**Why were fines not applied to my circulation transaction?**

Last updated: Thu, 02 May 2019 19:35:45 GMT

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**Symptom**

- Fines were not accrued on a circulation transaction so no bill was created for it at checkin.

**Applies to**

- WMS Circulation

**Resolution**

To identify why a fine wasn't applied to a transaction, identify the **Patron type**, **Material format**, **Holding location** and **Shelving location**. Those four factors come together in the [Loan Policy Map](https://help.oclc.org/Library_Management/WorldShare_Circulation/Troubleshooting/Why_were_fines_not_applied_to_my_circulation_transaction) to give you the [loan policy](https://help.oclc.org/Library_Management/WorldShare_Circulation/Troubleshooting/Why_were_fines_not_applied_to_my_circulation_transaction) that would have been applied.

If you open that Loan policy in the [Service Configuration > WMS Circulation > Loan Policy](https://help.oclc.org/Library_Management/WorldShare_Circulation/Troubleshooting/Why_were_fines_not_applied_to_my_circulation_transaction) tab, check the following settings:

1. Is the **Overdue Periodic Bill** field filled in? If not, daily fines will not be applied.
2. Was an **Overdue Grace period** in effect?
3. Is the **Accrue bills when Closed** drop-down set to **No**? This usually explains fines not applied for time when the library is closed, such as around holidays and weekends.
4. Is the user's **Patron type** one that has fees applied? We often get cases where the user's patron type turns out to be Faculty/staff and the loan policy applied is set to not charge fines.
5. Did the user's account expire before the fine/long overdue fine was applied?

If none of these issues apply to your transactions, please contact [OCLC Support](https://help.oclc.org/Library_Management/WorldShare_Circulation/Troubleshooting/Why_were_fines_not_applied_to_my_circulation_transaction).

**Additional information**

You can find more about how to work with [fines and bills](https://help.oclc.org/Library_Management/WorldShare_Circulation/Troubleshooting/Why_were_fines_not_applied_to_my_circulation_transaction).

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Page ID

13695