I cannot find an invoice in the Billing Manager for my patron who I billed

Symptom

• You billed a patron, but when you search for the invoice, you cannot find it in the Billing Manager

Applies to

• ILLiad

Resolution

Here are some steps you can take to find the invoice:

1. If you are searching in Borrowing, search Doc Del for the invoice.
2. If you are searching in Doc Del, search Borrowing for the invoice.
3. If you cannot find the invoice, then contact OCLC Support if you are hosted by OCLC to search for the invoice using the InvoiceSession table with the invoice number.
4. If you are self-hosted, you should contact your SQL server Administrator to search for the InvoiceSessions table with the invoice number.

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