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## NWQ50 patron has money owed when fine was paid

- **Article Type:** General
  - **Product:** Aleph
  - **Product Version:** 16.02
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### Description:

NDW50 has an example of someone who still shows \$5.00 in this patrons record:

NDW000002024

Book barcode is

33107000552905

They are confused why it still shows under the loan tab when it was paid.

Under the cash history it shows that this book is lost and the fines were paid and that the balance is zero?

Is this just a fluke - just trying to see if there is a logical reason that we are not thinking of.

### Resolution:

When you pay a cash transaction for a Lost item, the z36 Loan record (z36\_status "L") continues to exist. The z36 Loan record is changed to a z36h (Loan history) record only when the item is returned or the Loan is deleted.

I find that there is still a z36 record for

NDW000002024; barcode 33107000552905

If they don't want this to appear, they can highlight the loan and click on "Delete", but they should make sure that they are deleting the right one and they should realize that if the item is returned, the patron will not be automatically credited because the item is no longer registered as being on loan.

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