

How to waive a Credit

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Scenario:

A user was charged for a Lost Item and paid the fine.

They then found the item, returned it to the library, and a credit was added to their balance.

The library issues a check, and wants to waive the credit.

Answer:

Before waiving the Credit, check that Alma is configured to allow the waiving of a Credit.

Go to: **Alma Configuration > User Management > Fines/Fees Behavior**

Set '**Waiveable**' to '**True**':

Fine Fee Type Definition

	Fine/Fee type	Waiveable?
1	Card renewal	True
2	Carrel Fee	True
3	Case Rent	True
4	Claim return	True
5	Credit	True

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