

Workflows Tip of the Week



Module: Circulation

Summary: **Accepting Payments for Bills**

We recently discovered a problem which has an easy solution.

Situation: A patron comes to the desk to check out an item. You tell them they have a bill. They say they'll pay for it. You mark it as paid. They then tell you they don't actually have the money now, sorry. Well, the system sees it as being paid for a particular item. You cancel the bill, then try to recreate it, but the system needs that associated barcode and that's no longer available. A bill is created on an item and doesn't have the proper associations needed to keep it valid.

Solution: Wait for the money. Don't enter the bill unless you accept payment first. If a mistake happens and you already missed getting the money, create a bill with the reason of MISC. This reason doesn't need an item associated with it. You won't have the proper back track to the item, but it's better to have no link to an item rather than an incorrect one.

Following these guidelines will cut back on the dreaded "Item Database Errors".