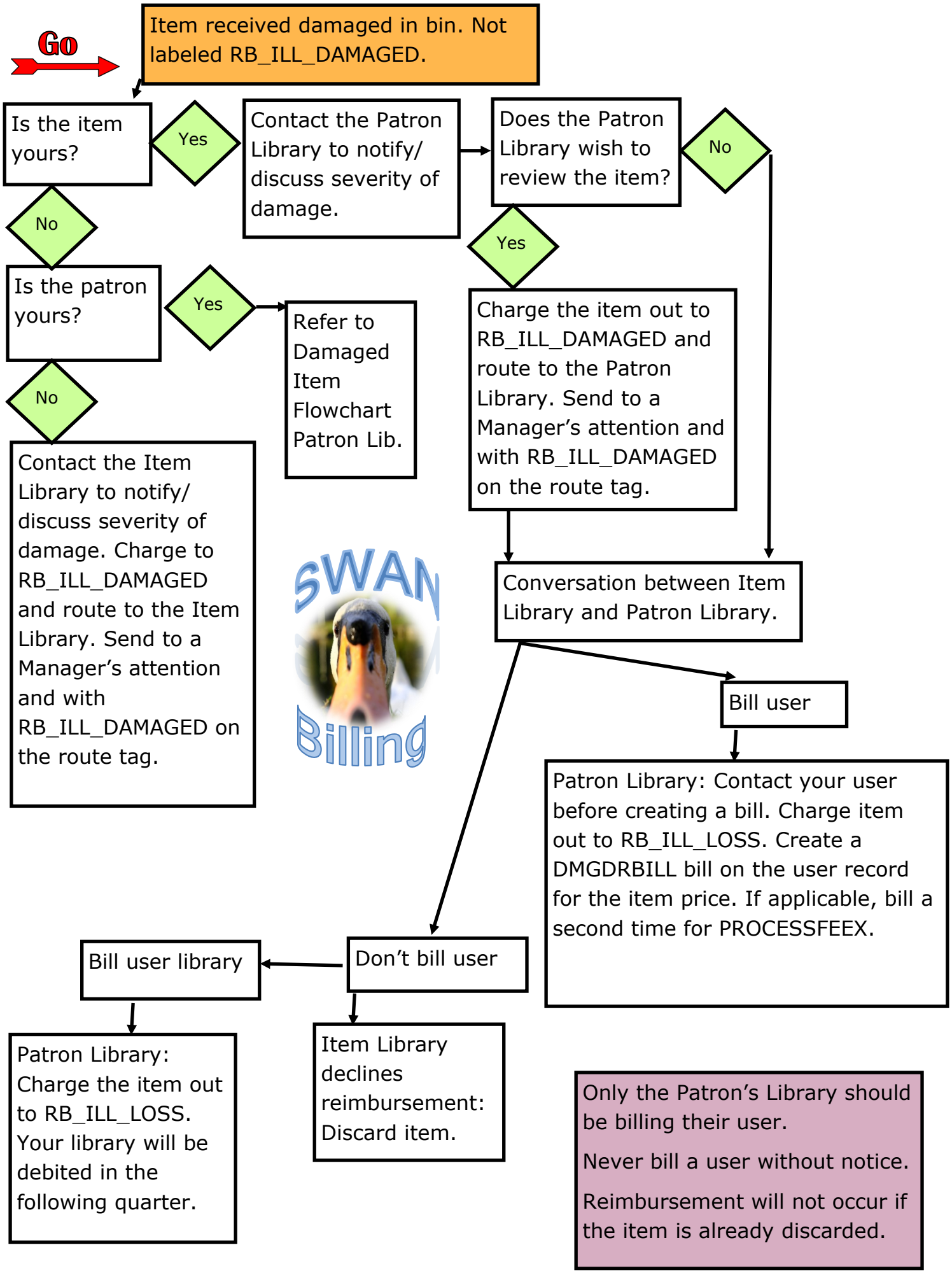
Go
Item received damaged in bin. Not labeled RB_ILL_DAMAGED.
Is the item yours?
Yes
Contact the Patron Library to notify/ discuss severity of damage.
Does the Patron Library wish to review the item?
No
Yes
Charge the item out to RB_ILL_DAMAGED and route to the Patron Library. Send to a Manager's attention and with RB_ILL_DAMAGED on the route tag.
No
Is the patron yours?
Yes
Refer to Damaged Item Flowchart Patron Lib.
No
Contact the Item Library to notify/ discuss severity of damage. Charge to RB_ILL_DAMAGED and route to the Item Library. Send to a Manager's attention and with RB_ILL_DAMAGED on the route tag.
SWAN
Billing
Conversation between Item Library and Patron Library.
Bill user
Patron Library: Contact your user before creating a bill. Charge item out to RB_ILL_LOSS. Create a DMGDRBILL bill on the user record for the item price. If applicable, bill a second time for PROCESSFEEX.
Don't bill user
Bill user library
Patron Library: Charge the item out to RB_ILL_LOSS. Your library will be debited in the following quarter.
Item Library declines reimbursement: Discard item.
Only the Patron's Library should be billing their user.
Never bill a user without notice.
Reimbursement will not occur if the item is already discarded.