



How to Run Bills

You can follow up overdue notices with a bill. Bills are scheduled for processing at a standard interval from the date and time the item status changed to overdue, *not* from the date and time that the last overdue notice was sent. An item qualifies for inclusion in a bill when the number of days specified in the interval setting added to the due date of the item falls before midnight on the processing date. If an item has qualified for bill processing but is returned before the notice is sent, the item is removed from notice processing. Bills may include overdue charges and replacement fees.

Bills can be delivered as print, e-mail, or text message notices. Print and e-mail bills include the following information:

- **Library return address** - Taken from the **Return** address field in the notification branch's organization record. For full-page and Z-fold printed notices, the notification branch's primary phone number is also included.
- **Date** - Date the notice was generated
- **Printed notice text** - Polaris supplies default text for the subject line and introductory paragraph, which can be edited.
- **Email notice text** - Polaris supplies default text for the subject line and introductory paragraph, which can be edited.
- **System-supplied list of items billed** - Each item listing includes the replacement cost and overdue charges, and the total of these for each item. Call numbers are truncated to 60 characters. If you set overdue notice processing to include claimed items, the bill also includes claimed items.
- **System-supplied total amount billed** - Total amount due for the bill.

Note:Text messages must be brief. The default text message for bills is: **Money is owed on your library account. Please call the library or check your account online.**

Bills are generated as part of overdue notice processing. When the bills are generated, the date is recorded in the appropriate item records, the notices are posted in the transaction file, the patron notification history is updated, and the notice queue is cleared. Billed items: replacement charges are written to the patron account, the item status changes to Lost, the item is removed from the patron's Items Out list, and the lost item counter is incremented.