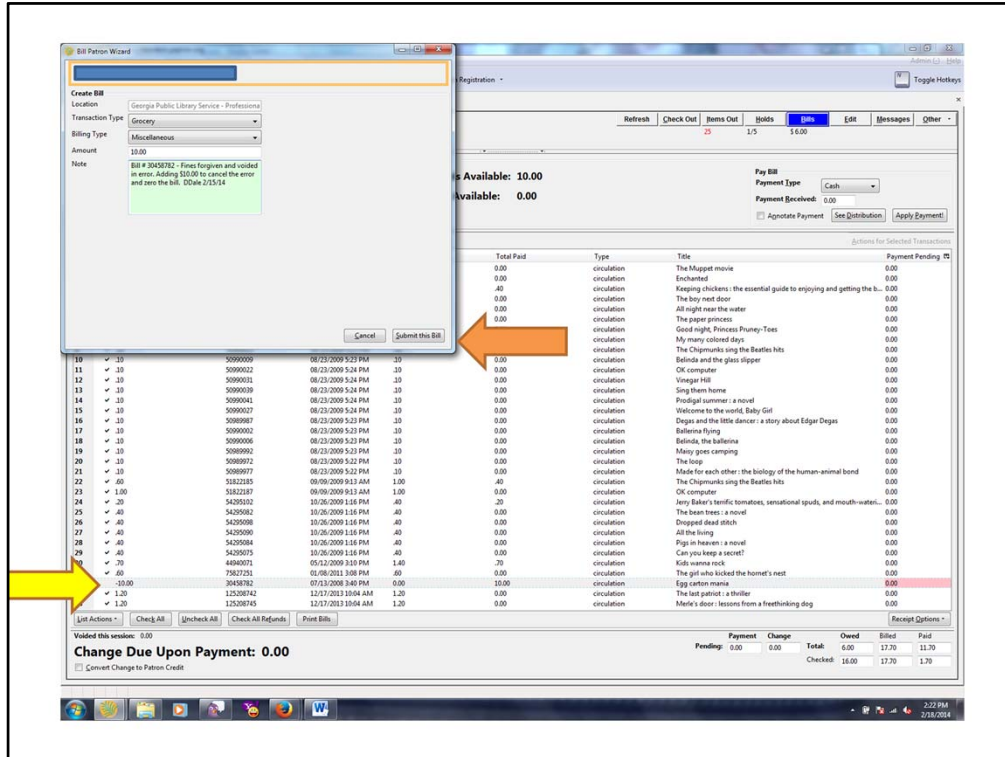
Pay Bill  
Payment Type: Cash  
Payment Received: 0.00  
 Apportion Payment     See Distribution   

#	Balance Owed	Bill #	Start	Total Billed	Total Paid	Type	Title	Payment Pending
2	3.00	12632727	01/27/2014 3:40 PM	3.00	0.00	circulation	Enchanted	0.00
3	20	47663565	06/25/2009 6:47 PM	.40	.40	circulation	Keeping chickens : the essential guide to enjoying and getting the b...	0.00
4	40	47663566	06/25/2009 6:47 PM	.60	0.00	circulation	The boy next door	0.00
5	10	5089984	08/23/2009 5:23 PM	.10	0.00	circulation	All night near the water	0.00
6	10	5089989	08/23/2009 5:23 PM	.10	0.00	circulation	The paper princess	0.00
7	10	5089994	08/23/2009 5:23 PM	.10	0.00	circulation	Good night, Princess Plumey-Tees	0.00
8	10	5089997	08/23/2009 5:23 PM	.10	0.00	circulation	My many colored days	0.00
9	10	5089982	08/23/2009 5:23 PM	.10	0.00	circulation	The Chipmunks sing the Beatles hits	0.00
10	10	5089989	08/23/2009 5:23 PM	.10	0.00	circulation	Belinda and the glass slipper	0.00
11	10	5089982	08/23/2009 5:24 PM	.10	0.00	circulation	OK computer	0.00
12	10	5089982	08/23/2009 5:24 PM	.10	0.00	circulation	Vinager Hill	0.00
13	10	5089989	08/23/2009 5:24 PM	.10	0.00	circulation	Sing them home	0.00
14	10	5089982	08/23/2009 5:24 PM	.10	0.00	circulation	Prodigal summer : a novel	0.00
15	10	5089982	08/23/2009 5:24 PM	.10	0.00	circulation	Welcome to the world, Baby-Gut	0.00
16	10	5089987	08/23/2009 5:23 PM	.10	0.00	circulation	Degas and the little dancer : a story about Edgar Degas	0.00
17	10	5089982	08/23/2009 5:23 PM	.10	0.00	circulation	Ballerina flying	0.00
18	10	5089986	08/23/2009 5:23 PM	.10	0.00	circulation	Belinda, the ballerina	0.00
19	10	5089982	08/23/2009 5:23 PM	.10	0.00	circulation	Many goes camping	0.00
20	10	5089972	08/23/2009 5:22 PM	.10	0.00	circulation	The log	0.00
21	10	5089977	08/23/2009 5:22 PM	.10	0.00	circulation	Made for each other : the biology of the human-animal bond	0.00
22	40	53221285	09/09/2009 9:13 AM	1.00	.40	circulation	The Chipmunks sing the Beatles hits	0.00
23	1.00	53221287	09/09/2009 9:12 AM	1.00	0.00	circulation	OK computer	0.00
24	20	54295102	10/26/2009 1:16 PM	.40	.20	circulation	Jerry Baker's terrific tomatoes, sensational spuds, and mouth-wateri...	0.00
25	40	54295082	10/26/2009 1:16 PM	.40	0.00	circulation	The bean trees : a novel	0.00
26	40	54295086	10/26/2009 1:16 PM	.40	0.00	circulation	Dropped dead slices	0.00
27	40	54295080	10/26/2009 1:16 PM	.40	0.00	circulation	All the living	0.00
28	40	54295084	10/26/2009 1:16 PM	.40	0.00	circulation	Pigs in heaven : a novel	0.00
29	40	54295075	10/26/2009 1:16 PM	.40	0.00	circulation	Can you keep a secret?	0.00
30	70	44940071	05/12/2009 3:10 PM	1.40	.70	circulation	Kid's warma rock	0.00
31	40	78427251	01/08/2011 1:04 PM	.40	0.00	circulation	The girl who kicked the hornet's nest	0.00
32	10.00	30458782	07/13/2008 3:40 PM	0.00	0.00	circulation	Egg carton mania	0.00
33	1.20	125208742	12/17/2011 10:04 AM	1.20	0.00	circulation	The last patriot : a thriller	0.00
34	1.20	125208743	12/17/2011 10:04 AM	1.20	0.00	circulation	Merle's door : lessons from a freethinking dog	0.00

Payment Pending: 0.00    Change: 0.00    Total: 6.00    Owed: 17.70    Paid: 11.70  
Checked: 16.00    Total: 17.70    Paid: 1.70

First way to bill a patron. Choose "Bill Patron" in the left corner of the bill screen.

# Negative balance caused by a bill being Forgiven AND Voided



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

Current Bills

**Total Owed: 16.00**      **Refunds Available: 10.00**  
**Total Checked: 26.00**      **Credit Available: 0.00**

Payment Type: Cash  
 Payment Received: 26.00  
 Approve Payment       

#	Balance Owed	Start	Total Billed	Total Paid	Type	Title	Payment Pending
1	10.00	02/18/2014 2:24 PM	10.00	0.00	gessery		0.00
2	3.00	01/27/2014 3:40 PM	3.00	0.00	circulation	The Muppet movie	0.00
3	3.00	01/27/2014 3:40 PM	3.00	0.00	circulation	Enchanted	0.00
4	20	06/25/2009 6:47 PM	60	40	circulation	Keeping chickens : the essential guide to enjoying and getting the b...	0.00
5	40	47665568	60	0.00	circulation	The boy next door	0.00
6	10	50989864	10	0.00	circulation	All night near the water	0.00
7	10	50989860	10	0.00	circulation	The paper princess	0.00
8	10	50990014	10	0.00	circulation	Good night, Princess Pruney-Toes	0.00
9	10	50989997	10	0.00	circulation	My many colored days	0.00
10	10	50990015	10	0.00	circulation	The Chipmunks sing the Beatles hits	0.00
11	10	50990009	10	0.00	circulation	Belinda and the glass slipper	0.00
12	10	50990022	10	0.00	circulation	OK computer	0.00
13	10	50990031	10	0.00	circulation	Vinegar Hill	0.00
14	10	50990039	10	0.00	circulation	Sing them home	0.00
15	10	50990042	10	0.00	circulation	Fridgill summer : a novel	0.00
16	10	50990027	10	0.00	circulation	Welcome to the world, Baby Girl	0.00
17	10	50989987	10	0.00	circulation	Degas and the little dancer : a story about Edgar Degas	0.00
18	10	50990002	10	0.00	circulation	Ballerina flying	0.00
19	10	50990006	10	0.00	circulation	Belinda, the ballerina	0.00
20	10	50989992	10	0.00	circulation	Many goes camping	0.00
21	10	50989972	10	0.00	circulation	The frog	0.00
22	10	50989977	10	0.00	circulation	Made for each other : the biology of the human-animal bond	0.00
23	40	51822185	1.00	40	circulation	The Chipmunks sing the Beatles hits	0.00
24	1.00	09/09/2009 9:13 AM	1.00	0.00	circulation	OK computer	0.00
25	10	54295102	40	20	circulation	Jerry Baker's terrific tomatoes, sensational spuds, and mouth-water...	0.00
26	40	54295082	40	0.00	circulation	The bean trees : a novel	0.00
27	40	54295088	40	0.00	circulation	Dropped dead stitch	0.00
28	40	54295090	40	0.00	circulation	All the living	0.00
29	40	54295084	40	0.00	circulation	Pigs in heaven : a novel	0.00
30	40	54295079	40	0.00	circulation	Can you keep a secret?	0.00
31	20	44849071	1.40	20	circulation	Kids versus rock	0.00
32	40	01/08/2011 1:08 PM	40	0.00	circulation	The girl who kicked the hornet's nest	0.00
33	-10.00	07/13/2008 3:40 PM	0.00	10.00	circulation	Egg carton mania	0.00
34	1.20	12/17/2013 10:04 AM	1.20	0.00	circulation	The last patient : a thriller	0.00

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

Payment	Change	Owed	Billed	Paid
Pending: 0.00	0.00	16.00	27.70	11.70
Checked: 26.00		27.70	1.70	

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.

# Negative balance caused by a bill being Forgiven AND Voided

The screenshot shows a library management software 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 financial information:
 

- Current Bills:** Total Owed: 6.00, Total Checked: -10.00
- Refunds Available:** 10.00
- Credit Available:** 0.00

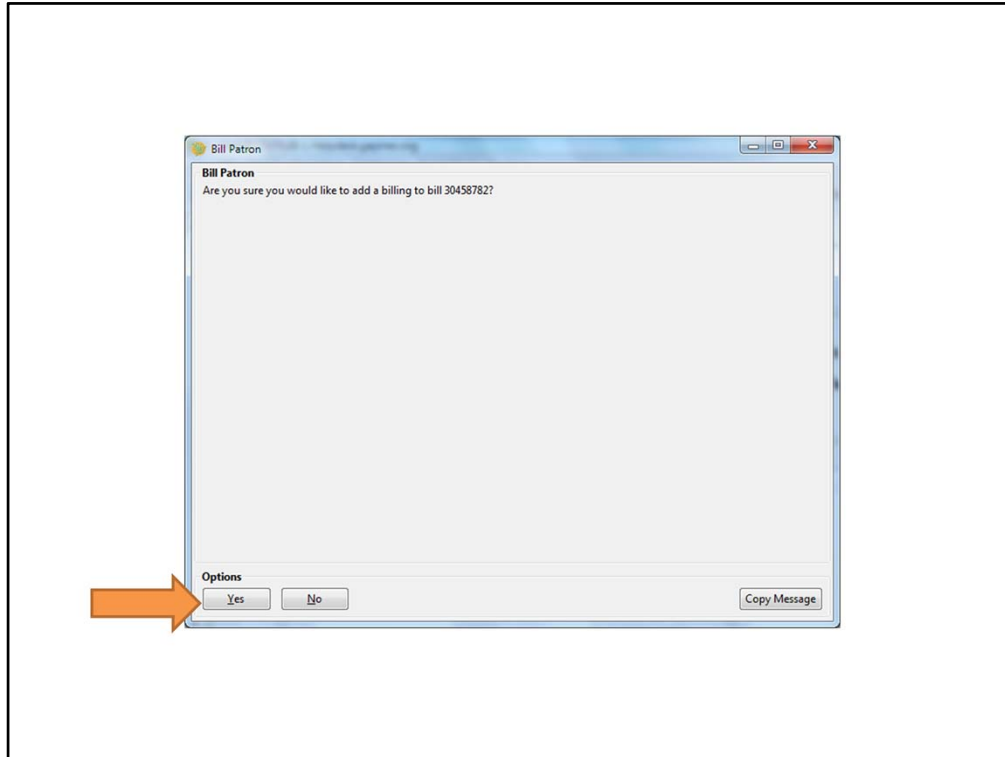
Below this is a table of bills with columns: #, Balance Owed, Bill #, Start, Total Billed, Total Paid, Type, and Title. An orange arrow points to the right-click context menu for the 33rd bill item. The menu options are: Show in Catalog, Show Item Details, Void All Billings, Refund, Add Billing, and Full Details. The "Add Billing" option is highlighted.

At the bottom of the interface, there is a "Change Due Upon Payment: 10.00" section with a "Convert Change to Patron Credit" checkbox. To the right, a summary table shows:
 

Payment	Change	Owed	Billed	Paid
Pending	-10.00	10.00	6.00	11.70
Checked	-10.00	0.00	11.70	10.00

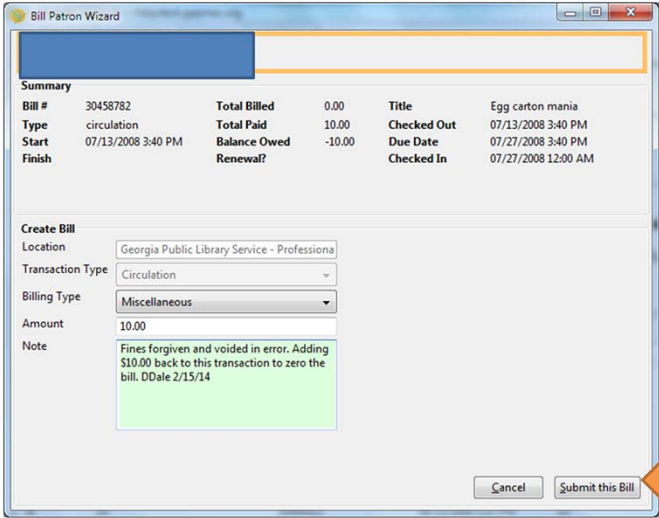
To add billing to an existing line item, right click on the line item or click "Actions for Selected Items" and choose "Add Billing".

Negative balance caused by a bill being  
Forgiven AND Voided



Are you sure you want to add a bill to this bill? Yes.

## Negative balance caused by a bill being Forgiven AND Voided



The screenshot shows a 'Bill Patron Wizard' window. At the top, there is a 'Summary' section with a table of bill details. Below this is a 'Create Bill' section with several dropdown menus and a text input field for a note. An orange arrow points to the 'Submit this Bill' button at the bottom right.

Summary			
Bill #	30458782	Total Billed	0.00
Type	circulation	Total Paid	10.00
Start	07/13/2008 3:40 PM	Balance Owed	-10.00
Finish		Renewal?	
Title	Egg carton mania	Checked Out	07/13/2008 3:40 PM
Due Date	07/27/2008 3:40 PM	Checked In	07/27/2008 12:00 AM

**Create Bill**

Location: Georgia Public Library Service - Professiona

Transaction Type: Circulation

Billing Type: Miscellaneous

Amount: 10.00

Note: Fines forgiven and voided in error. Adding \$10.00 back to this transaction to zero the bill. DDale 2/15/14

Buttons: Cancel, Submit this Bill

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 screenshot shows a library patron bill for 'Patron Giacchino, Ginny Marie'. The interface includes a menu bar, a toolbar with 'Check Out', 'Check In', 'Search Catalog', 'Item Status', 'Patron Search', and 'Patron Registration'. The main display area shows the following summary:

- Total Owed: 16.00
- Total Checked: 16.00
- Refunds Available: 0.00
- Credit Available: 0.00

The 'Pay Bill' section shows 'Payment Type' set to 'Cash' and 'Payment Received' at 0.00. Below this is a table of transactions:

#	Balance Owed	Bill #	Start	Total Billed	Total Paid	Type	Title	Payment Pending
1	10.00	13653700	01/27/2014 1:40 PM	1.00	0.00	circulation	The Muppet movie	0.00
2	3.00	13653737	01/27/2014 3:40 PM	3.00	0.00	circulation	Enchanted	0.00
3	20	47665665	06/25/2009 6:47 PM	60	40	circulation	Keeping chickens : the essential guide to enjoying and getting the b...	0.00
4	40	47665668	06/25/2009 6:47 PM	60	0.00	circulation	The boy next door	0.00
5	10	50899984	08/23/2009 5:23 PM	10	0.00	circulation	All night near the water	0.00
6	10	50899980	08/23/2009 5:23 PM	10	0.00	circulation	The paper princess	0.00
7	10	50899914	08/23/2009 5:23 PM	10	0.00	circulation	Good night, Princess Pruney-Toes	0.00
8	10	50899997	08/23/2009 5:23 PM	10	0.00	circulation	My many colored days	0.00
9	10	50899915	08/23/2009 5:23 PM	10	0.00	circulation	The Chipmunks sing the Beatles hits	0.00
10	10	50899909	08/23/2009 5:23 PM	10	0.00	circulation	Belinda and the glass slipper	0.00
11	10	50899932	08/23/2009 5:24 PM	10	0.00	circulation	OK computer	0.00
12	10	50899931	08/23/2009 5:24 PM	10	0.00	circulation	Vinagar Hill	0.00
13	10	50899939	08/23/2009 5:24 PM	10	0.00	circulation	Sing them home	0.00
14	10	50899941	08/23/2009 5:24 PM	10	0.00	circulation	Prodigal summer : a novel	0.00
15	10	50899927	08/23/2009 5:24 PM	10	0.00	circulation	Welcome to the world, Baby Girl	0.00
16	10	50899987	08/23/2009 5:23 PM	10	0.00	circulation	Degas and the little dancer : a story about Edgar Degas	0.00
17	10	50899992	08/23/2009 5:23 PM	10	0.00	circulation	Ballerina flying	0.00
18	10	50899906	08/23/2009 5:23 PM	10	0.00	circulation	Belinda, the ballerina	0.00
19	10	50899992	08/23/2009 5:23 PM	10	0.00	circulation	Mary goes camping	0.00
20	10	50899972	08/23/2009 5:23 PM	10	0.00	circulation	The hoop	0.00
21	10	50899977	08/23/2009 5:23 PM	10	0.00	circulation	Made for each other : the biology of the human-animal bond	0.00
22	40	51822185	09/09/2009 9:13 AM	1.00	40	circulation	The Chipmunks sing the Beatles hits	0.00
23	1.00	51822187	09/09/2009 9:13 AM	1.00	0.00	circulation	OK computer	0.00
24	20	54295102	10/26/2009 1:16 PM	40	20	circulation	Jerry Baker's terrific tomatoes, sensational spouts, and mouth-water...	0.00
25	40	54295062	10/26/2009 1:16 PM	40	0.00	circulation	The bean trees : a novel	0.00
26	40	54295098	10/26/2009 1:16 PM	40	0.00	circulation	Dressed dead (fiction)	0.00
27	40	54295090	10/26/2009 1:16 PM	40	0.00	circulation	All the living	0.00
28	40	54295084	10/26/2009 1:16 PM	40	0.00	circulation	Pigs in heaven : a novel	0.00
29	40	54295075	10/26/2009 1:16 PM	40	0.00	circulation	Can you keep a secret?	0.00
30	70	4840071	05/12/2009 3:10 PM	1.40	70	circulation	Kids wanna rock	0.00
31	40	75827251	01/08/2011 3:08 PM	60	0.00	circulation	The girl who kicked the hornet's nest	0.00
32	1.20	125208742	12/17/2013 10:04 AM	1.20	0.00	circulation	The last patron : a thriller	0.00
33	1.20	125208745	12/17/2013 10:04 AM	1.20	0.00	circulation	Merle's door : lessons from a freethinking dog	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	Total	Owed	Billed	Paid
Pending: 0.00	0.00		16.00	17.70	1.70
		Checked:	16.00	17.70	1.70

Below the summary table, it says 'Change Due Upon Payment: 0.00' and 'Convert Change to Patron Credit'.

The corrected patron bill.