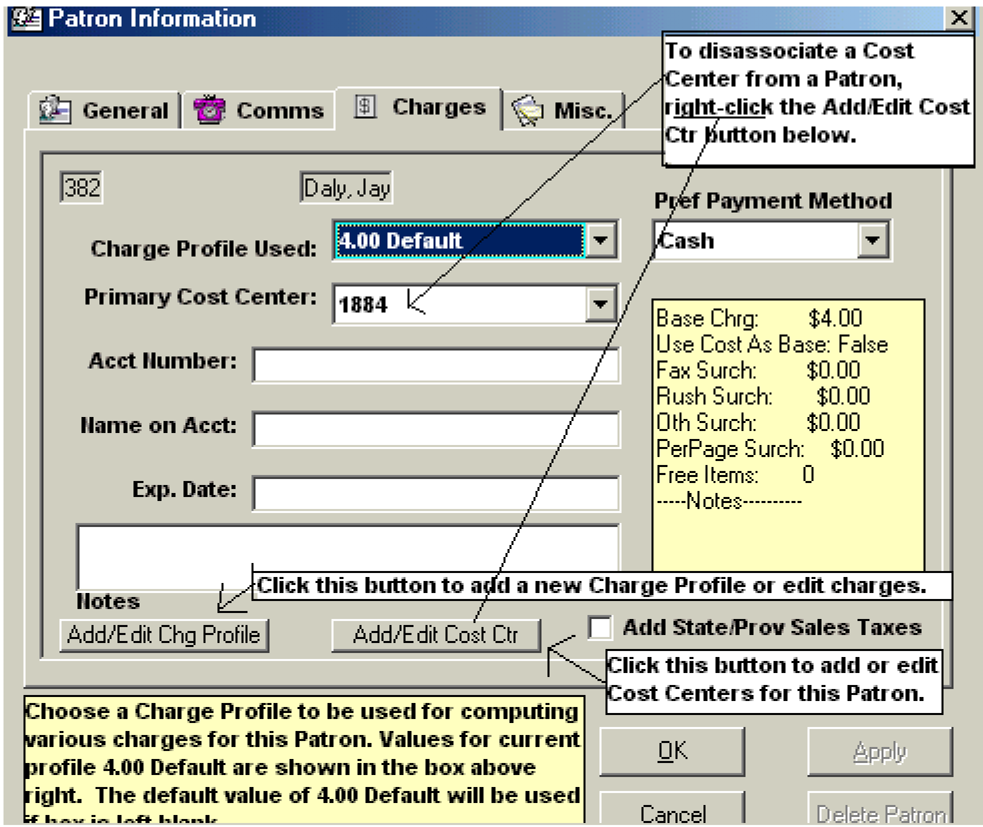
Cost Centers

Records for **Local Cost Centers** (Patron/Dept) are held in the QuickDOC.MDB database primarily in the **tblCostCenters** Table, with associated tables tracking which cost centers are assigned to Patrons or Departments in **tblDepCostCenters**and **tblPatCostCenters**. Access to the Add/Edit Cost Centers Form is available from the Charges Tab on both the Patron and Department Information forms. Here's the Charges Tab on the Patron Information Form:



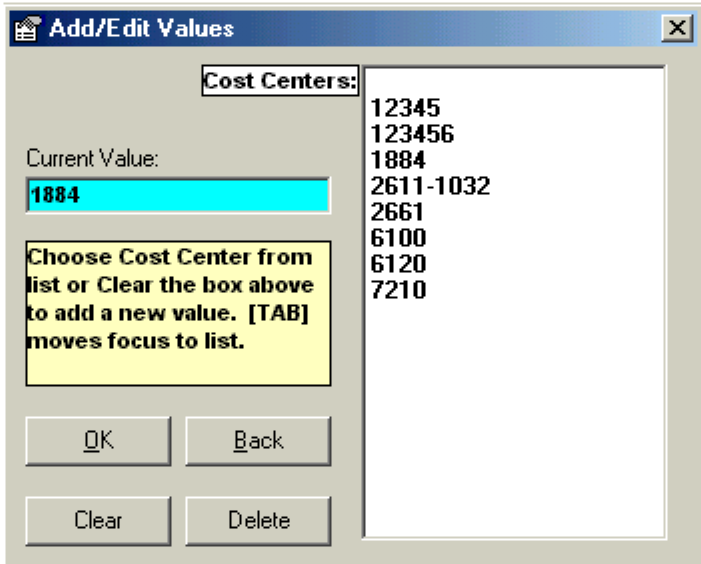
The **Primary Cost Center** will appear in the box, and any other Cost Centers available for this Patron are in the dropdown box, so that changes to Primary Cost Center can easily be made.

If the desired Cost Center isn't on the list, click the **Add/Edit Cost Ctr button** to bring up the **Add/Edit Cost Center Form**.

Add/Edit Cost Center Form

Displaying All Cost Centers

All current Cost Center values are available in this form. Records can be added and edited here from either the Patron or Department Information forms.



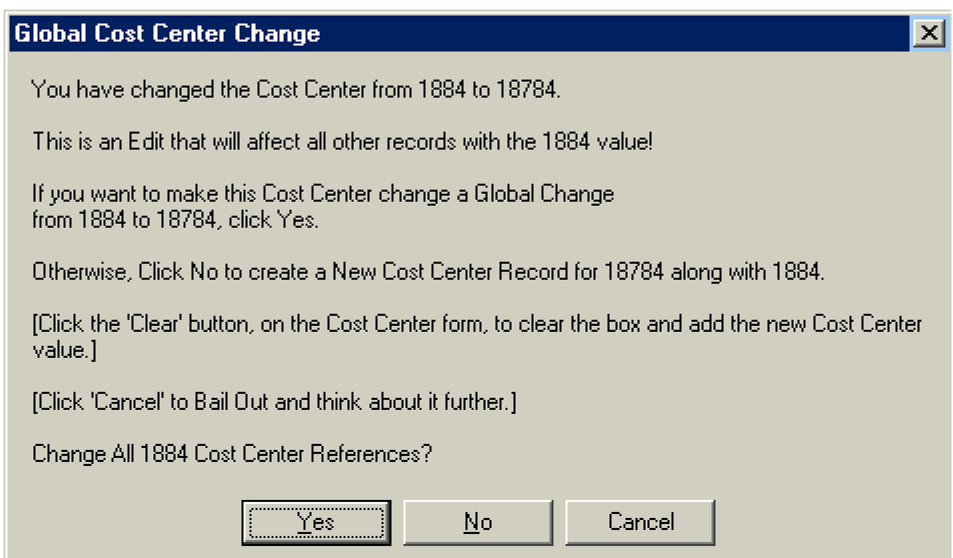
The list shows all Cost Centers in the file, with the Cost Center from the Patron/Dept being edited in the Edit Box. To add a new Cost Center, click Clear and type in the new value.

To choose a new value from the list of existing Cost Centers. Just click the value on the list until it replaces the 1884 now in the box.

To edit the current value, make changes in the edit box.

Global Cost Center Changes

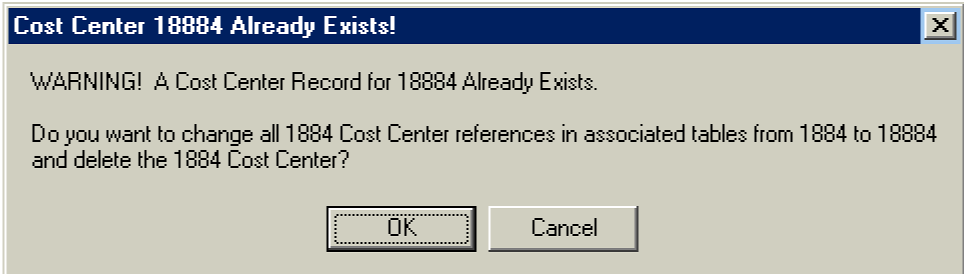
When you make a change, you will also be given a chance to propagate this change to all other iterations of the current value (1884, in this case):



If you want to change all the 1884s in the database to 18784, click Yes. If you just want to add the new one, click No. To bail out entirely, click Cancel.

Mapping One Cost Center Value to Another

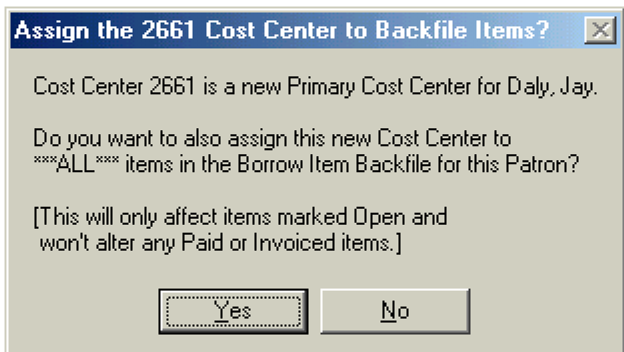
If you want to map a current Cost Center to another existing Cost Center, just edit the current value to match that exiting Cost Center value. When you click Ok to save, you'll be asked if you want to map the old value to the new.



When you click Ok or Back. Whatever value is currently in the Cost Center Edit box will be brought back with you.

Assigning new Patron Cost Center to Backfile Records

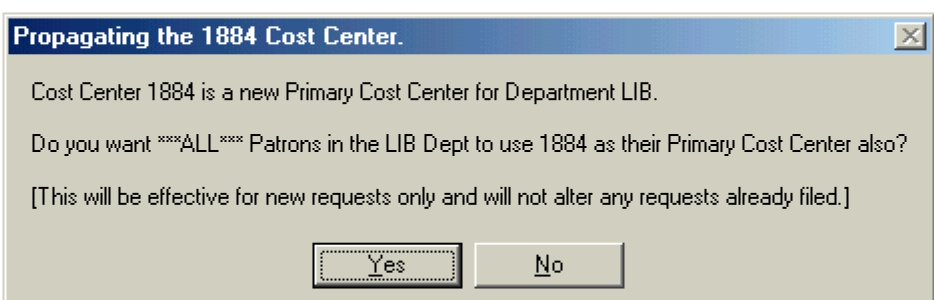
If this Cost Center is a new Primary Cost Center, you'll be asked if you want to apply this new Cost Center to ALL Borrow Items for that Patron:



If you click Yes, then all Patron Borrow records with the Local Status of Open will be assigned this new Cost Center value. You might want to be careful about this if you have other, specialized Cost Centers assigned to this Patron (Grant numbers, etc.).

Assigning new Dept Cost Center to All Patrons in Dept

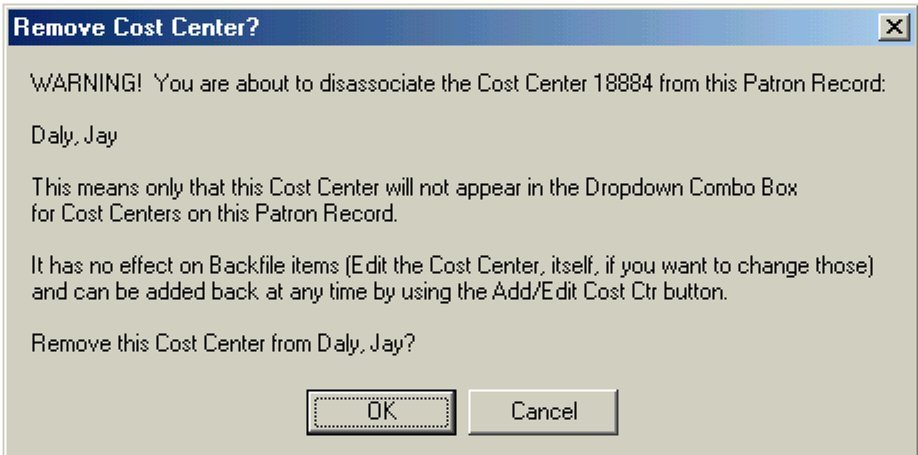
If you change the Primary Cost Center for a Department, you will be given the chance to extend this Cost Center change to all members of that Department:



Answering Yes here will propagate this new Cost Center to all Patrons in the Department. It will make changes in the Patron records only, and won't affect any items already in the Backfile or Outstanding file; in other words, it will be used as the default Cost Center only for items requested after this date.

Disassociating a Cost Center from a Patron or Dept

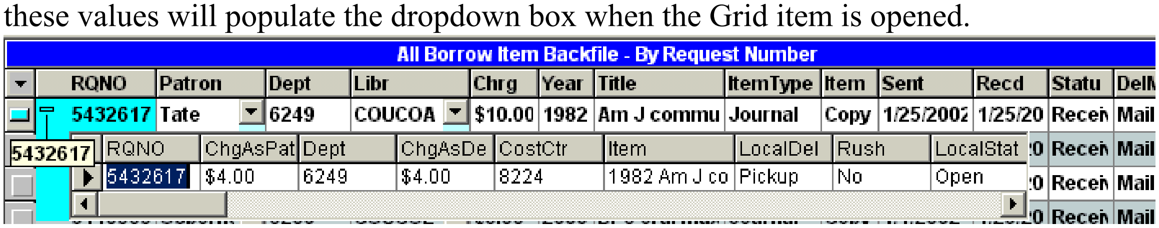
To disassociate a Cost Center from a Patron or Department first move it from its place in the dropdown list to the Primary Cost Center box. Answer No to any prompts for Global Changes, etc. **Right-click** the **Add/Edit Cost Ctr** button to prompt for the removal of this Cost Center from those associated with this Patron or Department:



This will **Remove the Cost Center** from the list of those associated with this Patron or Department. It won't affect any earlier assignments of this Cost Center to individual items, but it will result in the Cost Center appearing to be blank when the item is viewed by clicking the + sign in a regular Borrow Grid, since the contents of the Cost Center field are vetted on the fly each time the subgrid is opened, and only values associated with the Patron on that line are allowed.
In most cases, it's probably less confusing to simply leave it, unused, in the dopdown list of Cost Centers for that Patron or Department.

Cost Centers in the Borrow Items Grids

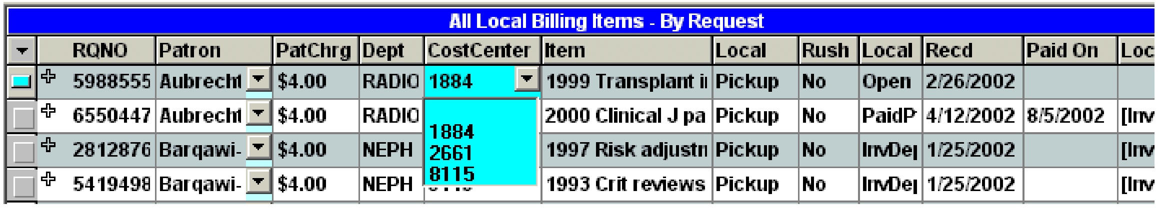
You can access the Cost Center information for each item in the Local Billing sub-Grid by clicking on the + sign to the left of the record. Since this will toggle between the Citation Records (tblBorrBibs) and the **Local Billing view** (tblBorrLocals), you may have to click a few times before the proper view comes up. The Cost Center assigned to each item can be changed here with any value currently associated with that Patron/Dept; these values will populate the dropdown box when the Grid item is opened.



You can also edit the **ChgAsPatron** and **ChgAsDept fields** at the same time.

Cost Centers in the Local Billing Grid

Cost Centers appear at the top level of the Local Billing Grid, with dropdown boxes populated with all associated Cost Centers to make any changes necessary.



All Local Billing Items - By Request

RQNO	Patron	PatChrg	Dept	CostCenter	Item	Local	Rush	Local	Recd	Paid On	Loc
5988555	Aubrecht	$4.00	RADIO	1884	1999 Transplant i	Pickup	No	Open	2/26/2002		
6550447	Aubrecht	$4.00	RADIO	1884	2000 Clinical J pa	Pickup	No	PaidP	4/12/2002	8/5/2002	[Inv
2812876	Barqawi-	$4.00	NEPH	2661	1997 Risk adjustn	Pickup	No	InvDe	1/25/2002		[Inv
5419498	Barqawi-	$4.00	NEPH	8115	1993 Crit reviews	Pickup	No	InvDe	1/25/2002		[Inv

While you're allowed to change the Cost Center even for items that have already been Invoiced or Paid, it won't change the value of the Invoice or Payment already created. To make a true change, first delete the Payment on the Payments Form (if the item was Paid) and then delete the Invoice, either from the Payments Table or by changing the Local Status back to Open. Then run the Invoice again with the new Cost Center value for that item.

Local Billing

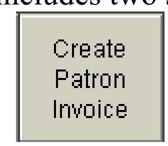
Billing Options and Forms

Local Billing Grid Tool Bar Button

Choose the **Local Billing Button** on the Tool Bar to get to the Local Billing Grid.

This Grid shows Local Billing-related information, including Paid Date and the Invoice Number related to each item. When you select the **Local Billing Grid**, an additional criterion on Charge <> 0.00 is applied, so that the **Local Billing Grid won't include FREE items**. It is a list of items with either PatChrg > 0.00 or DepChrg > 0.00 that have been received. No items where both the Patron and Dept Charges are Free will be included; these must be edited in the Locals Sub-Grid of the Borrow Items Backfile Grid, if they are incorrectly set to 0.00. Better yet, properly setting the **Local Charge Profile** for this Patron will automatically compute and display the proper charge when the item is Received.

The Local Billing Grid also includes two special **Ribbon Search Buttons:**

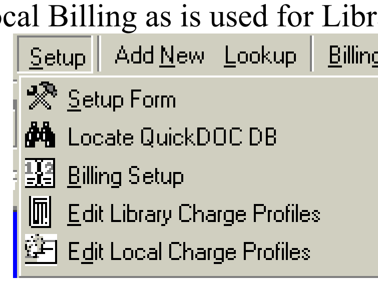


This ribbon button will appear when the default search is a Patron Search (which is most of the time). After the Search Dept button is clicked, though, the ribbon button will change to:

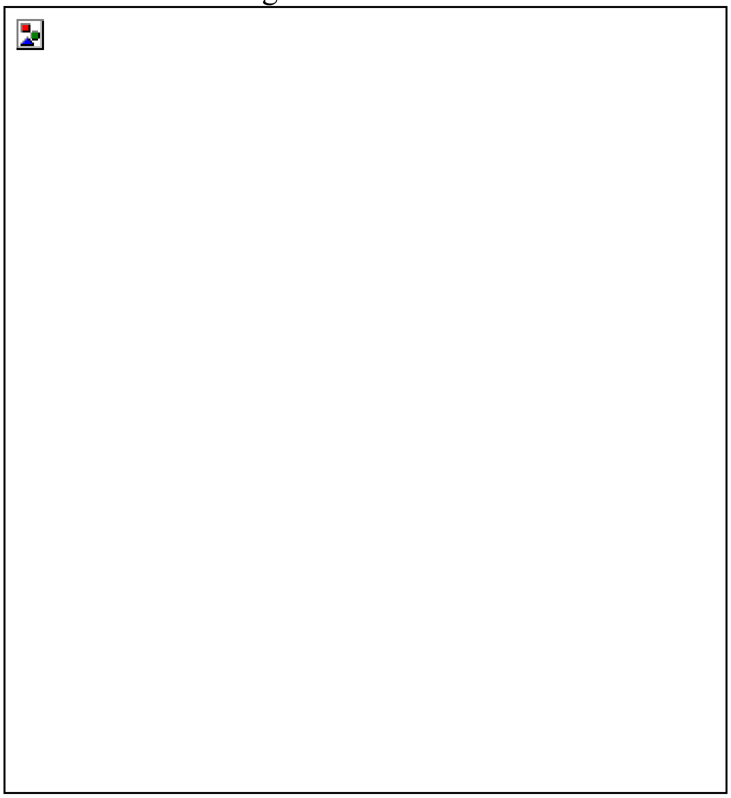
For more information on creating Invoices from within the Local Billing Grid, see the Local Billing Grid section, below.

Local Billing Setup Menu Item

Before printing Invoices for the first time (and whenever you need to make changes to any of the Invoice boilerplate information thereafter), check under the **Setup** Menu for **Billing Setup**, which contains values for items normally printed on an Invoice (for now, the same setup is used for Local Billing as is used for Library Billing).



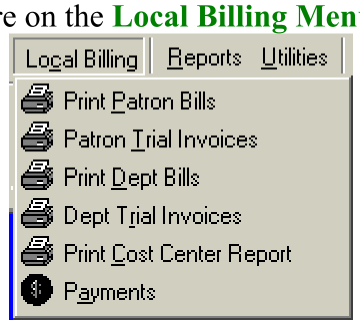
Billing setup includes the following items:



Brief descriptions and context-sensitive help are in the yellow box just above the Command Buttons.

Print Local Invoices

All Print Invoices choices are on the **Local Billing Menu** on the Menu Bar.



The Invoices choice is also available under the **Reports** Menu Bar item, **Borrowed Items**. Use this method to print a regular monthly Invoice run. Invoices can be printed to **Print Preview**, in order to get an idea as to what will be generated, or to any **Printer** that shows up in your list of Printers. **Local Invoices can also be printed with up to 5 copies** on each run.

Local Invoice Numbers are composed of:

For **Patron Invoices**: P+the Patron Number + a unique number from 0001 to 9999

For **Dept Invoices**: D+the first 5 characters of the Dept Abbr + unique number from 0001 to 9999

For **Cost Ctr Invoices**: C+the first 5 characters of the Cost Ctr + unique number from 0001 to 9999

The last Invoice Number used is kept in the **tblLocals** Table in QuickDOC.MDB, under the tag **LastDepInv** for Depts/Cost Centers, or **LastPatInv** for Patron Invoices.

How Items are Selected to be included in an Invoice:

1. The item must have a Patron or Dept **Local Charge** other than 0.00
2. **Local Status** must read **Open**.

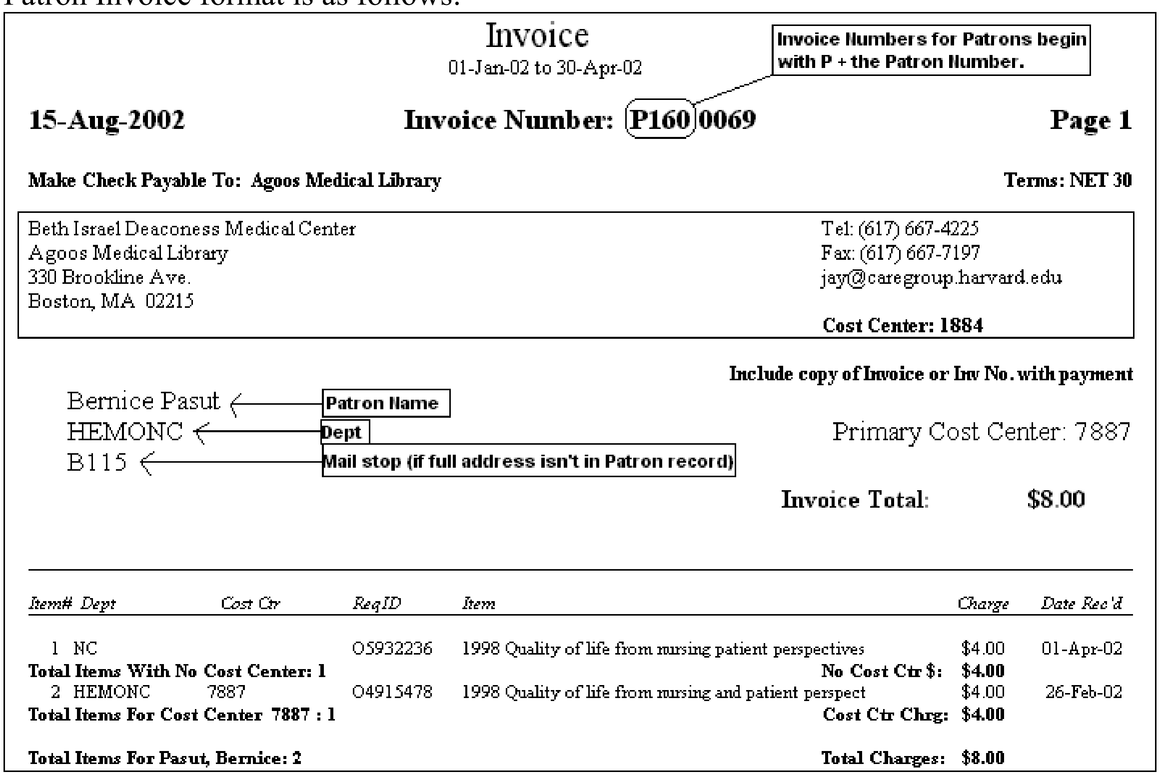
In the Local Billing Grid below, only the last two items, with the red check marks, would appear on an invoice run, either the automatic batch run or a single Invoice printed from the 'Create Invoice' button:

All Local Billing Items - By Request

	RQNO	Patron	PatChrg	Dept	CostCenter	Item	Local	Rush	Local	Recd	Paid On	Loc
	5498017	Adams	$4.00	PUL M	6100	2001 Ann hemato	Pickup	No	PaidD	1/31/2002	8/4/2002	[Inv
	6484387	Adams	$4.00	PUL M	Pulm001	2002 J healthcare	Pickup	Yes	PaidD	4/10/2002	8/4/2002	[Inv
	5498016	Albano	$0.80	NC	6100	2000 Pediatric he	Pickup	No	PaidP	1/31/2002	8/4/2002	[Inv
	5752428	Albano	$0.30	7540	7887	1999 Cancer prac	Pickup	No	PaidP	1/31/2002	8/4/2002	[Inv
	5925491	Amer	$4.00	INF DI	8110	1952 Am J public	Pickup	No	Open	2/19/2002		
	5934945	Amer	$5.00	INF DI	8110	1963 Br medical .	Pickup	No	Open	2/20/2002		

Print Patron Bills

The **Print Patron Bills** choice prints the batch of Invoices using the **CHRGAsPatron** charge (the header is **PatChrg** on the Local Billing Grid) for the period selected. The Patron Invoice format is as follows:


Invoice
01-Jan-02 to 30-Apr-02

Invoice Numbers for Patrons begin with P + the Patron Number.

15-Aug-2002 **Invoice Number: P1600069** **Page 1**

Make Check Payable To: Agoos Medical Library **Terms: NET 30**

Beth Israel Deaconess Medical Center
Agoos Medical Library
330 Brookline Ave.
Boston, MA 02215

Tel: (617) 667-4225
Fax: (617) 667-7197
jay@caregroup.harvard.edu

Cost Center: 1884

Include copy of Invoice or Inv No. with payment

Bernice Pasut — Patron Name
HEMONC — Dept
B115 — Mail stop (if full address isn't in Patron record)

Primary Cost Center: 7887

Invoice Total: $8.00

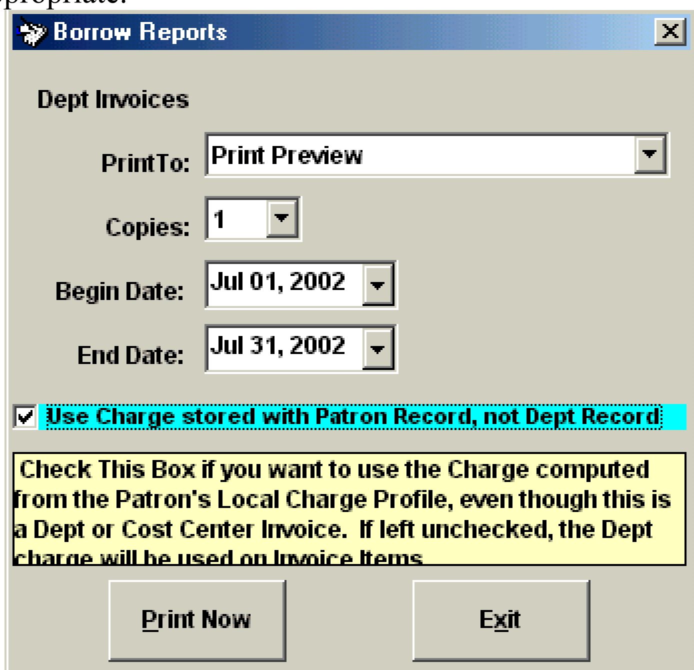
Item#	Dept	Cost Ctr	ReqID	Item	Charge	Date Rec'd
1	NC		05932236	1998 Quality of life from nursing patient perspectives	$4.00	01-Apr-02
Total Items With No Cost Center: 1				**No Cost Ctr $:**	**$4.00**	
2	HEMONC	7887	04915478	1998 Quality of life from nursing and patient perspect	$4.00	26-Feb-02
Total Items For Cost Center 7887 : 1				**Cost Ctr Chrg:**	**$4.00**	
Total Items For Pasut, Bernice: 2				**Total Charges:**	**$8.00**	

All **Invoices are subtotaled by Cost Center**, if more than one Cost Center is indicated. The Primary Cost Center that is filed with the Patron or Department record is indicated at the top, as well as on the individual item line, if a Cost Center was associated with that item at the time it was received.

During each Patron Invoice Print, the **Local Status** of each item will be set to **InvPat** , the **CHRGAsPatron** value will be copied to the **LocalCHRG** field, the **Invoice Number** will be copied to the **LocalInvoice** field, and all information about each invoice will be added as a **Patron Invoice Record** in **tblPatInvoices** in QuickDOC.MDB.
Once the Invoice is printed for an item, the **Invoice Number is available on the Local Billing Grid, in the Local Invoice column**, format **[Inv=P160 0069]**. It can be searched under just "**Containing**" 0069 in most cases.

Print Dept Bills

The **Print Dept Bills** choice prints the batch of Invoices using the **CHRGAsDept** value (the header is **DeptChrg** on the Local Billing Grid) for the period selected. Unlike the Patron Bills choice, the Department Invoice form includes an additional **Use Charge stored with Patron Record Checkbox** that will allow the Invoice run to use the **CHRGAsPatron** value rather than the default CHRGAsDept value, so that individual Patrons within a Department can be charged according to a different charge schedule, when this is appropriate.



The **Department Invoice** is similar to the Patron Invoice, as illustrated below:

Sample Dept Invoice

Hematology/Oncology [HEMONC]
Beth Israel Deaconess Medical Center
RA-430
330 Brookline Ave.
Boston, MA 02215

Include copy of Invoice or Inv No. with payment

Primary Cost Center: 7887

Invoice Total: $45.10

Both Dept and Patron Invoices are broken down by Cost Center, if more than one Cost Center is indicated. Items with no cost center attached are shown first.

Item#	Patron	Cost Ctr	ReqID	Item	Charge	Date Rec'd
1	Fleitz, Julie		5644194	1993 J abnormal psychology. May;102(2):248-58	$1.10	25-Jan-02
2	Servetar, Ellen		5812717	1999 Hospital topics. Winter;77(1):14-26	$4.00	08-Feb-02
3	Servetar, Ellen		5812716	2000 J clinical nursing. Jan;9(1):71-82	$4.00	11-Feb-02
4	Servetar, Ellen		5812812	2000 Nursing times. 96(27 July 6-12):12-	$4.00	11-Feb-02
Total Items With No Cost Center: 4				**No Cost Ctr $:**	**$13.10**	
5	Pearson, Joanne	1884	5683523	1998 Insight (Am Society of Ophthalmic Registered Nurs	$4.00	07-Feb-02
6	Pearson, Joanne	1884	5683596	2001 Nurse education today. May;21(4):323-33	$4.00	07-Feb-02
7	Schulz, Laura	1884	5869759	2000 Ann hematology. Aug;79(8):407-13	$4.00	14-Feb-02
8	Schulz, Laura	1884	5935026	1992 Immunology letters. Dec;34(3):207-11	$4.00	19-Feb-02
9	Schulz, Laura	1884	5935027	1981 Infection immunity. Aug;33(2):636-40	$4.00	20-Feb-02
10	Schulz, Laura	1884	5935025	1986 Am J hematology. Jan;21(1):23-7	$4.00	26-Feb-02
Total Items For Cost Center 1884 : 6				**Cost Ctr Chrg:**	**$24.00**	
11	Hakes, Diane	7540	5762776	1998 Patient education counseling. Jul;34(3):185-200	$4.00	06-Feb-02
Total Items For Cost Center 7540 : 1				**Cost Ctr Chrg:**	**$4.00**	
12	Pasut, Bernice	7887	04915478	1998 Quality of life from nursing and patient perspect	$4.00	26-Feb-02
Total Items For Cost Center 7887 : 1				**Cost Ctr Chrg:**	**$4.00**	
Total Items For HEMONC: 12				**Total Charges:**	**$45.10**	

During each Department Invoice Print, the **Local Status** of each item will be set to **InvDep** , the **CHRGAsDept** value will be copied to the **LocalCHRG** field (unless the **CHRGAsPatron** checkbox has been checked), the **Invoice Number** will be copied to the **LocalInvoice** field, and all information about each invoice will be added as a **Department Invoice Record** in **tblDepInvoices** in QuickDOC.MDB.
Once the Invoice is printed for an item, the **Invoice Number is available on the Local Billing Grid, in the Local Invoice column**, the Department format (not shown above) is **[Inv=DHEMON 0029]**. It can be searched under just "**Containing**" 0029 in most cases.

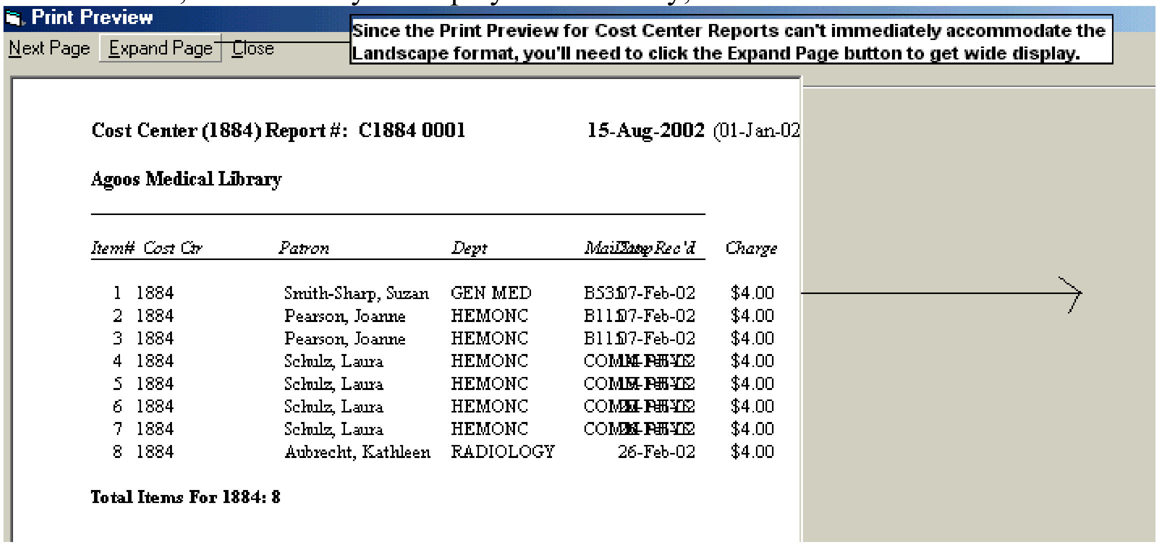
Patron or Dept Trial Invoices

The **Patron Trial Invoices** and **Dept Trial Invoices** choices print exactly as the Invoice run will print, except that Invoice Numbers aren't assigned, and only one copy of each Invoice is printed. Use this instead of the Print Preview to generate actual invoices that can be used for proofreading and editing prior to running the actual invoices.

Print Cost Center Report

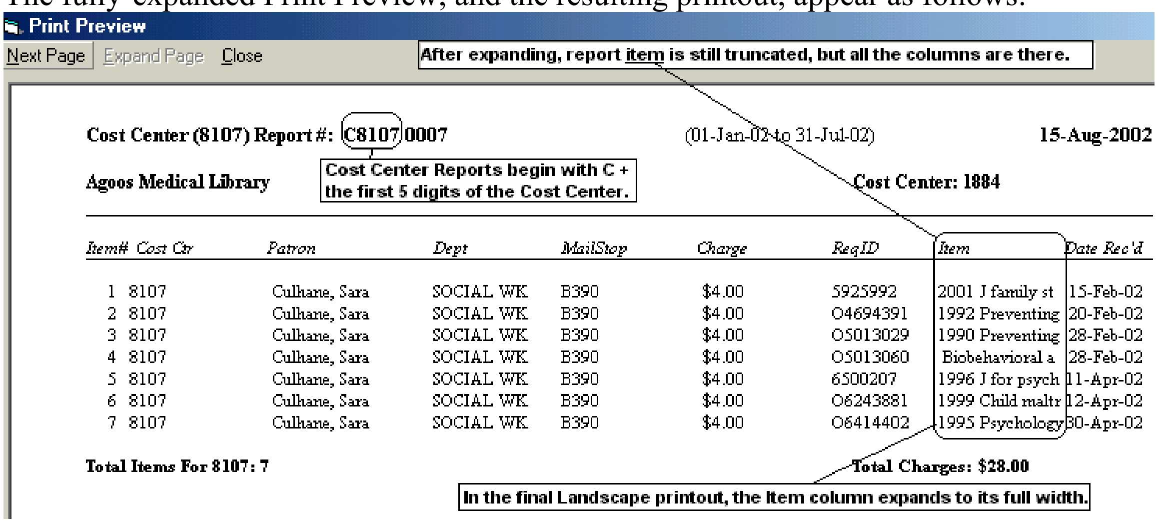
The **Cost Center Report** has a different format than either the Patron or Department Invoice, but **it also functions as an Invoice**, and will set the **Local Status to InvDep** and will file an Invoice record in **tblDepInvoices** in QuickDOC.MDB.
The **Print Cost Center Report** choice prints a batch of Individual Reports/Invoices, one for each Cost Center represented during the period in question, using the **CHRGAsDept** value for the period selected. Like the Department Invoice form, the Cost Center Report form also includes an additional **Use Charge stored with Patron Record Checkbox** that will allow the Report run to use the **CHRGAsPatron** value rather than the default CHRGAsDept value, so that individual Patrons within a Cost Center can be charged according to a different charge schedule, when this is appropriate.

The **Cost Center Report format** is set to Landscape by default. When first displayed in Print Preview, the form may be displayed incorrectly, as below:



Use the **Print Preview Expand Page** button to expand to right margin to the right edge of the screen.

The fully-expanded Print Preview, and the resulting printout, appear as follows:



During each Cost Center Report Print, the **Local Status** of each item will be set to **InvDep** , the **CHRGAsDept** value will be copied to the **LocalCHRG** field (unless the **CHRGAsPatron** checkbox has been checked), the **Invoice Number** will be copied to the **LocalInvoice** field, and all information about each invoice will be added as a **Department Invoice Record** in **tblDepInvoices** in QuickDOC.MDB.

Once the Invoice is printed for an item, the **Invoice Number is available on the Local Billing Grid, in the Local Invoice column**, the Cost Center format is **[Inv=C8107 0007]**. It can be searched under just "**Containing**" 0007 in most cases.

Running Cost Center Reports as Reports Only

Since Cost Center Reports are also Invoices, they will make all the normal changes to **Local Status**, **LocalCHRG**, **LocalInvoice**, etc., and will post an added record to the

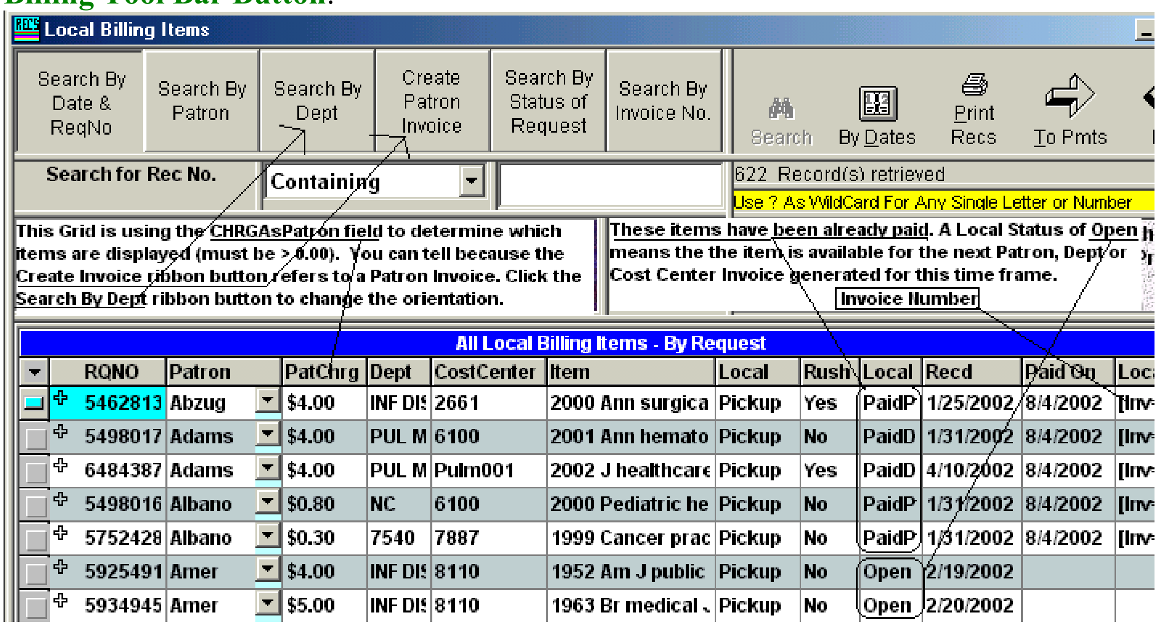
tblDepInvoices Table. If you want to run the Cost Center Report as a report only, use this strategy:

1. **BEFORE running any Invoices** for the period in question, run the Cost Center Report for that period.
2. Go back to the Local Billing Grid and search the same time period as the Report, **Search By Invoice No.** "**Containing**" Inv=C. This will fill the Grid with all the items on the Cost Center Report for that period. (You can also search by **Local Status = InvDep** if you know there were no other invoices run for a Department during that period; Cost Center invoices are marked with Local Status InvDep.)
3. Change the **Local Status** of the top row back to **Open**.
4. Click the **header on the Local Status column** and choose **Global Change**.
5. **Click Ok** when asked whether you want to change all values in that column back to Open.

After a brief pause (or perhaps not so brief if you have thousands of items to be reset) while the Global Change goes to work, the **Local Status**, **LocalCHRG**, and **LocalInvoice** values will be returned to **Open**, **0.00**, and **blank**, respectively.

Local Billing Grid

Here's an example of the **Local Billing Grid**, which is accessible through the **Local Billing Tool Bar Button**:



The Local Billing Grid, because it automatically screens out FREE items, makes searching and editing a bit less complicated for preparing Invoices, but be sure to check the general Borrow Grids periodically for items mistakenly filed as FREE. Clicking on a cell in the Patron Column of any Grid will expose the **To Patrons button**, where a Patron's charge may be quickly edited, so that future requests are filed with the proper charge. Clicking in the Dept Columns will expose the **To Depts button**, for similar editing of Departments. Clicking in most other Columns will expose the **To Payments button**, for **recording Local Payments**, **deleting Local Invoices**, **deleting Local Payments**, etc.

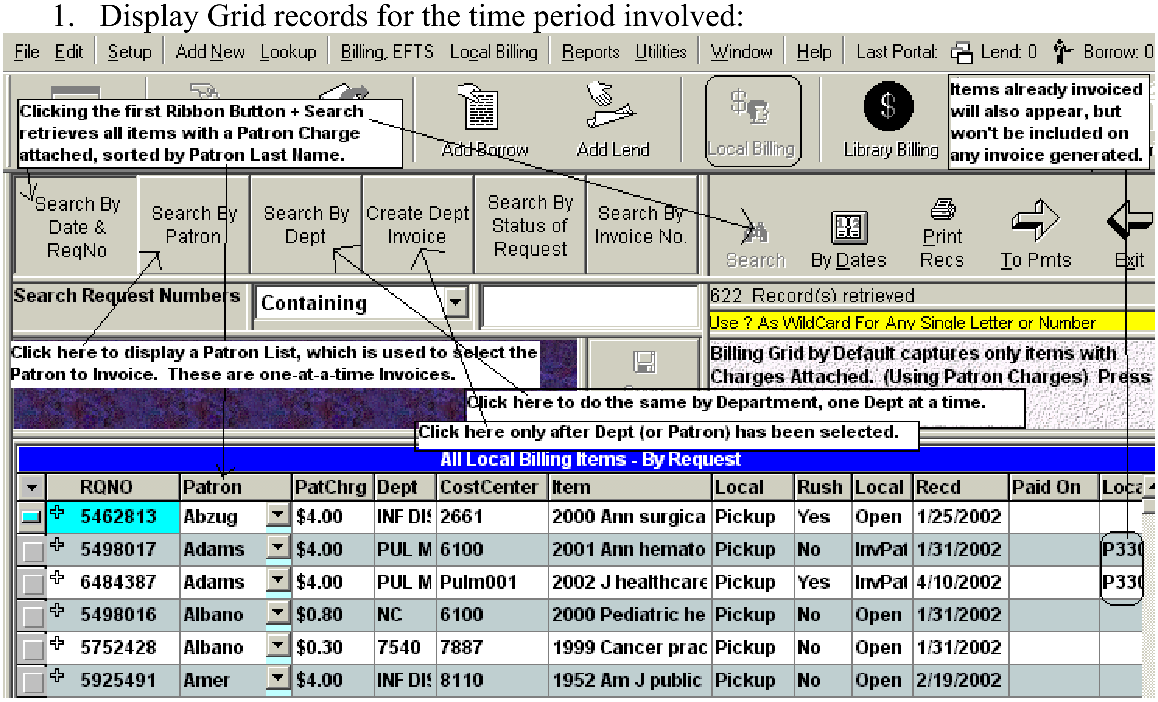
Create Patron Invoice (in Local Billing Grid)

The **Create Patron Invoice** button creates an Invoice for the Patron selected. Before you can create a Patron Invoice from the Grid, however, you need to first select the Patron to Invoice by clicking the **Search By Patron** ribbon button and choosing the Patron from the **Patrons List**.
The resulting list will include **ALL Items** for that Patron during the period specified, but only those with **Local Status equal to Open** and **CHRGAsPatron greater than 0.00** will be included in the Invoice.

Create Dept Invoice (in Local Billing Grid)

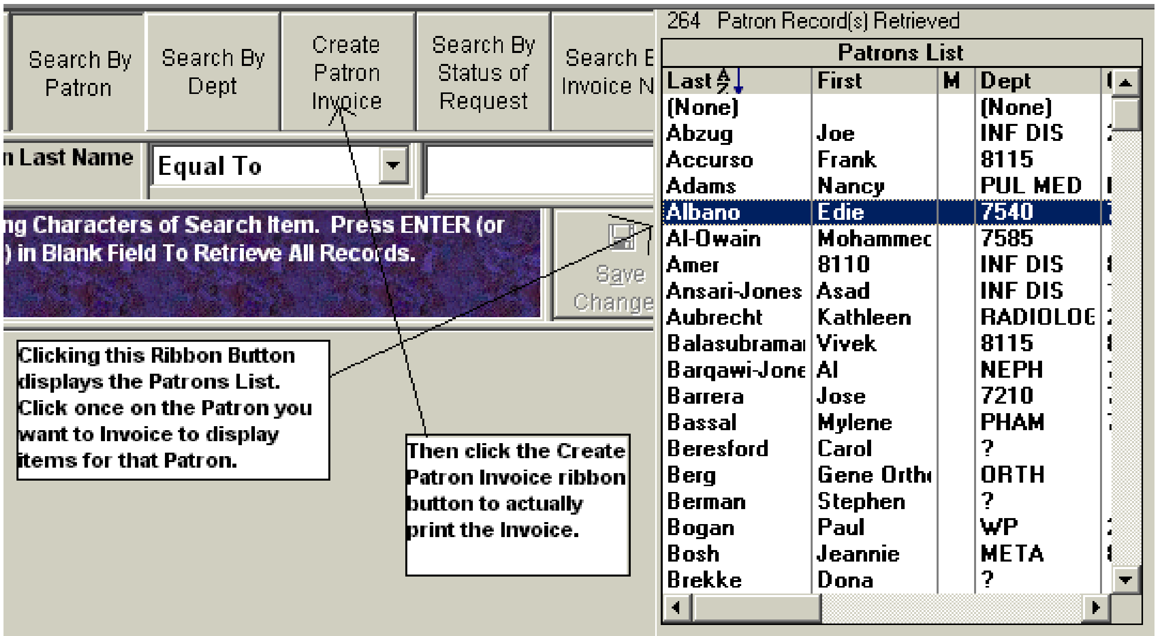
The **Create Dept Invoice** button creates an Invoice for the Dept selected. Before you can create a Department Invoice from the Grid, however, you need to first select the Dept to Invoice by clicking the **Search By Patron** ribbon button and choosing the Patron from the **Depts List**.
The resulting list will include **ALL Items** for that Department during the period specified, but only those with **Local Status equal to Open** and **CHRGAsDept greater than 0.00** will be included in the Invoice.
The **Create Patron Invoice** or **Create Dept Invoice** buttons create an Invoice on the spot for whichever Patron or Dept has been selected for items received during the period from the Beginning Date to the End Date selected. Here are the steps to create an Invoice for Patron Edie Albano using the Create Patron Invoice Ribbon Button of the Local Billing Grid.

1. Display Grid records for the time period involved:

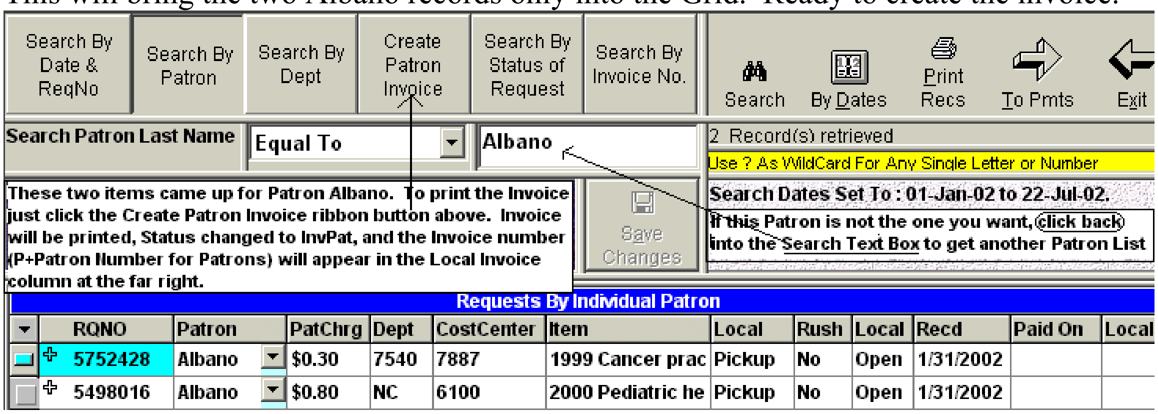


The list is sorted by Patron Name (but we can change the sort by clicking on the column header ans selecting a different sort order). We can see two Albano requests in rows 4 and 5 of the Grid.

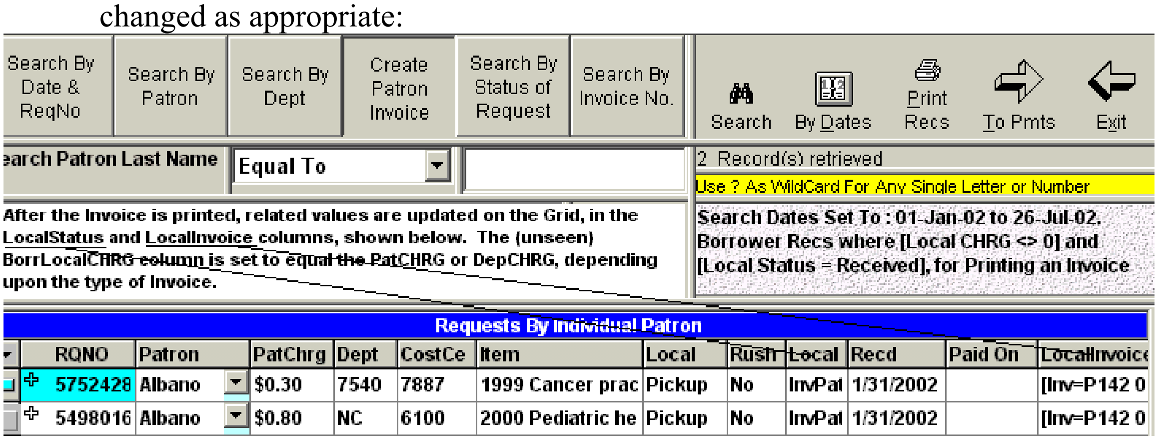
2. Click the **Search By Patron** ribbon button to select the Albano record.



This will bring the two Albano records only into the Grid. Ready to create the invoice.



3. Click the **Create Patron Invoice** ribbon button to create the Invoice. When printing is finished you'll be brought directly back to the Grid, with Local Values changed as appropriate:

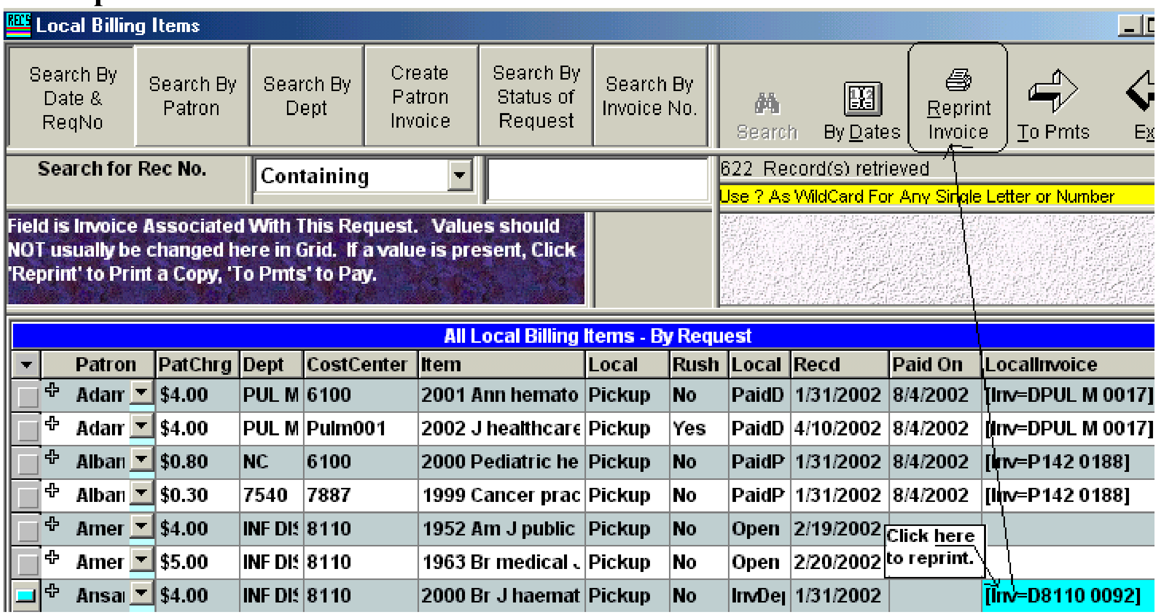


Invoices printed from the Grid are no different in format from those printed in batch.

Invoices for items printed from the Local Billing Grid will be printed using the **last Printer you specified when printing an Invoice Run**, and in the number of copies specified then, as well.

Reprint an Invoice

You can **Reprint a single Invoice** for any invoice listed in the **Invoice Column** on the Local Billing Grid by **clicking once on the Invoice cell to be reprinted**, then clicking the '**Reprint**' Button.

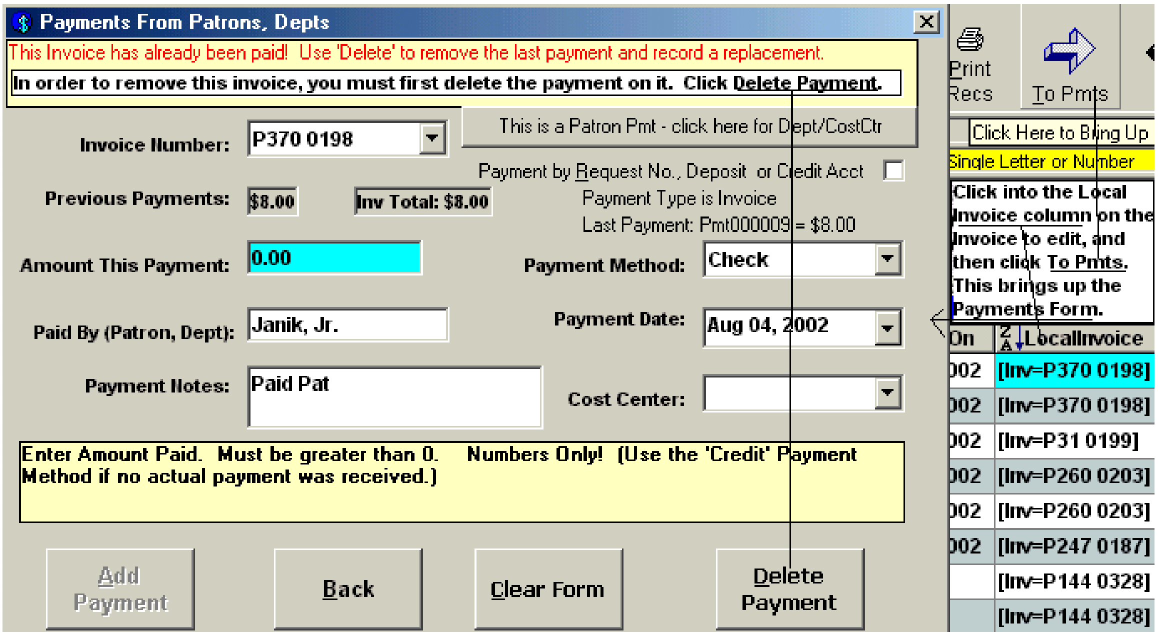


Invoices reprinted in this way will be printed, using the last Printer you specified when printing an Invoice Run, and in the number of copies specified at that time. The Reprint will include all items with that Invoice Number in the Invoice column and will re-calculate the Invoice Total as it prints, so that, if you delete an item, and then reprint that Invoice, the Invoice will include the original invoice total at the top, but a revised total at the bottom.

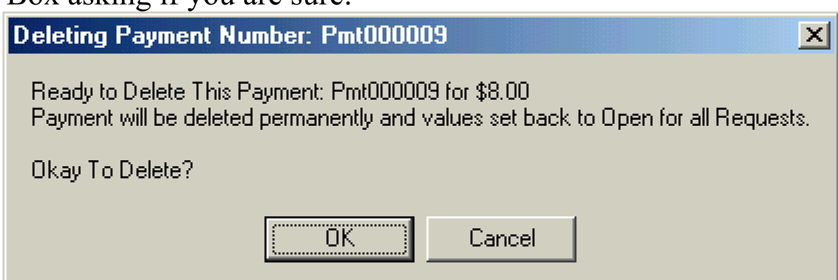
Payments made on an Invoice are subtracted from the Invoice Total at the top, and are also noted as Payments at the bottom of the Charge column, along with both the original and revised Invoice Totals.

Deleting an Invoice - Local Billing Grid

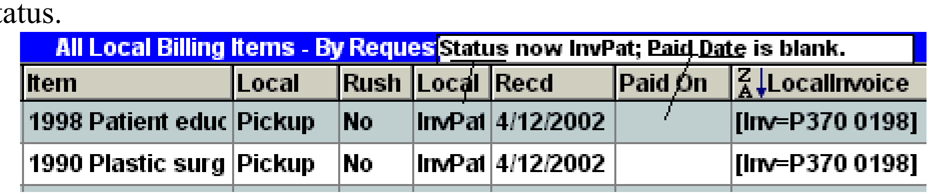
If you click once in the **LocalInvoice column** of the Local Billing Grid, the **To Pmts** button will appear just above the Grid. Use this button both to delete (or post) payments and to delete the Invoice listed in the LocalInvoice column. **If there is a payment posted to the Invoice, you must first delete the payment before deleting the Invoice**. A **Payments From Patrons, Depts Form** for an Invoice that has already been paid will look like this:



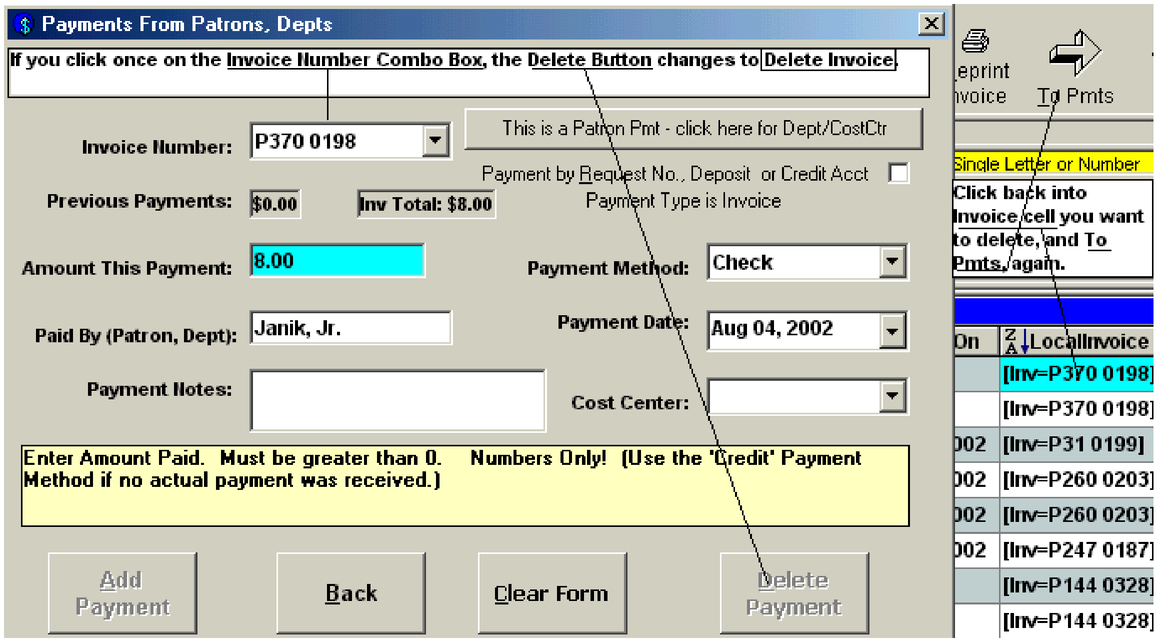
First delete the Payment by clicking the **Delete Payment button**. This will produce the usual Message Box asking if you are sure:



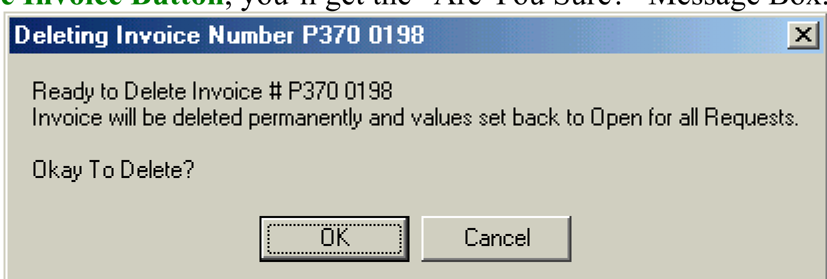
When you click Ok, the payment is deleted and the affected items in the Grid are returned to Invoiced status.



At this point we are now ready to delete the Invoice itself. Click back into a LocalInvoice cell that contains the Invoice we want to delete. Then click **To Pmts** again. The Payments From Patrons, Depts Form returns.



If the Delete Button still reads “Delete Payment,” click once on the **Invoice Number Combo Box**. The button will change to “Delete Invoice” and will be enabled. After you click the **Delete Invoice Button**, you’ll get the “Are You Sure?” Message Box.



If you click Ok, the Invoice will be deleted from the appropriate Invoices Table, all items in the Grid for that Invoice will be reset back to Received, and the LocalInvoice value will be blank.

Rerun a batch of Local Invoices

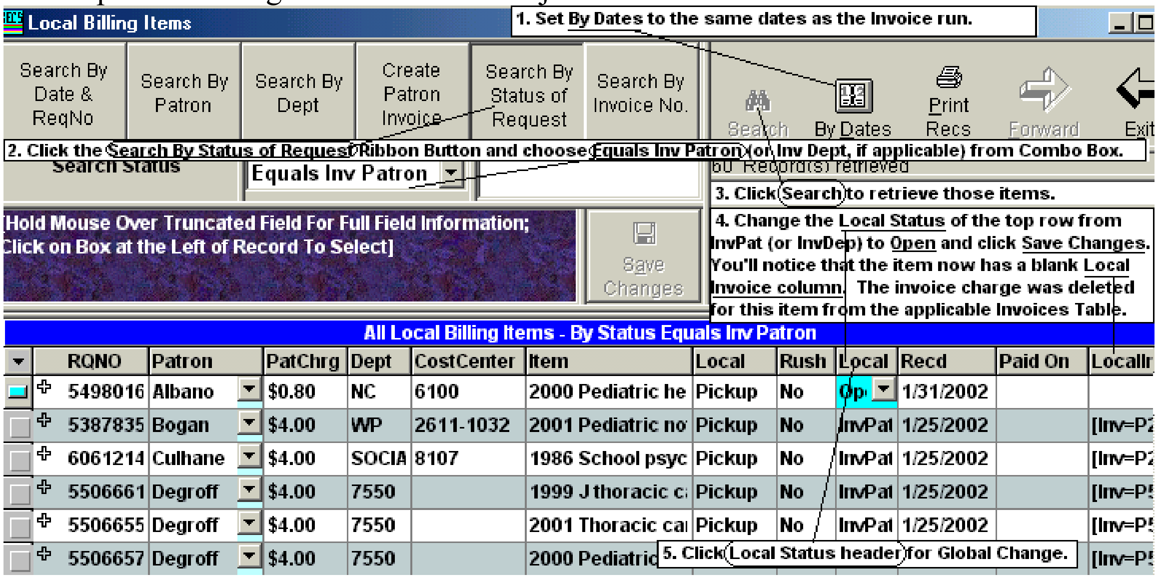
You can **Rerun a batch of Patron, Department or Cost Center Invoices just printed** by using the Global Change function on the Local Status column to reset all the invoiced items back to Open. This process will also remove each item from either the **Patron or Department Invoices Table**, depending upon the type of Invoice printed, and **delete each invoice** when all of its items have been deleted.

Deleting a batch of Local Invoices

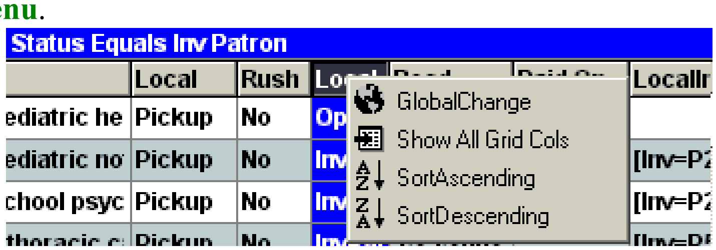
Sometimes, perhaps as a result of a paper jam or some other infelicity during an Invoice run, the run is interrupted and, while the changes are made to the database, not all the Invoices are printed. You have two choices to rectify this situation.

1. If only a few invoices remain unprinted, use the Local Billing Grid and **Reprint Invoice** for each of those missing.
2. If more than a few are unprinted, your best bet is to **delete the Invoice Batch entirely** and rerun from scratch.

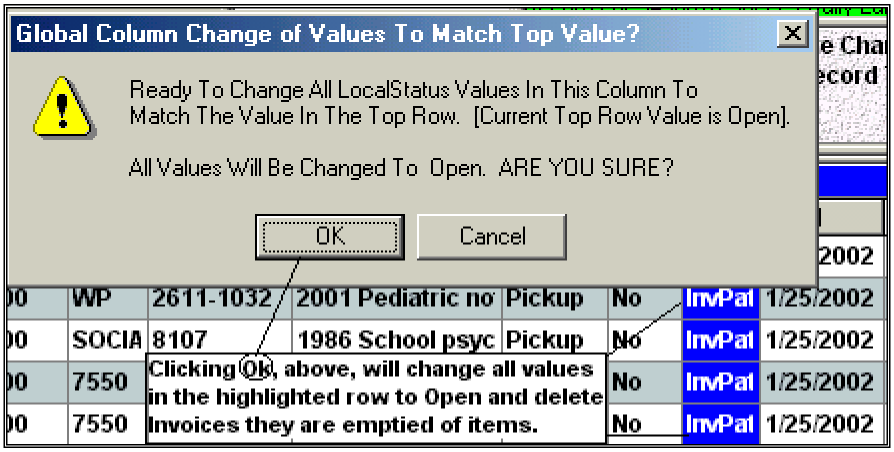
The steps for deleting a batch of Invoices just run are illustrated below.



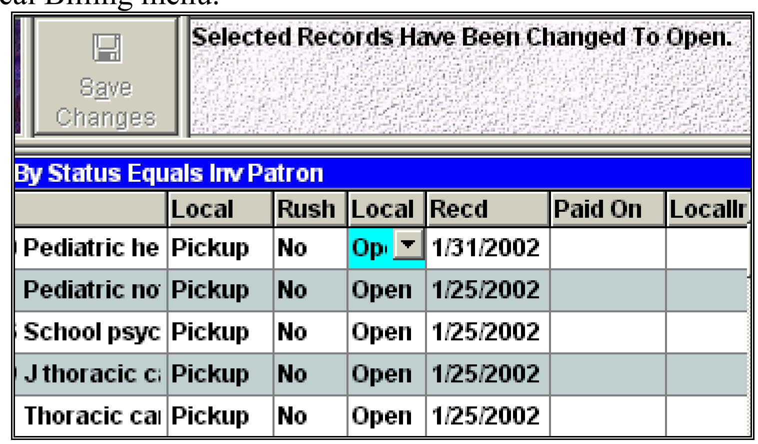
1. **Set the Dates** to the same dates for which the batch of invoices was run.
2. Click the **Search By Status** Ribbon Button and choose **Equals Inv Patron or Inv Dept**.
3. Click **Search** to retrieve those items.
4. **Change the Local Status of the top row** from **InvPat** (or **InvDep**) to **Open** and click **Save Changes**. This step will also remove the charge for that item from the Invoice Record in the appropriate Invoices Table (**tblPatInvoices** or **tblDepInvoices**).
5. Click the **header on the Local Status Column** to get the **Header Context Menu**.



6. Click **Global Change**. This will select all the items in that column for change.
7. Click **Ok** at the message about changing all values to Open.



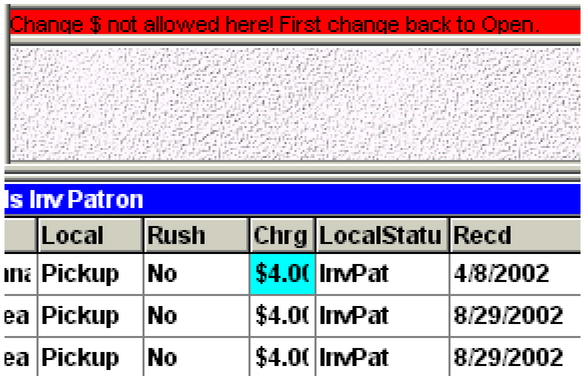
8. Local Status will be changed back to Open for all; **All Invoices from that run will be batch deleted from tblPatInvoices (or tblDepInvoices)** once all the Invoice's items have been reset back to Open; the **LocalInvoice column will be cleared**; and these items will now be eligible for a new Invoice run on the Local Billing menu.



N.B. The new batch of Invoices will begin with the **next Local Invoice Number** after the last number of the deleted batch; the numbers will not be reset. In most cases this sequential number won't matter, but if you were using it to guage the number of Invoices printed within a certain time period, for example, that number would not be accurate after using the method above.

Changing Local Charge after Invoice not allowed

Once an invoice is printed, Patron, Department or Cost Center Report, you'll get an error message ("**Change $ not allowed here! First change back to Open**") if you try to change the charge field. In the case below, we tried to change the $4.00 charge to $5.00:



The same will occur if the Status were InvDep. To reset the charge (assuming you haven't already sent out the Invoice), go to the Local Billing Grid (if you're not already there), Delete the Invoice (see above), change the charge and re-run the Invoice for that Patron.

Invoice Troubleshooting

Box at the top, where the Return Address, etc., should be, is empty.

First check under '**Setup**' and '**Billing Setup**' on the Menu Bar, to be sure you have values entered for the return address, etc. If these values are there (and they appear in Print Preview but not on the actual printout), then the **missing Invoice return address** values are probably the result of a layering mismatch when your printer prints the page. This seems to work for HP printers with the problem, and may wprk with others:

1. Click **Start,** then **Settings**, then **Printers** on the Win9x desktop.
2. Right-click your default printer and choose '**Properties**'.
3. Click the '**Graphics**' Tab to show the Graphics info form.

In the box at the bottom you have a choice of **'Graphics Mode**' with two option buttons: Raster Graphics and Vector Graphics. The 'What's This?' help for Vector Graphics reads: Controls how the printing information is rendered by your printer. Using Vector Graphics can significantly increase printing speed. However, if you have problems, *such as incorrect overlaying*, trying choosing Raster Graphics.
[Italics added.] "Incorrect overlaying..." sounds about right. When we changed from Vector Graphics to Raster Graphics on our HP5, the address and other data miraculously appeared.
If all else fails, though, simply check the **Suppress Invoice Box** checkbox on the **Billing Setup** form.

It's easy enough to sacrifice the fancy box, if it obscures what lies within. Once you've registered this choice, the Invoice will be printed without the surrounding box.

Local Payments

Payments can be made using a variety of **Payment Methods** and **Payment Types**.

Local Payment Methods

These appear in a Dropdown Combo Box on the Payment Information Form, and include the usual methods of payment: **AMEX**, **Cash**, **Check**, **Credit**, **EFTS**, **IFM**, **Invoice**, **MasterCard**, **Other, Transfer, Visa** and others. Some of these payment methods aren't applicable to Local Transactions (EFTS and IFM, for example), but since the Payment Methods Table is used in both Borrowing and Lending, they appear as choices anyway. The **Payment Methods Table** is crucial to much of the database work, so please don't discard this Table (it has happened once or twice in the past). As with any necessary table, the absence of this table will interfere with normal QuickDOC processing. If you have to re-create the tblPmtMethods Table, the default values are as follows:

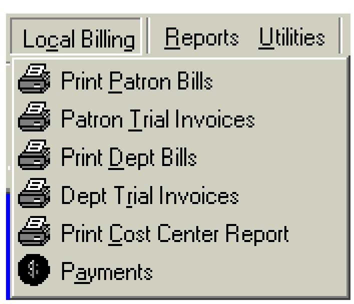
1. AMEX
2. Cash
3. Check
4. Credit (non-cash credit for an item)
5. EFTS (not usually a Local payment choice)
6. IFM (not usually a Local payment choice)
7. Invoice
8. MasterCard
9. Other
10. Transfer
11. Visa
12. Deposit Acct.
13. Request (by Request Number)

Payment Types (Local Patron/Dept)

These include:

1. Invoice
2. Credit (non-cash credit for an item---better to use a "Free Number Before Charge" type Profile)
3. Deposit Acct.
4. Request (by Request Number)
5. Other

Payments of all types may be made using the **Local Billing Menu Bar choice, Payments**.



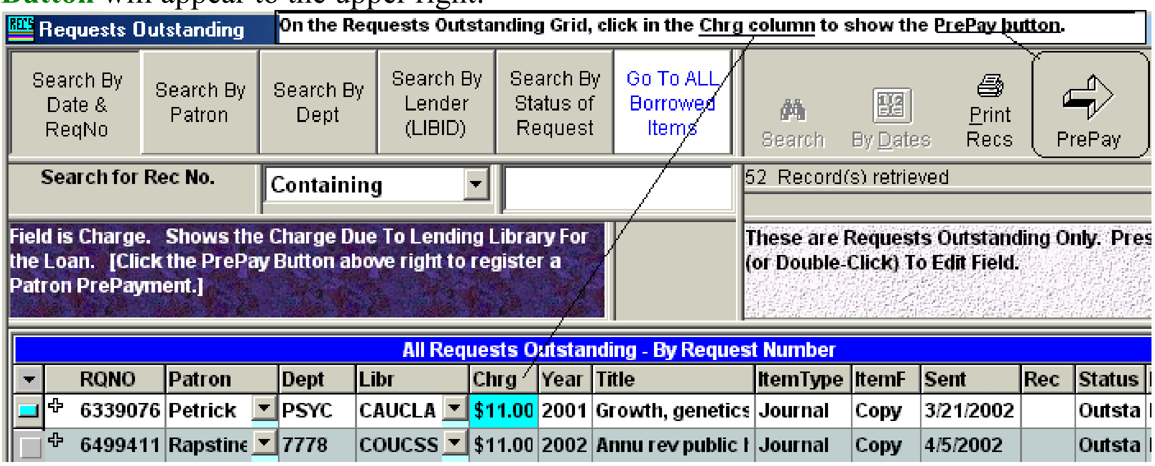
Payments are also commonly made on the **Local Billing Grid**, going directly to the Local Payments Form from the Grid item to be paid. Some payments (**Pre-paid items** and **Quick Pay Local Payments**) can also be made directly on the **Requests Outstanding** and **Borrow Item Backfile** Grids.

Pre-payments on the Requests Outstanding Grid

In many cases, Libraries will require Patrons to **Pre-Pay** for items to be ordered. Typically, this will be a fixed charge per item, although it can be set up in many different ways. In QuickDOC, requests that are Pre-Paid will be **automatically set to PaidPt when they are checked in as Received**.

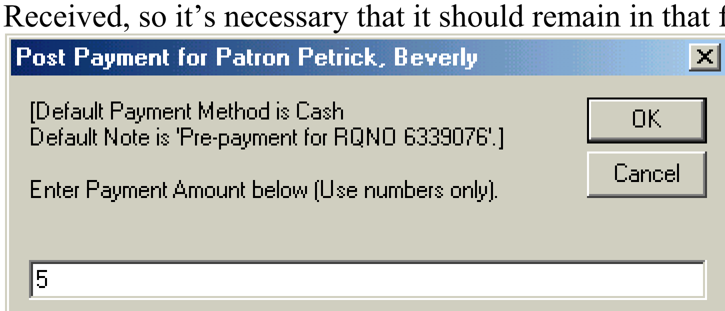
If the Patron pays up front, you will have the necessary information at the time the request is sent in QDPortal. Once all requests are sent, click the **Import QDPortal** Tool Bar button in QuickDOC to bring the new items into the Requests Outstanding Grid. To put today's requests at the top, click the header of the **Sent Column** and choose **Sort Descending**.

For each item you want to **Pre-Pay**, click the **Chrg Column** for that item; a **PrePay Button** will appear to the upper right:



If you click Pre-Pay, an Input Box will appear, noting the following Default Values that will be associated with the Payment:

1. The **Default Local Payment Method** will be whatever has been set for your Local Payments (this is currently set to the last Payment Method chosen when a payment was recorded in Local Billing).
2. The **Default Payment Note** will always be '**Pre-payment for RQNO** nnnnnnnn'; this note field is used later to match up the payment when the item is Received, so it's necessary that it should remain in that format.

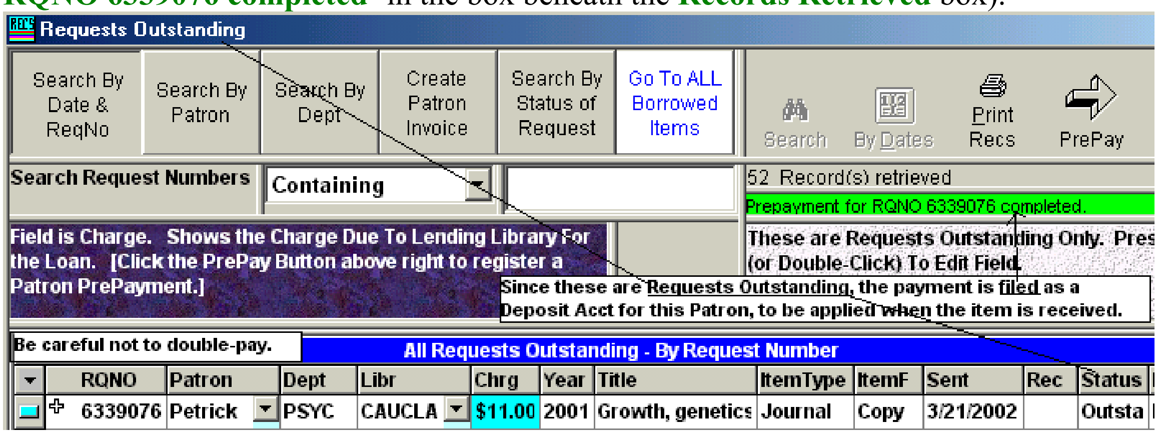


In order to **prevent duplicate Patron Pre-payments**, a lookup is made before the payment is filed. If an earlier Pre-payment is found, a Message Box explains:

If the pre-payment isn't a duplicate, it's filed in the **Deposit Account Table for Patrons** (**tblPatDeposits**), with a matching entry in the gatekeeper Table, **tblPatCredits**---tblPatCredits is checked first on any search to see if the Patron involved has a balance of **any** kind (either a real Deposit or a vague Credit, but steer clear of vague Credits if you can; a Local Charge Profile with a certain number of 'Free Items Before Charging Begins' is a much easier way to manage this).

As far as QuickDOC is concerned, Deposit Accounts and Payment Accounts are tracking real money, so that various comparative reports should be possible. Once the vague 'Oh, give a credit for this' mindset intrudes, then accountability is out the window. Think Enron.

Since the prepayment is held in abeyance until the item is received, you won't notice any obvious change in the grid (other than a small notice in green that '**Prepayment for RQNO 6339076 completed**' in the box beneath the **Records Retrieved** box).



At this point it's just waiting for the Outstanding Request to be checked in as Received. An **Outstanding** item is changed to **Received** in a variety of ways. It can be changed by clicking the Mark Rec'd Button on the Requests Outstanding Grid; it can be Received by changing its status from Outstanding to Received in the Requests Outstanding Grid; it can also be changed to Received as a part of a Global Change of requests from [whatever] to Received. Loansome Docs that are filled in-house are changed from Outstanding to Received automatically upon import of the action taken on DOCLINE.

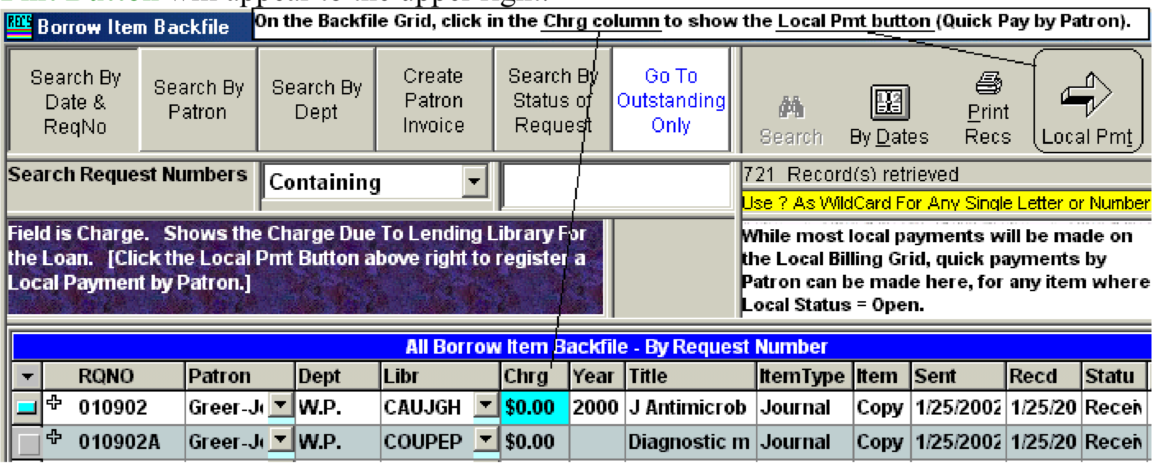
In the course of changing an item from Outstanding to Received, by any of the above methods, a check is made to see if there is a balance for this Patron in tblPatCredits. If there is, then a search of the **tblPatPayments Table** is performed, to see if this item has been Pre-Paid (the **PatPaymentNote** field will contain a "Pre-payment for RQNO 6339076" note for that Request Number).

If a pre-payment is found, the charge being held in tblPatDeposits is assigned to the Request Number it's being held for (6339076, in the above example), a debit entry is made in both tblPatDeposits and tblPatCredits, and the item's **Local Status is changed to PaidPt** and the original **Local Date Paid** is assigned the original date of the pre-payment.

Local Payments Made from the Borrow Items Backfile Grid (Quick Pay)

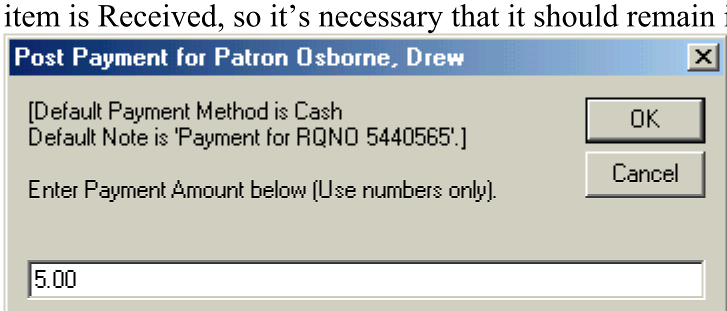
In addition to the ability to Pre-Pay an item while it's still Outstanding, it will also be useful at times to be able to post a quick payment directly on the Borrow Item Backfile Grid, without having to exit and fire up the Local Billing Grid. This process is similar to the Pre-Pay process, and uses similar defaults to record the payment.

For each item you want to **Quick Pay**, click the **Chrg Column** for that item; a **Local Pmt Button** will appear to the upper right:

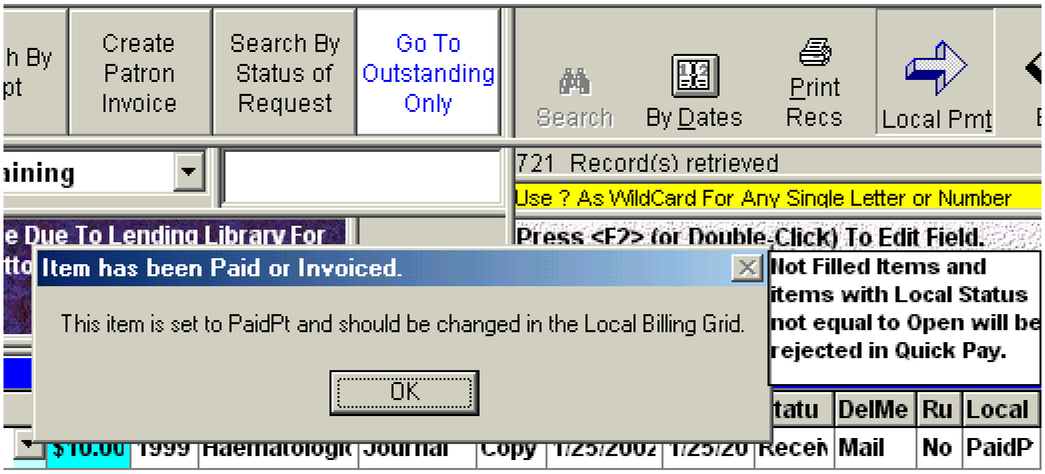


If you click Local Pmt, an Input Box will appear, noting the following Default Values that will be associated with the Payment:

1. The **Default Local Payment Method** will be whatever has been set for your Local Payments (this is currently set to the last Payment Method chosen when a payment was recorded in Local Billing).
2. The **Default Payment Note** will always be '**Pre-payment for RQNO** nnnnnnnn'; this note field is used later to match up the payment when the item is Received, so it's necessary that it should remain in that format.

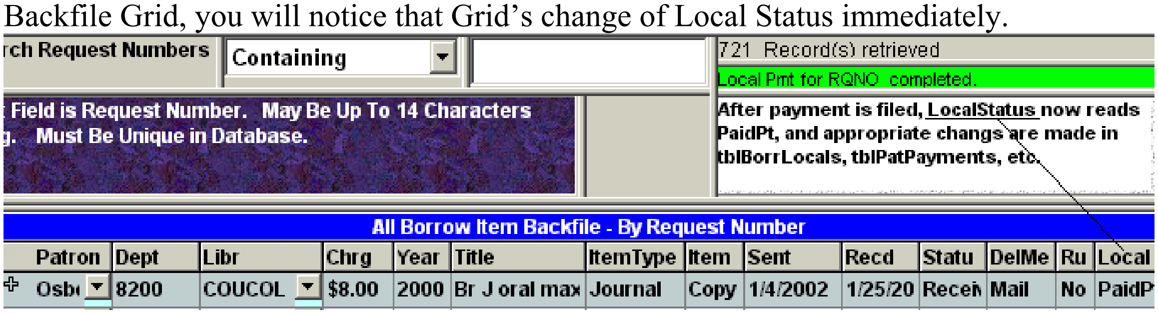


Local Status must be Open for Quick Pay. If you attempt to Quick Pay an item that has a Local Status of anything but Open, the payment will be aborted.



Once the Quick Pay is posted, the values describing the payment are filed in the **tblPatPayments Table**, with a **unique Payment Number** (in the form **Pmt000nnn**), a **PatPaymentInvoice** value equal to the Request Number, a **PatPaymentAmount** of whatever was entered in the Input Box, a **PatPaymentDate** of Today, a **PatPaymentNote** in the format 'Payment for RQNO 5440565', a **PatPaymentType** of 'Request', a **PatPaymentMethod** of whatever was your default (Cash, in the case above), and a **PatPaymentCostCenter**, if one was filed with that request.

Because this transaction is complete, other changes are also made in the **Local Status** (it's changed to **PaidPt** in both **tblBorrowItems** and **tblBorrLocals**), and to the **LocalDTPD** and **LocalInvoice** fields of **tblBorrLocals** (Today's Date for Date Paid, and the Payment Number for Local Invoice. Because we're doing this on the Borrow Item Backfile Grid, you will notice that Grid's change of Local Status immediately.

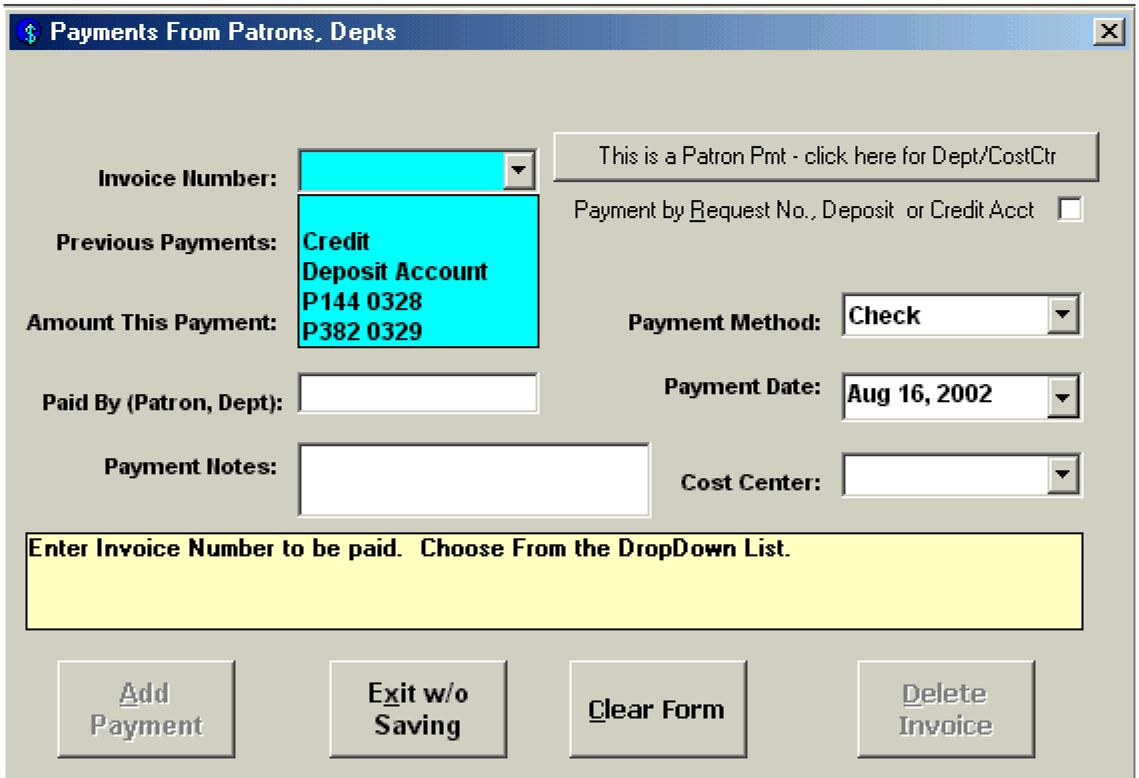


The green notice box also informs you that the posting was successful.

Local Payments By Invoice Number

From the Local Billing Menu Bar Choice

Patron Payment By Invoice Number is the default when arriving for **Payments from the Local Billing Menu**. All unpaid Patron Invoices (along with choices for **Deposit Account** and **Credit**) are listed in the **Invoice Number Dropdown Combo Box**.

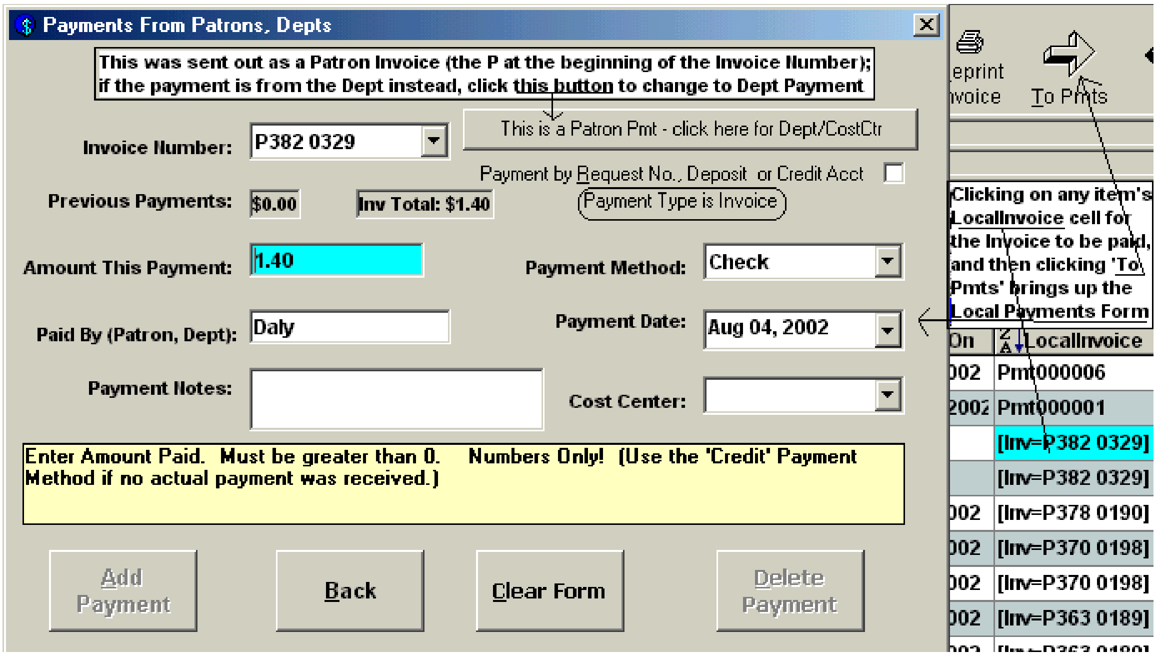


Click the **This is a Patron Pmt** button to change it to **This is a Dept/Cost Ctr Pmt** to register a payment by a Department, and to fill the Invoice Number Combo Box with a List of Department or Cost Center, not Patron, Invoices.

If you start typing in the **Invoice Number Combo Box** (and type at the rate of about a letter every .5 second or so), the box will open up at the sixth letter typed to the spot on the **Invoice List** where that Patron's (or Department's) invoices begin (or close to it). Choosing the invoice and moving to the next field (either by pressing ENTER or clicking on it) automatically fills in most of the form: the **Paid By** (Patron, Dept) field, the **Payment Amount** (as a default equal to either the Invoice Total or the Invoice Total less any previous payments, if there were any), the **Payment Date** (today), the **Primary Cost Center** (if there is one) and a default for **Payment Method** (Check). Any of these can be changed, as needed.

From the Invoice column on the Local Billing Grid

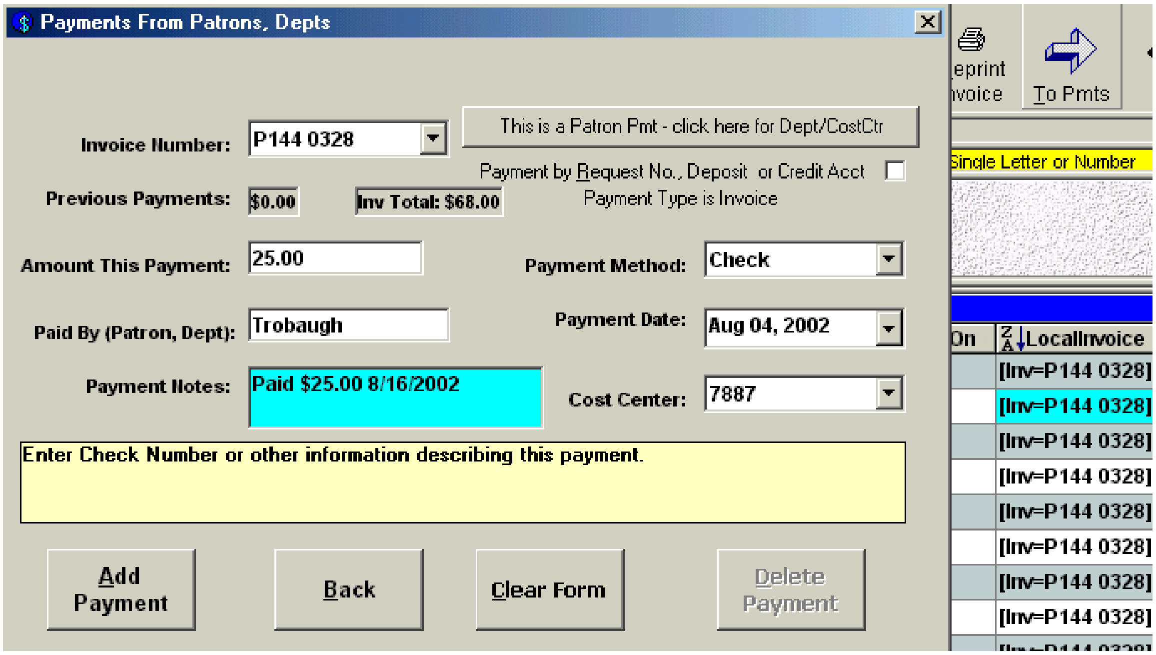
You can also **pay an Invoice from the Local Billing Grid**, by clicking on the Invoice to pay in the Grid's **LocalInvoice column** and then the **'To Pmts'** button. This is sometimes faster if the Grid is open anyway, and it will automatically locate the Invoice information you want.



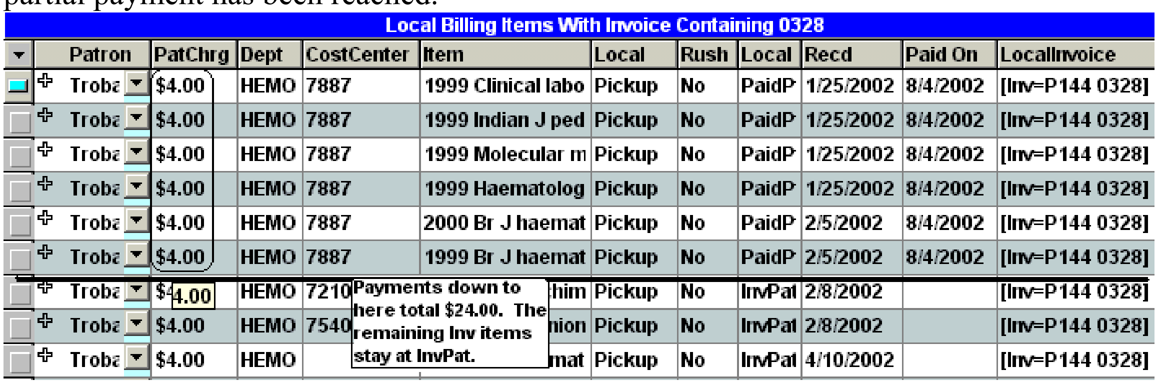
Since we've come from the Local Billing Grid, and the Invoice Number we want has already been selected, most of the payment information has already been filled in and the focus is on the **Amount This Payment** box, with the **Invoice Total amount** entered. If this is a complete payment, just press Enter. The **Add Payment button** will be enabled; make any other changes needed and **click Add Payment** or **press Alt-A** to add it.

Partial Payments on Invoices

Partial payments are filed with the Invoice, but the invoice is left open for future activity. Partial payments are reflected in item activity up to the last full payment for each item. If there isn't enough left over to fully pay the item, it's left marked as "InvPat" or "InvDep" rather than "PaidPt" or "PaidDp" although the full payment amount is applied to the Invoice itself. Here's an example of a partial payment on a invoice:



After the payment is filed, items on the invoice are marked PaidPt until the amount of the partial payment has been reached.



Local Billing Items With Invoice Containing 0328

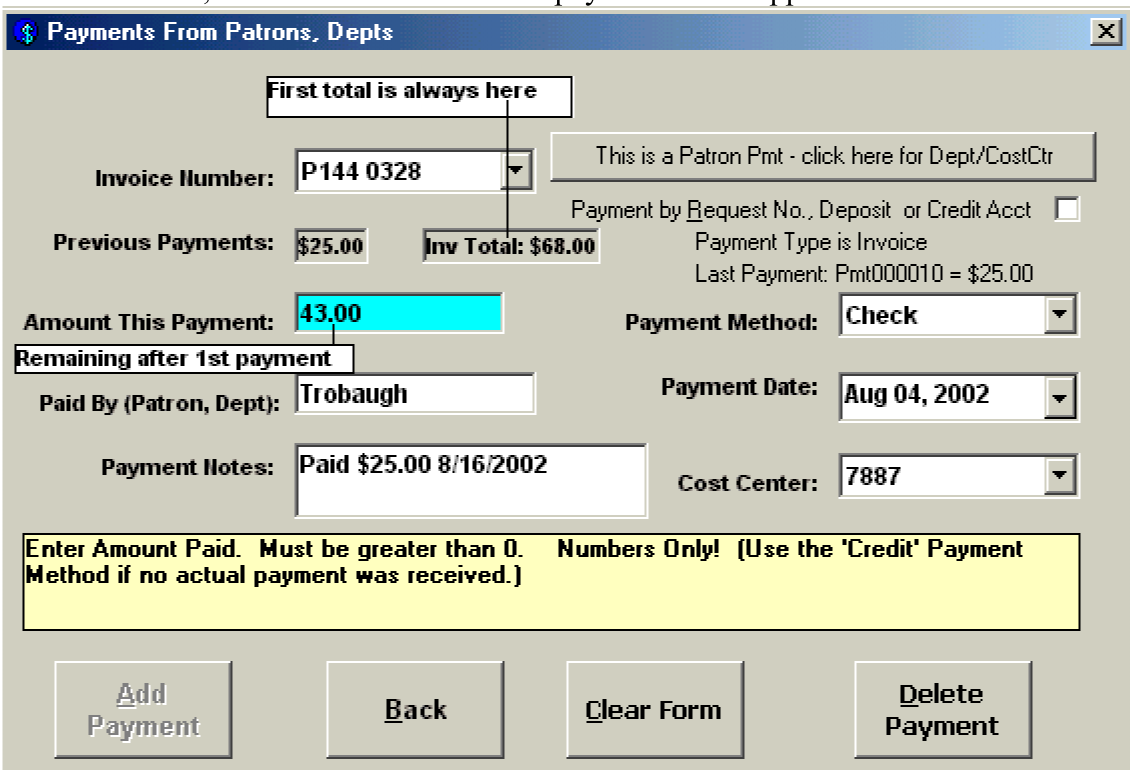
Patron	PatChrg	Dept	CostCenter	Item	Local	Rush	Local	Recd	Paid On	LocalInvoice
Troba	$4.00	HEMO	7887	1999 Clinical labo	Pickup	No	PaidP	1/25/2002	8/4/2002	[Inv=P144 0328]
Troba	$4.00	HEMO	7887	1999 Indian J ped	Pickup	No	PaidP	1/25/2002	8/4/2002	[Inv=P144 0328]
Troba	$4.00	HEMO	7887	1999 Molecular m	Pickup	No	PaidP	1/25/2002	8/4/2002	[Inv=P144 0328]
Troba	$4.00	HEMO	7887	1999 Haematolog	Pickup	No	PaidP	1/25/2002	8/4/2002	[Inv=P144 0328]
Troba	$4.00	HEMO	7887	2000 Br J haemat	Pickup	No	PaidP	2/5/2002	8/4/2002	[Inv=P144 0328]
Troba	$4.00	HEMO	7887	1999 Br J haemat	Pickup	No	PaidP	2/5/2002	8/4/2002	[Inv=P144 0328]
Troba	$4.00	HEMO	7210	him	Pickup	No	InvPat	2/8/2002		[Inv=P144 0328]
Troba	$4.00	HEMO	7540	nion	Pickup	No	InvPat	2/8/2002		[Inv=P144 0328]
Troba	$4.00	HEMO		mat	Pickup	No	InvPat	4/10/2002		[Inv=P144 0328]

Notice that the payment amount of $25.00 was applied to each request until the charge for the request was greater than the amount left over from the payment (the **requests will be marked paid in chronological order**). The $4.00 charge in the seventh row exceeded the $1.00 left from the $25.00 payment after the top six rows were marked. Since this $1.00 credit remains with the Invoice, it will be fully paid with another payment of $43.00 (even though it may look like they owe $44.00, if you were to total the charges in the remaining InvPat rows of this invoice).

An easy way to check this would be to click the '**Reprint Invoice**' button (click into the [Inv=P144 0328] cells on an **InvPat row** to get the **Reprint Invoice button**; it doesn't show up on a row where the Invoice has been paid), which will result in a reprint of all items items, but with the **Invoice Total: $43.00** at the top (rather than the original $68.00) and at the end, rather than the usual "Total Charges: $68.00" that completes a first invoice, there will be three lines at the end of a Reprint with payments applied:

Total Charges: $68.00
Amount Paid: $25.00
Amount Due: $43.00

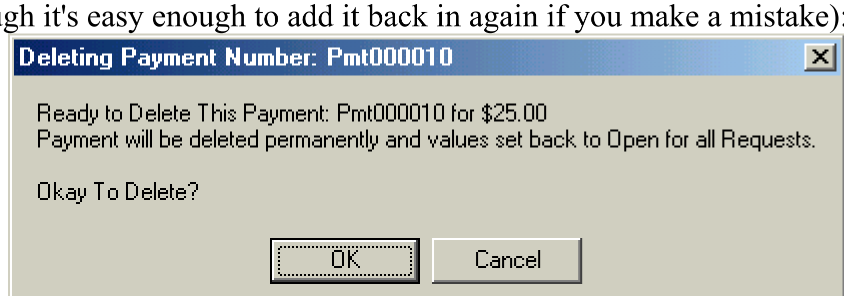
The **Reprint Invoice button can be used in this way to fire off a quick reminder** of an underpayment, as well as a second notice when there is no payment at all.
When the final payment is received and the Payment form brought up again to that invoice number, information from the first payment will reappear:



The Payment Note shows the note left with the first payment, for information only, and will be changed when filing this second payment. The '**Add Payment**' button will be enabled once the suggested "43.00" payment amount is accepted (by pressing ENTER or moving to another field) or some other value is entered instead.

Delete Payment made to Invoice

If a previous payment is shown on the Payment Form, it can be deleted and then re-entered by clicking the '**Delete Payment**' button. If more than one payment has been applied to this invoice, the last payment applied is the one queued up for deleting. In the case of the form above, where we're poised to add the final 43.00 payment, clicking 'Delete Payment' brings the previous payment up for possible deletion. Check the Message Box information carefully to be sure the proper payment is being deleted (although it's easy enough to add it back in again if you make a mistake):



It's the previous $25.00 payment, in the case above, that has been queued up for deletion. When a payment is deleted, the Invoice is restored to its previous values, and any requests that had been marked "PaidPt" are reset back to "InvPat."

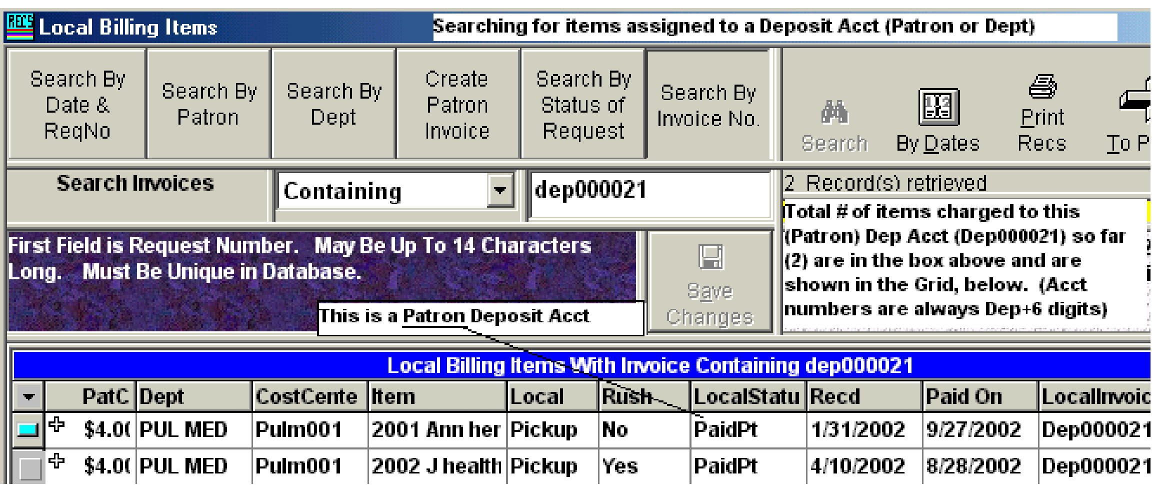
Local Payments By Deposit Account

Use the '**Deposit Account**' choice in the Invoices Dropdown Combo Box on the Payments form to register a payment as a **Deposit Account payment**. Deposit Accounts can be established for both Patrons and Departments. There is no Cost Center Deposit Account, but if a Department Deposit Account includes a specific Cost Center, only items with that specific Cost Center will be deducted.

In the case of **Department Deposit Accounts** (but not Patron Deposit Accounts), right after the payment is added, QuickDOC performs a search to see if there any outstanding items still marked as Received that might be paid from this deposit. The **search goes back six months**, or to the **beginning of the current year**, whichever is longer. It won't alter any items that have already been changed to **InvDep** but it will go ahead and pay off any Received items with a **CHRGAsDept greater than 0.00**.

In the case of **Patron Deposit Accounts**, no automatic payment of Open items is performed, but the PatDeposits Table will always be checked first when you attempt to record a payment for that request.

Items paid from Deposit Accounts are available for searching via the LocalInvoices column of the Local Billing Grid, since notations are made there when items are deducted from a Deposit Account, referencing the Deposit Account number. A search on this field is a quick way to get a list and printout of any items charged to specific Deposit Account:



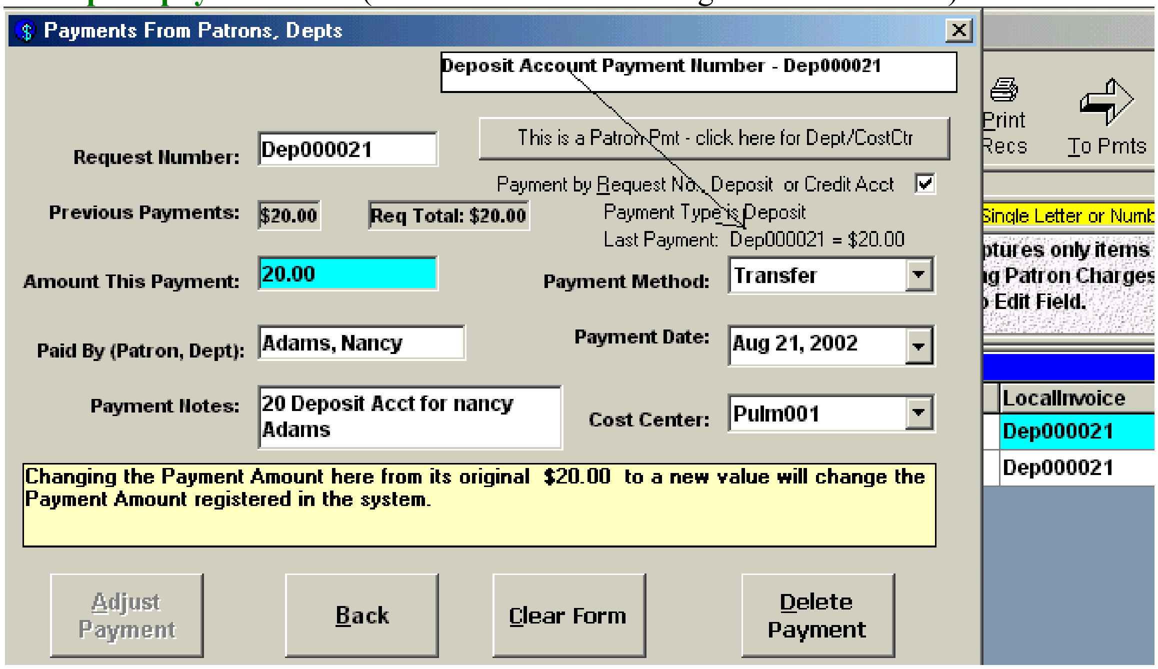
There is also a **table of Deposit Account activity for Patrons (tblPatDeposits) and Departments (tblDepDeposits)**, with individual line items for each activity item. There is no special Cost Center Deposit Account Table; these are kept within the Departments Table.

Department Deposit Acct Auto Payment begins Jan 1 of current year.

After a Department Deposit Acct payment is registered, unpaid Open requests are paid from the **Deposit Account payment beginning** either **six months prior to Today's Date, or at the beginning of the current year, whichever is greater**. This is to prevent this year's Deposit Account payment from being applied to a superannuated request that might have been left at Filled some years previously. You can cause earlier requests (or Patron Requests) to be paid from a Deposit Account by marking them as Paid in the Local Billing Grid. Items changed to **Paid** on the Grid (as well as on the Local Payments Form) are always first checked against a Deposit or Credit Account balance and assigned to that payment if possible.

Delete or Adjust Local Deposit Account Payment.

If a mistake is made when entering a Deposit Account payment, you can **delete or adjust the deposit payment itself** (rather than each item assigned to the account) as follows:



1. Get to the Local Payments Form either from the Local Billing Grid or Local Billing Menu.
2. Check the '**Payment by Request No., Deposit or Credit Acct'** box, if it's unchecked.
3. If the Request Number is in the field, erase that and enter the **Deposit Account payment number** (usually something like Dep000123) in that box instead and press ENTER.
4. Either edit the '**Amount This Payment**' box, or click '**Delete Payment'** to begin again.

Deleting and re-entering is probably the preferred method, in which case all the values of the payment will be new. If you choose to edit the payment amount, only that value will change in the payment record. In both cases, any rollbacks or additions to items paid will be performed on requests affected.

Local Payments By Credit

The **Credit payment** is another choice available in the Invoices Combo Box. While this choice can be used to post a certain credit amount to a Patron or Department, it's recommended that you use the Free Items before Charge type Local Profile instead. There's no line item table for these events---although there are tables for Patron Credits (**tblPatCredits**) and Department Credits (**tblDepCredits**) that keep just the running total.

These are paired off with matching items that can thereby be marked as Paid as they occur. On the Local Billing Grid, the **LocalInvoice column** for these items will have a notation of **CreditPatron** or **CreditDept**, depending upon which type is used.
Items are deducted from the appropriate Credits Table only if there's enough in there for that library to cover the total charge of the request. As with Deposit Accounts, requests paid from the Credits Table are marked Paid automatically, at the time their Local Status is changed to either **PaidPt** or **PaidDp**, using the appropriate CHRGAs Patron or CHRGAsDept. It will be a good idea to make sure that these charges are the correct ones, although incorrect charges can be changed at any time (if a charge is changed on any Grid for an item that has been marked as Paid from a Credit account, that change will be percolated back into the Credits Table---and Deposits Table for Deposit Accounts---at the time the change is recorded).
If the remainder in the Credit Table is less than the cost of the item, it just sits there, waiting for an item it can cover, and the uncovered item remains marked "Open" and is a candidate for the next Invoice run.
If you choose **Credit as the Local Payment Type** from the dropdown box, also choose **Credit from the Payment Methods combo**. This will be useful later for determining actual cash income (as opposed to barter income) received as a result of internal Document Delivery activity.
This semi-official status of Credit Payments is yet another reason to avoid using them; some confusion will nearly always result.

Credit Payment Type vs. Credit Payment Method

The **Credit Payment Type** appears in the Invoice Combo Box, along with Deposit Account, as a choice along with the list of all unpaid Invoices. The **Credit Payment Method** appears in the Payment Methods Combo List.
If you enter an amount with the **Credit Payment Type**, it will be added to the total available for the Patron or Department making the payment in the appropriate **Credits Table**. The Payment Method might be Check or AMEX or Transfer or whatever (even Credit, although this choice will cause the inference that no funds actually changed hands). If you use the **Credit Payment Method** with a Payment Type other than Credit, the payment will be applied to the Request or Invoice cited, but no change will be made to the balance, if any, in the related **Credits Table**. **If there is real money changing hands, always use the Deposit Account Method rather than the Credit Method**.

Delete or Adjust Local Credit Account Payment.

Deleting and re-entering is absolutely the preferred method for editing credits, in which case all the values of the payment will be new. If you choose to edit the payment amount, only that value will change in the payment record. In both cases, any rollbacks or additions to items paid will be performed on requests affected.

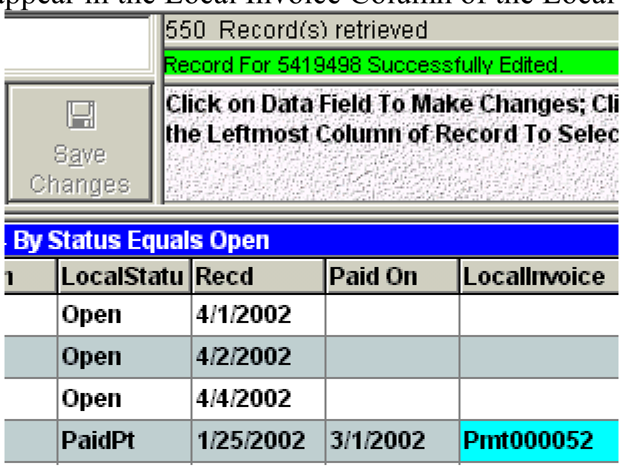
Local Payments By Request Number

Payments by Request Number can be recorded on the Local Payments Form, **from the Local Billing menu**, by clicking on the "**single Request Number**" check box and typing in the Request Number itself, but it's a bit easier to do it **from the Local Billing Grid**.

Click on the row with the item to be paid in the Grid, and then click the '**To Pmts**' button on the upper right. This will bring up the Payments Form with the Request information already filled in. Choose the appropriate Payment Method and amount, etc., then click '**Add Payment**' to save. The Payment Number assigned will be available in the Invoice column of the Local Billing Grid.

Marking an item as Paid in the Local Status column of Local Billing Grid

You can record a quick **payment by changing the Local Status column on the Local Billing Grid** directly, editing it from Open to either **PaidPt** (for Patron Payment) or **PaidDp** (for Department or Cost Center Payment). The '**Paid On**' column will be changed automatically to Today's Date, if left blank, or it can also be changed before filing---using either the calendar dropdown or by entering the date correctly---to the correct date for that payment. Requests marked as Paid in this way have no other supporting information (no Check Number in Notes, no specific Payment information). A payment entry is recorded, though, with the Request Number as identifier, **Payment Method** will be your **Default Payment Method** and the Payment Amount will be equal to the Request Charge. The **Payment Type** is "**Request**." It is also assigned a **Payment Number**, which will appear in the Local Invoice Column of the Local Billing Grid:



Items marked as Paid in this fashion are still run by the Credits and Deposits Tables, to see whether the amounts should be deducted from these totals, but no other checks are made. The **Default Payment Method** may be a real payment or a credit; since there's no way to tell for sure, it's assumed to be a true payment.

Any payment can be edited later to correct payment amounts only, or simply deleted and re-posted to correct any and all values.