

It looks like this record was manually created. The ID was put in as an 03. It should have been a 99. The system looks for a match on Type 99 field. So it could not find it to update.

You can fix the record by going to the Additional IDs node and clicking Add ID. Then choose **Key Type 99**. Enter the ID in the Key data field. Make the status Active. Don't worry about the verification fields, you don't need them for a Type 99 ID.

After you **add the 99**, the system will be **able to match and update** the next time you have a patron load. Let me know if you have any questions or issues.

Thanks