
Multiple Fines Incurred for a Single (Web) Renewal

- **Article Type:** General
 - **Product:** Aleph
 - **Product Version:** 18.01
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Description:

We recently had a student renew some equipment through the Web. For reasons that I cannot explain, looking at the Circulation log, the renewal appears to be duplicated (-- as are the fines.)

Resolution:

[From Jerry:]

I note that the z35_timestamps on the two different type "62" (web renewal) transactions are different:

```
abc50@ALEPH171> select z35_time_stamp, z35_event_type from z35 where z35_id = '0000154802' and z35_rec_key =  
'002106878' and z35_item_sequence = '000050' order by z35_time_stamp;  
**** Hit return to continue ****
```

Z35_TIME_STAMP Z3

```
----- --  
20081027 23 27 2285857174 50  
20081028 23 13 3453533051 62  
20081030 01 11 2008089182 62 <-----  
20081030 01 11 2008089196 62 <-----  
20081030 16 31 5517170773 61
```

61 = Return transaction

62 = Loan renew transaction (Web renewal)

This indicates that it is almost certainly not the case that the program duplicated the transaction. It seems it may be the result of the user hitting Enter twice(?) The result of this should *not* be a second renewal for the original date (with a fine created for the 2nd renewal too) but rather the 2nd renewal should have *no* fine (and no change to the due date).

Are you continuing to see cases like this? If so, are you able to reproduce it?

[From site:] I am not aware of any additional incidents of this type since I submitted this support incident,...

If other sites see this problem, please let me know: jerry.specht@exlibrisgroup.com .

- **Article last edited:** 10/8/2013