## Procedure for collecting money for damaged or lost RB/ILL items not yet billed

Complete the following procedure when a patron brings in a damaged RB/ILL item or tells you they have lost an RB/ILL item (that has not yet been billed) and they will be paying for it today.

1. Open the Charge/Checkout wizard, select the User Search Helper and search for the system-wide RB/ILL_LOSS patron

   a. Enter the Item ID for lost RB/ILL item
   b. VERY IMPORTANT --- Do not check in the item before you complete this process to make certain you don't trap any holds
   c. Charge the Item out to the RB/ILL_Loss user by clicking the button "Check out item to user"
   d. When prompted enter Override & checkout item

2. Open the Billing a User wizard under the Common Tasks
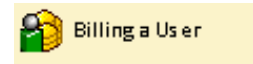
   a. Enter the patron's User ID
   b. Click Get User Information – screen repaints
   c. Select the RB_ILL bill reason from the drop-down menu
   d. Enter the amount to bill
   e. Enter the Item ID
   f. Enter a note (optional)
   g. Select Payment Type
   h. Click Bill User

3. Open the Paying Bills wizard under the Common Tasks
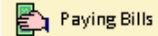
   a. Enter the patron's User ID
   b. Highlight the bill in the list of bills
   c. Select the payment type
   d. Enter the payment amount on the line for the RB/ILL lost item
   e. Click Pay Bills
   f. Screen repaints and will display amount paid