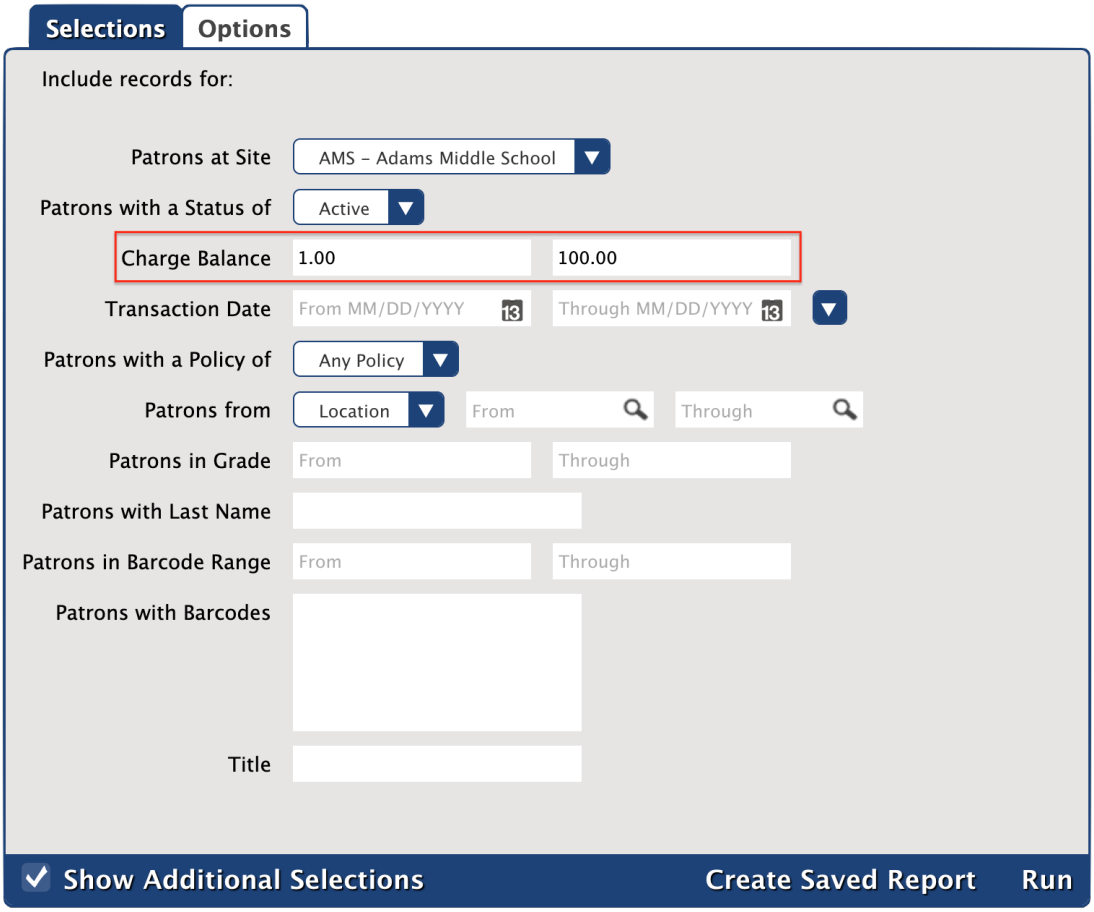
Send notices by charge amount

January 25th, 2021

Every so often, Miss Honey likes to send out the *Unpaid Charges Notice* report. This reminds students of charges they still need to pay. But... she doesn't want to keep bothering students with small charges. Is there a way to send notices only to patrons with charges more than $1? Alexandria has a selection for that!



There are two Alexandria notices that focus on unpaid charges:

1. *Unpaid Charges Notice* report
2. *Overdue Items and Unpaid Charges Notice* report

Both have selections that allow you to choose who gets a notice based on charge amounts (**Charge Balance** or **Charge Balance and Fine**, respectively). Simply enter the charge range for which you want to send out notices. In Miss Honey's case, she'd enter **1.00** on the lower end and a larger number—such as **100.00**—on the higher end.

One thing to note about using the *Overdue Items and Unpaid Charges Notice* report is that overdue items with fines less than the selected amount won't be included in notices. For example, if $1.00 is the selected minimum and a patron has an overdue item with a 50¢ fine, that overdue item won't show up in the notice.

Patron Balance vs. Charge Balance: What's the difference?

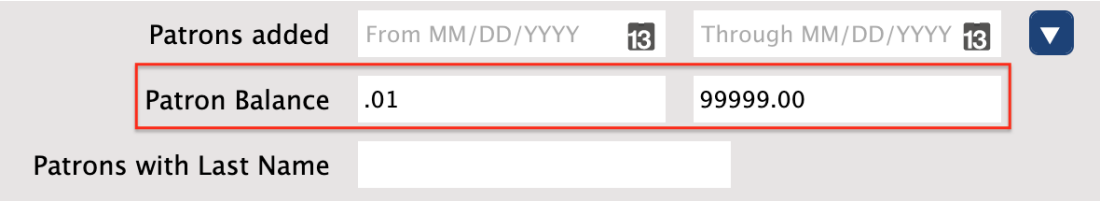
A patron balance reflects the total of *all* charges and fines a patron currently owes.

However, a charge balance—such as the **Charge Balance** or **Charge Balance and Fine** selections here—reflects *individual* charges rather than a patron's total balance. This means that someone with three 50¢ charges that total $1.50 won't receive a notice since each charge is under the $1.00 (if you set $1.00 as the minimum amount).

Forgive Charges Utility

Did you know that—as of

20.8—you can forgive charges by patron balance? That means you can just remove those pesky small balances if you'd prefer. All you need to do is enter a balance range into the *Forgive Charges* utility's **Patron Balance** selection. Remember to make other necessary adjustments to your selections and options before running the utility.



These specific reports and utility are only available on v7. Still on version 6? Learn about switching to Alexandria 7!

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