I accidentally charged a borrowing library too much, how do I partially refund them?

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Symptom

• As a lender, it can sometimes happen you supply an item for a higher cost than you originally intended. This can occur if you accidentally select a different constant data template, or if you make a typing mistake.

Applies to

• Tipasa
• WorldShare IL

Resolution

To make sure the correct amount is billed, follow these steps:

1. Contact the library by using the E-mail button in the request, explaining the situation, and ask them to send a ‘dummy request’ to you.
2. Fulfill this dummy request with the correct charge.
3. In the original request, use the Refund button to refund the original charge.