

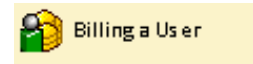
Procedure for collecting money for damaged or lost RB/ILL items not yet billed

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**

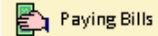
- a. Enter the Item ID for lost RB/ILL item
- b. **VERY IMPORTANT** --- Do not check in the item before you complete this process to make certain you don't trap any holds
- c. Charge the Item out to the RB/ILL\_Loss user by clicking the button "Check out item to user"
- d. When prompted enter Override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

Group ID: Inactive IDs: 21140000767567

Identify User  
User ID: 21140001111111

Total bills and payments  
Total bills: 2      Payment:   
Total owed: \$11.00      Payment type: CASH  
Still owes: \$11.00      Change:  
Credit balance: none

Individual Bills and Payments						
Title	Item ID	Reason	Owes	Payment Type	Payment	Ch
The quest	31140001318440	RB_ILL		\$6.00 CASH	6.00	

Buttons: Get User Information, Pay Bills (0), Pay More Bills, Make Payments for Another User, Close

Name: mrs., shopper      Status: BLOCKED      Library: SWS      Previous ID: 21140000  
Profile name: NONSWAN\_RB...      Amount owed: \$5.00      Available holds: 0      Previous ID2: 21140001  
User categories: Y      Overdues: 0      Active IDs: 21140001  
Group ID:      Inactive IDs: 21140000767567

Identify User  
User ID: 21140001111111

Total bills and payments  
Total bills: 1      Payment:   
Total owed: \$11.00      Payment type: CASH  
Still owes: \$5.00      Change:  
Credit balance: none

Individual Bills and Payments						
Title	Item ID	Reason	Owes	Payment Type	Payment	Ch
The quest	31140001318440	RB_ILL		\$0.00 CASH	6.00	

Buttons: Get User Information, Pay Bills (0), Pay More Bills, Make Payments for Another User, Close