

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. **Reminder: Do not use the right click option to Mark an Item Lost.**

- 1. Open the Display User Wizard and look up your patron.
 - a. Click on the Checkouts tab and find the item that has been lost or damaged.
 - b. Click on the glossary for the Item ID.

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ame: <u>VELA,</u> I: 21140 roup ID: rofile name: WRS_I	CRYSTAL 003633335 PATRON						
dentify user							
lser ID: 211400036	33335						
ummary Addresses	Extended Info SMS N	lotice Contact Info Bill	s Checkouts Holds Rou	itings Bookings Suspe	nsion Charge History	/ User Groups	
litle	Call number	Item ID	Date Charged	Date Due	Recall Date Due	Status	Туре
		1					
		1					

- c. Once the glossary opens, highlight the Item ID and copy it (CtrIC)
- 2. Open the Mark Item Lost Wizard. The Mark Item Lost wizard can be found in the Items Wizard Group.



a. You can paste the Item ID (CtrIV) in the search field or select the current item, if it is the item you are marking lost.

Display User × Mark Item Lost ×			
rk Item Lost			
שע			
Item information			
Identify item			
Item ID: 31614001819599	Current:	Scrappy little nobod 792.028 KENDRICK 31614001819599	y
List of Items			
Item id		Title	
			1
	Get Item	Mark Item	

- b. Click Mark Item Lost
- c. Click Bill User and OK on the next screen and Close

Information

0	
rk Item Lost : Billing for Lost Item/Processing Fee	- = ×
Billing user User ID: 21140003633335 Alt ID:	VELA, CRYSTAL
For lost item Item ID: 31614001819599 Title: Scrappy little nobody Author: Kendrick, Anna, Price: \$27.00	792.028 KENDRICK
Billing info Amount Lost item: \$27.00 Processing fee: \$5.00	Payment type:
Bill User	Pay Now (b) Cancel Lost Item Bill

Lost

3. Open the Paying Bills Wizard from the Common Tasks Wizard Group



- 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 lost item and processing fee.
- e. Click Pay Bills
- f. Screen repaints and will display amount paid

Jser Information										
Name: VEU Profile name: WRS User categories: Y Group ID:	A, CRYSTAL S PATRON A C P	tatus: mount owed: werdues: rivilege expire:	BLOCKED \$32.00 0 s: 2/28/2021	Library: Available Checkout	WRS holds:0 s: 1					
Identify User										
User ID: 2114000363	3335									
Fotal bills and payme	nts									
Total bills: 2	Payment:									
fotal owed: \$32.0	0 Payment f	ype: CASH		~						
Still owes: \$32.0 Credit balance: none	0 Change:									
Individual Bills and Pa	ayments					\frown				
Title	Item ID	Reason	Owes	Paym	ent Type	Payment «	Change	Billed	C	ate
crappy little nobody	316140018195	99 LOST		\$27.00 CASH		- Y	27.00		\$27.00	3/23/20
scrappy little nobody	316140018195	99 PROCES:	SFEE	\$5.00 CASE		- V	5.00		\$5.00	3/23/20
Current user checko	uts:1(\$3.80)									
Title	Item ID	D	ate Charged	Date Due		Recall Date Due	Status		Туре	
	31614001819	599	9/5/2017	,7:06 1	/30/2018,23:59		Claims	lost	BOOK	

Name: VELA Profile name: WRS, User categories: Y Group ID:	, CRYSTAL Statu PATRON Amou Over Privil	s: DELIN int owed: \$0.00 lues: 0 ege expires: 2/28/2	QUENT	Library: Wi Available holds: 0 Checkouts: 1	RS			
Identify User User ID: 21140003633	335	ge enpress 2, 20, 1						
Total bills and paymer Total bills: 0 Total owed: \$32.00 Still owes: Credit balance: none	nts Payment: Payment type Change:	CASH		u.				
ndividual Bills and Pa	yments							
Title Scrappy little nobody Scrappy little nobody	Item ID 31614001819599 31614001819599	Reason LOST PROCESSFEE	Owes	Payment Typ \$0.00 CASH \$0.00 CASH	e Payment « 27	Change 7.00 5.00	Billed \$27.00 \$5.00	0ate 3/23/201 3/23/201
 Current user checkou 	its:1(\$3.80)							
Title Scrappy little nobody	Item ID 31614001819599	Date Cha	rged 9/5/2017,7:	Date Due 06 1/30/201	Recall Date Due 8,23:59	Status Claims lost	Type BOOK	
scrappy necie nobody	51014001019399		5/ 5/ 2017,7.	1/30/201	0,23.37	claims lost	book	