I am trying to renew a due date and getting an error message that the barcode value is not applicable.

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Applies to

- Staff client

Answer

The error message may be occurring because an item cannot be renewed twice in a single day. The workflow below will both change the due date at check-out and override renewal.

In the Wise staff client:

1. Select Customer Administration > Customer > Check out (or hotkey F3)
2. On the Checkout screen: Navigate to Check out > Change return date.
3. Select return date in the calendar: click OK.
4. Paste item barcode (CTRL V) into item field – note adjusted return date to the right; click Enter.
5. Item is renewed with the adjusted due date.

Additional information

Once an item is renewed, Wise cannot override the return date to a date earlier than the already established date.