Tracking Lost Book Invoices Using Billing Manager

Jami Beserock
Library Assistant II
Access and Resource Sharing
Interlibrary Loan, Lending
ILLiad Technical Support, UF Libraries
Our Fiscal Services Department was told by IT that the software they were using to track lost book invoices was going to become obsolete and they would need to find another way to track them.

Software being used had nothing to do with ILLiad so it was very hard to keep everything in sync.

Our Fiscal Services Department asked if I could find a way to track lost book invoices using Billing Manager which they were already using for our regular Lending and Borrowing invoices.
The ILLiad Billing Manager is a tool for generating and printing invoices, as well as tracking related payments, for Interlibrary Loan and Document Delivery transactions processed through ILLiad.

No invoices are generated for IFM requests as OCLC handles the billing of these transactions.
Processing every day lending requests to add billing charges

To Assign Charges • Mark Item as Found

This form will not display for any institutions that you may have designated as Exempt.

If the transaction being billed is from an IFM institution, the Total field will be labeled IFM Total instead of Total.

• IFM information, if present, is recorded when the transaction is imported from OCLC and becomes part of the transaction record.
## BillingAdditions

### Billing Tables

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>AdditionCategory</td>
<td>Which Billing Category to associate this charge with.</td>
</tr>
<tr>
<td>AdditionName</td>
<td>Name of the additional charge.</td>
</tr>
<tr>
<td>BaseFee</td>
<td>Base fee for this charge.</td>
</tr>
</tbody>
</table>
### BillingAdditions example

<table>
<thead>
<tr>
<th>AdditionName</th>
<th>AdditionCategory</th>
<th>Default Fee</th>
<th>RangePages</th>
<th>RangeAmount</th>
<th>RangePages</th>
<th>RangeAmount</th>
<th>RangePages</th>
<th>RangeAmount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Copyright</td>
<td></td>
<td>0.00</td>
<td>99999999</td>
<td>0.00</td>
<td>99999999</td>
<td>0.00</td>
<td>99999999</td>
<td>0.00</td>
</tr>
<tr>
<td>Copyright-Commercial</td>
<td>Commercial</td>
<td>0.00</td>
<td>99999999</td>
<td>0.00</td>
<td>99999999</td>
<td>0.00</td>
<td>99999999</td>
<td>0.00</td>
</tr>
<tr>
<td>Fee Surcharge</td>
<td>Default</td>
<td>5.00</td>
<td>99999999</td>
<td>0.00</td>
<td>99999999</td>
<td>0.00</td>
<td>99999999</td>
<td>0.00</td>
</tr>
<tr>
<td>Loss/Deck Replacement Fee/Default</td>
<td>Default</td>
<td>0.00</td>
<td>99999999</td>
<td>0.00</td>
<td>99999999</td>
<td>0.00</td>
<td>99999999</td>
<td>0.00</td>
</tr>
<tr>
<td>Loss/Deck Replacement Item-Commercial</td>
<td>Commercial</td>
<td>0.00</td>
<td>99999999</td>
<td>0.00</td>
<td>99999999</td>
<td>0.00</td>
<td>99999999</td>
<td>0.00</td>
</tr>
<tr>
<td>Lost/Deck Replacement Item-Default</td>
<td>Default</td>
<td>0.00</td>
<td>99999999</td>
<td>0.00</td>
<td>99999999</td>
<td>0.00</td>
<td>99999999</td>
<td>0.00</td>
</tr>
<tr>
<td>Lost/Deck Replacement Item-International</td>
<td>Commercial</td>
<td>0.00</td>
<td>99999999</td>
<td>0.00</td>
<td>99999999</td>
<td>0.00</td>
<td>99999999</td>
<td>0.00</td>
</tr>
<tr>
<td>Overdue-Commercial</td>
<td>Commercial</td>
<td>0.00</td>
<td>99999999</td>
<td>0.00</td>
<td>99999999</td>
<td>0.00</td>
<td>99999999</td>
<td>0.00</td>
</tr>
<tr>
<td>Overdue-Default</td>
<td>Default</td>
<td>0.00</td>
<td>99999999</td>
<td>0.00</td>
<td>99999999</td>
<td>0.00</td>
<td>99999999</td>
<td>0.00</td>
</tr>
<tr>
<td>Overdue-Exempt</td>
<td>Exempt</td>
<td>0.00</td>
<td>99999999</td>
<td>0.00</td>
<td>99999999</td>
<td>0.00</td>
<td>99999999</td>
<td>0.00</td>
</tr>
<tr>
<td>Overdue-International</td>
<td>International</td>
<td>0.00</td>
<td>99999999</td>
<td>0.00</td>
<td>99999999</td>
<td>0.00</td>
<td>99999999</td>
<td>0.00</td>
</tr>
<tr>
<td>Processing Fee/Default</td>
<td>Default</td>
<td>35.00</td>
<td>99999999</td>
<td>0.00</td>
<td>99999999</td>
<td>0.00</td>
<td>99999999</td>
<td>0.00</td>
</tr>
<tr>
<td>RUSH FEE</td>
<td>Default</td>
<td>10.00</td>
<td>99999999</td>
<td>0.00</td>
<td>99999999</td>
<td>0.00</td>
<td>99999999</td>
<td>0.00</td>
</tr>
<tr>
<td>State Sales Tax-Commercial</td>
<td>Commercial</td>
<td>0.00</td>
<td>99999999</td>
<td>0.00</td>
<td>99999999</td>
<td>0.00</td>
<td>99999999</td>
<td>0.00</td>
</tr>
<tr>
<td>State Sales Tax-Default</td>
<td>Default</td>
<td>0.00</td>
<td>99999999</td>
<td>0.00</td>
<td>99999999</td>
<td>0.00</td>
<td>99999999</td>
<td>0.00</td>
</tr>
<tr>
<td>State Sales Tax-International</td>
<td>International</td>
<td>0.00</td>
<td>99999999</td>
<td>0.00</td>
<td>99999999</td>
<td>0.00</td>
<td>99999999</td>
<td>0.00</td>
</tr>
<tr>
<td>Surcharge Tax-Commercial</td>
<td>Commercial</td>
<td>0.00</td>
<td>99999999</td>
<td>0.00</td>
<td>99999999</td>
<td>0.00</td>
<td>99999999</td>
<td>0.00</td>
</tr>
<tr>
<td>Surcharge Tax-Default</td>
<td>Default</td>
<td>0.00</td>
<td>99999999</td>
<td>0.00</td>
<td>99999999</td>
<td>0.00</td>
<td>99999999</td>
<td>0.00</td>
</tr>
<tr>
<td>Surcharge Tax-International</td>
<td>International</td>
<td>0.00</td>
<td>99999999</td>
<td>0.00</td>
<td>99999999</td>
<td>0.00</td>
<td>99999999</td>
<td>0.00</td>
</tr>
<tr>
<td>US Mail Surcharge</td>
<td>Default</td>
<td>2.00</td>
<td>99999999</td>
<td>0.00</td>
<td>99999999</td>
<td>0.00</td>
<td>99999999</td>
<td>0.00</td>
</tr>
</tbody>
</table>
# Billing Defaults

## Billing Tables

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ProcessType</td>
<td>Borrowing, Lending or Doc Del</td>
</tr>
<tr>
<td>DocumentType</td>
<td>This is the document type for the charge. Examples: Report, Loan, Article, Thesis. <em>Lending entries only allow Article or Loan as the Document Type.</em></td>
</tr>
<tr>
<td>DefaultAmount</td>
<td>Base fee for this charge.</td>
</tr>
</tbody>
</table>
BillingDefaults example
Reason to send invoice for lost book:
Reason to send invoice for lost book:

<table>
<thead>
<tr>
<th>Date</th>
<th>Note</th>
</tr>
</thead>
<tbody>
<tr>
<td>6/29/2014 8:17 AM</td>
<td>sent to ACQ for replacement &amp; backup</td>
</tr>
<tr>
<td>1/27/2014 2:21 PM</td>
<td>lost/wanted per UPS &amp; will invoice #LG</td>
</tr>
<tr>
<td>1/29/2014 6:50 PM</td>
<td>Billing Notes: ILL # must be included on all invoices</td>
</tr>
<tr>
<td>1/29/2014 6:50 PM</td>
<td>Deriving Notices: For UPS Package, 2391 S. 3rd Street/Los Angeles, 90020</td>
</tr>
</tbody>
</table>
Create Custom queues to track request as it goes through the lost book invoice process.

- Create custom queues such as Awaiting Overdue book RETURNED.
- and Awaiting Lost book invoicing.
- Then moved to Hold Until queues. You can also add other hold until queues as the request moves along in the process.
- One example is Hold Until RP Cost lookup from ACQ (limited text amount for Hold Until so I use abbreviations when possible).
- Also Hold Until Invoice Paid.
Hold Until queue
Hold Until queue
Hold Until queues
Provide Aleph record info for Acquisitions to look up exact item for replacement cost

Transaction Number: 767473
Call #: N8553 .P56 1899
Location: LAC BK

OCLC Information
OCLC Number: 42681151
Lending String: FUG,*FUG,FEG,GSE,EGA

Article Information
Volume: Issue: Pages:
Article Author:
Article Title:

FUG Interlibrary Loan Request
Loan Title: Los principios de la historia; el origen del reino de la Nueva España, 1883-1780; Museo Nacional de Arte, junio-octubre, 1998.
Loan Author:
Publisher: México, D.F.: Instituto Nacional de Bellas Artes
Place:
Date:

Borrowing / Doc Del
Username: FUG
FUG User: None
116 Honors Way
Article Delivery Method:
Loan Delivery Method:
Electronic Delivery:

Library Info
Library Name: Florida State University
PH: 850 599 4565
FDA #5
Resend / Check Shelf / Invoice

ILLiad Note: sent to ACQ for replacement $ lookup
22913606
864959
3262075199066
Aleph record
Provide Aleph record info for Acquisitions to look up exact item for replacement cost
Acquisitions looks up replacement cost

Dear Jami,

Here are the requested replacement costs. Two were unavailable.

Best,
Elaine

Elaine Needelman
Acquisitions
George A. Smathers Libraries
University of Florida
Gainesville, FL. 32611-7007
(352)273-2587 Phone
(352)392-4788 FAX
eelseed@uflib.ufl.edu

Transaction Number: 751806
Loan Title: Early education program for children with multiple disabilities: a mechanism to utilize integrated early intervention teams for infants & toddlers with
Price: This microform is now only available online/free download.

Transaction Number: 752043
Loan Title: Cinema, trajetória no subdesenvolvimento
Price: $22.49

Transaction Number: 755619
Loan Title: Writing with style: APA style made easy
Price: $10.00 (This is the 1996 out of print edition – the newest edition (2015) is $30.47 at Amazon)

Transaction Number: 758127
Loan Title: Shiokunin ni kokka no kokoro to chiri
Price: $25.00

Transaction Number: 758681
Loan Title: Nada
Price: $22.50

Transaction Number: 761812
Here is the list requested:

LB603605 = $65.00 (Dissertations are bill the default)
LB607515 = $65.00 (339.99 - Paperback)
LB643991 = $65.00 (Dissertations are bill the default)
LB840732 = $22.00 (out-of-print)
LB635708 = $65.00 (Dissertations are bill the default)
LB631506 = $65.00 (Dissertations are bill the default)
LB630111 = $65.00 x 2 (We don't have an official policy for replacing microfilms; bill default?)
LB810088 = $53.00 (out-of-print)
LB610003 = $190 (We own newer edition; bill default)
LB603221 = $100 (Duplicate copy in Storage; bill default)
LB595520 = $159.95 (v.1) $115.00 (v.2) $195.87 (v.3)
LB596453 = $65.00 x 3 (out-of-print / hard-to-find; bill default)
LB593239 = $65.00 (Dissertations are bill the default)
LB592298 = $30.00
LB597837 = $25.93

-Eric

From: Bessette,Lara J
Send: Thursday, June 28, 2012 2:16 PM
To: lib-acqhelp
Subject: replacement cost look-up

Please provide replacement costs for the attached.

Thanks,

Jami
Check one more time before starting the invoice creation process

- Check shelves one last time to verify that it was not returned. (Occasionally, books find their way to the stacks without having been checked back in or even coming through ILL at all).
Check Borrowing institution’s status and payment method
Add new lender address form, change status to Default and check the box marked Override IFM
Add a Dummy Request

- You can add Lending requests manually for any borrowing library by opening their address record and clicking Add Request.
- From the ILLiad main screen, search for the address you want to add a request for using the Search Addresses group.
- On the Address form, click Add Request.
- A new blank request form (an Article request by default) will open and assign a transaction number. Until saved, the request will be at the status of Request Added through Client.
- Fill in citation information for the request. Make sure to select the correct Request Type (Article or Loan).
- Click Save and the request will be automatically routed to Awaiting Lending Request Processing.
Search by OCLC symbol from ILLiad main screen
Add Request from Borrowing Institution’s main Lender Address form
Use OCLC # to copy request info
Use the same ILL#
Mark Found to add billing charges
Billing Charges

<table>
<thead>
<tr>
<th>Category</th>
<th>Base Fee</th>
<th>Per Page Fee</th>
<th>Qty</th>
<th>Sub Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard Charges</td>
<td>$0.00</td>
<td>$0.00</td>
<td>0</td>
<td>$0.00</td>
</tr>
<tr>
<td>Copyright Fees</td>
<td>$0.00</td>
<td>$0.00</td>
<td>1</td>
<td>$0.00</td>
</tr>
<tr>
<td>Mail</td>
<td>$0.00</td>
<td>$0.00</td>
<td>1</td>
<td>$0.00</td>
</tr>
<tr>
<td>Lost Book Replacement Fee</td>
<td>$65.00</td>
<td>$0.00</td>
<td>0</td>
<td>$65.00</td>
</tr>
<tr>
<td>Processing Fee-Default</td>
<td>$35.00</td>
<td>$0.00</td>
<td>0</td>
<td>$35.00</td>
</tr>
<tr>
<td>No Additional Charges (3)</td>
<td>$0.00</td>
<td></td>
<td></td>
<td>$0.00</td>
</tr>
</tbody>
</table>

Billing Notes: replacement cost = $65.00; Processing Fee = $35.00; Total = $100.00

Total: $100.00

Invoice Status: Unknown
Invoice in Billing Manager
Check the charges and notes - add more info if needed.

<table>
<thead>
<tr>
<th>Category</th>
<th>Base Fee</th>
<th>Per Page Fee</th>
<th>Quantity</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard Charges</td>
<td>0.00</td>
<td>0.00</td>
<td>0</td>
<td>0.00</td>
</tr>
<tr>
<td>Copyright Fees</td>
<td>0.00</td>
<td>0.00</td>
<td>1</td>
<td>0.00</td>
</tr>
<tr>
<td>Mail</td>
<td>0.00</td>
<td>0.00</td>
<td>1</td>
<td>0.00</td>
</tr>
<tr>
<td>Lost Book Replacement Fee-De</td>
<td>65.00</td>
<td>0.00</td>
<td>0</td>
<td>65.00</td>
</tr>
<tr>
<td>Processing Fee-Default</td>
<td>35.00</td>
<td>0.00</td>
<td>0</td>
<td>35.00</td>
</tr>
<tr>
<td>No Additional Charges [3]</td>
<td></td>
<td></td>
<td></td>
<td>0.00</td>
</tr>
</tbody>
</table>

Total: 100.00

Note: Lost book replacement cost = $65.00; Processing Fee = $35.00; Total = $100.00
Invoice in Billing Manager
Check the charges and notes - add more info if needed.

<table>
<thead>
<tr>
<th>Category</th>
<th>Base Fee</th>
<th>Per Page Fee</th>
<th>Quantity</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard Charges</td>
<td>0.00</td>
<td>0.00</td>
<td>0</td>
<td>0.00</td>
</tr>
<tr>
<td>Copyright Fees</td>
<td>0.00</td>
<td>0.00</td>
<td>1</td>
<td>0.00</td>
</tr>
<tr>
<td>Mail</td>
<td>0.00</td>
<td>0.00</td>
<td>1</td>
<td>0.00</td>
</tr>
<tr>
<td>Lost Book Replacement Fee-De</td>
<td>50.00</td>
<td>0.00</td>
<td>0</td>
<td>50.00</td>
</tr>
<tr>
<td>Processing Fee-Default</td>
<td>35.00</td>
<td>0.00</td>
<td>0</td>
<td>35.00</td>
</tr>
<tr>
<td>No Additional Charges [3]</td>
<td></td>
<td></td>
<td></td>
<td>0.00</td>
</tr>
</tbody>
</table>

Total: 85.00

Note:
Lost book replacement cost = $50.00; Processing Fee = $35.00; Total = $85.00
*Invoice before editing*

**University of Florida**

Fiscal Services PO Box 117021; 407 Library West
Gainesville, FL 32611-7021
352-273-2555

<table>
<thead>
<tr>
<th>Customer Information</th>
<th>Date</th>
<th>Billing Category</th>
<th>Invoice Start</th>
<th>Invoice End</th>
</tr>
</thead>
<tbody>
<tr>
<td>FDA</td>
<td>July 7, 2015</td>
<td>Default</td>
<td>June 1, 2015</td>
<td>June 30, 2015</td>
</tr>
<tr>
<td>Florida State University</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ILL Technical Services BORROWING</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>116 Honors Way</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tallahassee, FL 32306-2047</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>TAL</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Phone: 850-644-4466</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fax: 850-644-3329</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Invoice No. 4777**

<table>
<thead>
<tr>
<th>Invoice Total</th>
<th>Balance Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>$100.00</td>
<td>$100.00</td>
</tr>
</tbody>
</table>

**Make Checks Payable to: University of Florida**

George A. Smathers Libraries
PO Box 117021
Gainesville, FL 32611-7021
Phone: 352-273-2555 Fax: 352-846-0335

From FUG (Please include “FUG” on payment)

<table>
<thead>
<tr>
<th>Description</th>
<th>Charges and Payments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Los pinceles de la historia : el origen del reino de la Nueva España, 1680-1750: Museo Nacional de Arte, junio-octubre, 1999. 110514632 864959</td>
<td>$100.00</td>
</tr>
</tbody>
</table>
Invoice before editing
### University of Florida

#### Lost Book Invoice

**Fiscal Services PO Box 117021; 407 Library West**  
Gainesville, FL 32611-7021  
352-273-2555

**Customer Information**  
FDA  
Florida State University  
ILL Technical Services BORROWING  
116 Honors Way  
Tallahassee, FL 32306-2047  
TAL  
Phone: 850.644.4466  
Fax: 850-644-3329

<table>
<thead>
<tr>
<th>Date</th>
<th>July 7, 2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Billing Category</td>
<td>Default</td>
</tr>
<tr>
<td>Invoice Start</td>
<td>June 1, 2015</td>
</tr>
<tr>
<td>Invoice End</td>
<td>June 30, 2015</td>
</tr>
</tbody>
</table>

**Invoice Total** $100.00  
**Balance Due** $100.00

**Make Checks Payable to:** University of Florida  
George A. Smathers Libraries  
PO Box 117021  
Gainesville, FL 32611-7021  
Phone: 352-273-2555  
Fax: 352-846-0335

**From FUG (Please include "FUG" on payment)**

<table>
<thead>
<tr>
<th>Description</th>
<th>Charges and Payments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Los pinzets de la historia : el origen del reino de la Nueva España, 1680-1750 : Museo Nacional de Arte, junio-octubre, 1999. 110514632 864959</td>
<td>Replacement cost - $65.00</td>
</tr>
<tr>
<td></td>
<td>Processing Fee - $35.00</td>
</tr>
<tr>
<td></td>
<td>Total - $100.00</td>
</tr>
</tbody>
</table>
University of Florida

Fiscal Services PO Box 117021; 407 Library West
Gainesville, FL 32611-7021
352-273-2555

Customer Information
KLG
University of Louisville
William F. Ekstrom Interlibrary Loan
2301 South Third Street
Louisville, KY 40292
Phone: 502-852-4525 Fax: (502)852-8753

Lost Book Invoice

Invoice No. 4778

Date: July 7, 2015
Billing Category: Default
Invoice Start: June 1, 2015
Invoice End: June 30, 2015

Invoice Total: $85.00
Balance Due: $85.00

Make Checks Payable to: University of Florida
George A. Smathers Libraries
PO Box 117021
Gainesville, FL 32611-7021
Phone: 352-273-2555 Fax: 352-846-0335
From FUG (Please include “FUG” on payment)

<table>
<thead>
<tr>
<th>Description</th>
<th>Charges and Payments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Der Architekt Hannes Meyer : Anschauungen und Werk / 113312828 864960</td>
<td>Replacement cost - $50.00</td>
</tr>
<tr>
<td></td>
<td>Processing Fee - $35.00</td>
</tr>
<tr>
<td></td>
<td>Total - $85.00</td>
</tr>
</tbody>
</table>
Search for the invoice after creation

- After invoice is created, move dummy request to a new queue to hold until invoice is paid (I use Hold Until Invoice Paid).
- Search for the lost book invoice by ILL# in Billing Manager after creation periodically to check for payment.
- Change status to Request Finished after invoice is paid and make note in Borrowing Notes if needed.
Review

- Try to get an exact replacement cost or use default if none is found.
- Create a new record in the BillingAdditions in Customization Manager.
- Create new Lender Address form to disable the Exempt status and IFM payment.
- Create a dummy request using the same ILL number.
- Mark Found and add billing charges.
- Edit invoice in Billing Manager to reflect that it is for a Lost Book.
- Search for invoice to check when the invoice has been paid.
- Close the request after invoice is paid.
Questions?

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