Proposed Changes for Transfer of Refunds (UXPROD-1879)

SETTINGS

Transfer Criteria at *Settings>Users>Fee/fine: Transfer criteria*
- Existing field *Transfer type* will contain the *Bursar item type* (for example, Africana Library has *Transfer type* of "72000000912" for a "Charge" and "72100000912" for a "Payment")
- Existing field *Transfer code* will contain "Payment" (aka *Bursar Item Code*)

Issue: Fee/fine type is pre-populated with the available *Fee/fine types* for the selected *Fee/fine owner*. They each appear only once, which we are currently using for "Charge". (See screen print below.) We will need to have two entries, one for "Charge" and one for "Payment". What about having *Fee/fine type* be a drop-down and validating that it is only selected once for "Charge" and once for "Payment"?
(Per meeting on 9/29/2022: Yes, this will work.)

Transfer criteria			
Transfer types			
Fee/fine owner			
Science Circ Desk ▾			
Fee/fine type	**Transfer type**	**Transfer description**	**Transfer code**
Carrel rental fee			▾
Damaged item fee			▾
Locker rental fee			▾
Lost item fee			Charge ▾
Lost item fee (actual cost)			Payment ▾
Lost item processing fee			▾
Missing Item fee			▾
Overdue fine			▾
Replacement processing fee			▾

INITIATION

The billed fees/fines are transferred based on the setting at Settings>Users>Fee/fne: Transfer criteria. Fees/fines identified in the table (see above) for the appropriate *Fee/fine owner* that

meet the other criteria (e.g. *Fees/fines older than (days)* and *Patron groups*) are included in the extract.

For refunded fees/fines we will use the *Transfer types* table (see above) and *Patron groups* settings, but the extract will not use the *Fees/fines older than (days)* setting. Any refunds that have been generated since the last extract was created will be included.

Issue: Does the Bursar require a separate file for "Charges" versus "Payment", or can they be together?
(Per PR: Yes, they require separate files. The "Charges" file has a "a.dat" suffix and the "Payments" file should have a "b.dat" suffix.)

EXTRACTION

Refunds are initiated in three ways…
1. Manually by going to Fees/Fines History or Fee/Fine Details page and selecting the "refund" option. On the Refund Fee/Fine modal, the user will have the option to refund the entire transferred amount, or just a part of it. The Fee/Fine Details "actions" for a manual refund of the full transferred amount will look like this…

Action date ⌄	Action	Amount	Balance	Transaction information	Created at	Source	Additional information
9/27/2022, 6:47 PM	Refunded fully- Special circumstances	100.00	100.00	Refunded to Bursar	Regenstein Circulation, 1st Floor	Mistlebauer, Holly	
9/27/2022, 6:47 PM	Credited fully- Special circumstances	100.00	-	Refund to Bursar	Regenstein Circulation, 1st Floor	Mistlebauer, Holly	
9/26/2022, 5:26 PM	Transferred fully-Bursar	100.00	-	-	Regenstein Circulation, 1st Floor	Mistlebauer, Holly	
9/26/2022, 5:25 PM	Lost item fee	100.00	100.00	-	Regenstein Circulation, 1st Floor	Mistlebauer, Holly	

The Fee/Fine Details "actions" for manual refund of part of the transferred amount will look like this…

Action date ⌄	Action	Amount	Balance	Transaction information	Created at	Source	Additional information
9/26/2022, 5:28 PM	Refunded partially-Special circumstances	25.00	25.00	Refunded to Bursar	Regenstein Circulation, 1st Floor	Mistlebauer, Holly	
9/26/2022, 5:28 PM	Credited partially-Special circumstances	25.00	-	Refund to Bursar	Regenstein Circulation, 1st Floor	Mistlebauer, Holly	
9/26/2022, 5:26 PM	Transferred fully-Bursar	100.00	-	-	Regenstein Circulation, 1st Floor	Mistlebauer, Holly	
9/26/2022, 5:24 PM	Lost item fee	100.00	100.00	-	Regenstein Circulation, 1st Floor	Mistlebauer, Holly	

2. Automatically when a lost item (aged to lost or declared lost) is returned or renewed. The amount transferred initially will be refunded. The Fee/Fine Details "actions" for an automated refund of lost item fee when item is returned will look like this…

Action date ⌄	Action	Amount	Balance	Transaction information	Created at	Source	Additional information
9/26/2022, 5:27 PM	Cancelled item returned	100.00	-	-	Regenstein Circulation, 1st Floor	Mistlebauer, Holly	
9/26/2022, 5:27 PM	Refunded fully-Lost item found	100.00	100.00	Refunded to Bursar	Regenstein Circulation, 1st Floor	Mistlebauer, Holly	
9/26/2022, 5:27 PM	Credited fully-Lost item found	100.00	-	Refund to Bursar	Regenstein Circulation, 1st Floor	Mistlebauer, Holly	
9/26/2022, 5:25 PM	Transferred fully-Bursar	100.00	-	-	Regenstein Circulation, 1st Floor	Mistlebauer, Holly	
9/26/2022, 5:24 PM	Lost item fee	100.00	100.00	-	Regenstein Circulation, 1st Floor	Mistlebauer, Holly	

3. Automatically when an item is claimed returned. The amount transferred initially will be refunded. The Fee/Fine Details "actions" for an automated refund of lost item fees when an item is claimed returned will look like this…
Not sure about this…after the fee/fine is transferred, the fee/fine is closed and so is the loan…this could be a production bug…

Current processing
Regardless of how the transfer refund is initiated, it will appear on the *Refunds to process manually report* (available in the Users App). Any further action will be handled manually by library staff.

Proposed processing

1. Generate the "Credited" action when the refund is issued, but not the "Refunded" action.
2. When the automated transfer process next runs, it will look for fees/fines that have a "Credited" action for a transfer but no "Refunded" action. For example…

9/26/2022, 5:27 PM	Credited fully-Lost item found	100.00	-	Refund to Bursar	Regenstein Circulation, 1st Floor	Mistlebauer, Holly

3. All fees/fines a "Credited" action for a transfer but no "Refunded" action will be pulled into the extract, using the settings in the *Transfer types* table.
4. When the extract is created, we will generate a "Refunded" action for the amount credited. For example…

9/26/2022, 5:27 PM	Refunded fully-Lost item found	100.00	100.00	Refunded to Bursar	Regenstein Circulation, 1st Floor	Mistlebauer, Holly

5. Close the fee/fine as "Canceled item returned", "Canceled item renewed", etc. For example…

9/26/2022, 5:27 PM	Cancelled item returned	100.00	-	-	Regenstein Circulation, 1st Floor	Mistlebauer, Holly

Note: The transfer refunds will no longer appear on the *Refunds to process manually report*.

USER STORIES NEEDED
- Remove transfer refunds from the *Refunds to process manually report.*
- Change Transfer types table to have *Fee/fine type* be a drop-down, and validating that it is only selected once for "Charge" and once for "Payment".
- Update the lost item returned process to create the "Credited" action, but not the "Refunded" or "Canceled" action.
- Update the lost item renewed process to create the "Credited" action, but not the "Refunded" or "Canceled" action.
- Update the manual refund process to create the "Credited" action, but not the "Refunded" or "Canceled" action.
- What needs to be done for claimed returned?
- Create the "b.dat" file by looking for transferred fees/fines with a "Credited" action, but no "Refund" action. Build the extract plus create the "Refunded" action and close the fee/fine if balance is now zero.