

Lost fines/fees applied twice

- **Article Type:** General
 - **Product:** Voyager
 - **Product Version:** 8.1.0
-

Problem Symptoms

- Lost items returned to circulation
- Lost fines/fees reapplied to items.

Cause

Lost status was removed from item, but item remained charged to patron.

Resolution

1. Discharge lost item from patron account first.
2. Remove Lost status.

Additional Information

Circjob 2 finds overdue items, and if an overdue item is beyond the Lost interval specified in Circulation Policy Definition Matrix in System Administration, it will apply Lost - System Applied status and assess fines. Must discharge item when removing Lost status, or else Circjob 2 will reapply Lost status and fines.

- **Article last edited:** 08-Oct-2013