## **Extending a loan**

When a loan comes due, alert the Collection Manager or Curator. They will decide if a Recall or Extension letter is to be sent.

If an extension is to be offered to the borrower, you must first edit the loan record. We edit the record first for two reasons- first, the decision to extend the loan is made as an internal NPL decision. The borrower can reject the extension offer and send the material back. Second, the paperwork will not display correctly if things are done out of order.

Open the loan record.

Move the Current due date (A) into the Original due date (B) field. In the Current Due Date field, enter the extended loan date (the Collection Manager or Curator will specify this for you).



Save your edits and close the record.

Open the Reports tab and select the Loan Extension report. In the window that pops up, enter the loan number and set the agent role to borrower. Click OK and Specify will compile the report.



Things to know:

editing a record

running a simple query

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<sup>(01)2020384</sup> Save the file as a PDF into the DocLib /Loans/(loan you are extending). If the Collection Manager has asked you to contact the borrower, attach a copy of this letter to an email addressed to the borrower. <u>Emails regarding official lab business must be</u> sent from your UT email. Lastly, print out one copy and give it to the Collection Manager.