

## Cannot charge items to patron group in Circulation

- **Product:** Voyager
  - **Product Version:** 8.0.0
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### Problem Symptoms

- Unable to charge to one patron group. All the other groups work fine and the items can be charged to any group except this one
- When attempt to charge, receive error message: "An error occurred while attempting to process charge request."

### Cause

Circulation calendar does not include date that would be calculated due date for patron group - item type in policy matrix.

### Resolution

1. In SysAdmin > Circulation > Calendars, create a new calendar that covers dates beyond current calendars, or extend end date of existing calendar.
  2. In SysAdmin > Circulation > Policy Definitions > [policy] > Calendars, add the new calendar, or verify that the new end calendar end date will include the calculated due date for the patron group in question.
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