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## Displayed Unpaid Cash Transactions Updating to "Paid" Without Human Intervention

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

One of my staff had a borrower's cash transactions screen (specifically the "All Transactions" view) displaying on her workstation while she took a break to make a cup of tea. When she returned, all of the borrower's unpaid transactions had been updated to "Paid" and a receipt was waiting to be printed. It was as if someone had clicked on the "Pay Sum" button but no one had been in the room while she was away.

Other staff report that the same phenomenon has happened to them.

### Resolution:

From site:

I think we figured out the problem. One of my staff dutifully left an unpaid cash transaction screen displaying for more than an hour. An hourglass appeared (we're not sure why) and she hit enter. Since the "Pay Sum" button is always highlighted as a default, she then received a confirmation message asking if she was sure the patron wanted to pay the library.

I think the problem is that some staff are in the habit of hitting the enter key to deactivate their screen saver: if they come back from a break and their screen saver is up, and they happened to have left their session on a cash transaction screen, they end up inadvertently paying off the person's unpaid transactions if they hit the enter key twice.

We are now reviewing the importance of moving one's mouse to turn off one's screen saver.

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