

## 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.

**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.

Name: VELA, CRYSTAL  
Id: 21140003633335  
Group ID:  
Profile name: WRS\_PATRON...

Identify user  
User ID: 21140003633335

Summary Addresses Extended Info SMS Notice Contact Info Bills Checkouts Holds Routings Bookings Suspension Charge History User Groups

Checkouts:1(\$3.80)

Title	Call number	Item ID	Date Charged	Date Due	Recall Date Due	Status	Type
Scrappy little nobody	792.028 KENDRICK	31614001819599	9/5/2017,7:06	1/30/2018,23:59		Overdue	BOOK

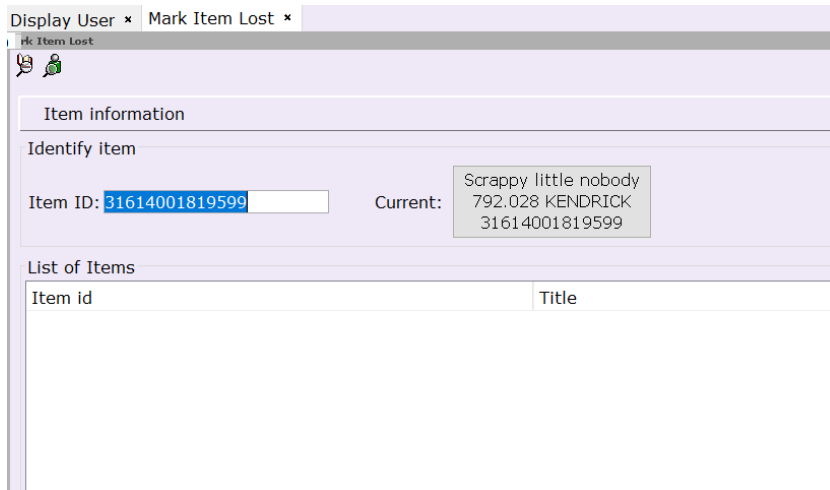
Display options  
 Checkout library  Owing library  
Library: All libraries Type of checkout: Active

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

Items

- Add Item
- Add Brief Title
- Change Item ID
- Mark Item Missing
- Mark Item Lost
- Delete Title, Call Numbers or I...

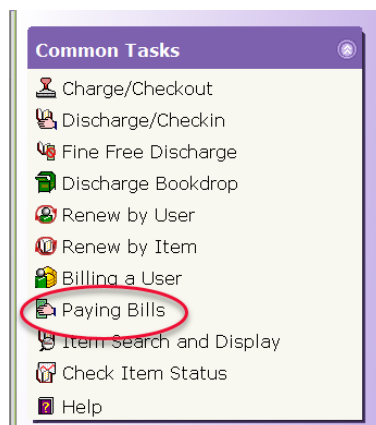
- a. You can paste the Item ID (CtrlV) in the search field or select the current item, if it is the item you are marking lost.



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



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



- Enter the patron's User ID
- Highlight the bill in the list of bills
- Select the payment type
- Enter the payment amount on the line for the lost item and processing fee.
- Click Pay Bills

Paying Bills

User Information  
 Name: VELA\_CRYSTAL Status: BLOCKED Library: WRS  
 Profile name: WRS\_PATRON... Amount owed: \$32.00 Available holds: 0  
 User categories: Y Overdues: 0 Checkouts: 1  
 Group ID: Privilege expires: 2/28/2021

Identify User  
 User ID: 21140003633335

Total bills and payments  
 Total bills: 2 Payment:   
 Total owed: \$32.00 Payment type: CASH  
 Still owes: \$32.00 Change:  
 Credit balance: none

Individual Bills and Payments

Title	Item ID	Reason	Owes	Payment Type	Payment	Change	Billed	Date
Scrappy little nobody	31614001819599	LOST	\$27.00	CASH	27.00		\$27.00	3/23/2018
Scrappy little nobody	31614001819599	PROCESSFEE	\$5.00	CASH		5.00	\$5.00	3/23/2018

Current user checkouts: 1(\$3.80)

Title	Item ID	Date Charged	Date Due	Recall Date Due	Status	Type
Scrappy little nobody	31614001819599	9/5/2017,7:06	1/30/2018,23:59		Claims lost	BOOK

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

- Screen repaints and will display amount paid

Paying Bills

User Information  
 Name: VELA\_CRYSTAL Status: DELINQUENT Library: WRS  
 Profile name: WRS\_PATRON... Amount owed: \$0.00 Available holds: 0  
 User categories: Y Overdues: 0 Checkouts: 1  
 Group ID: Privilege expires: 2/28/2021

Identify User  
 User ID: 21140003633335

Total bills and payments  
 Total bills: 0 Payment:   
 Total owed: \$32.00 Payment type: CASH  
 Still owes: \$32.00 Change:  
 Credit balance: none

Individual Bills and Payments

Title	Item ID	Reason	Owes	Payment Type	Payment	Change	Billed	Date
Scrappy little nobody	31614001819599	LOST	\$0.00	CASH	27.00		\$27.00	3/23/2018
Scrappy little nobody	31614001819599	PROCESSFEE	\$0.00	CASH		5.00	\$5.00	3/23/2018

Current user checkouts: 1(\$3.80)

Title	Item ID	Date Charged	Date Due	Recall Date Due	Status	Type
Scrappy little nobody	31614001819599	9/5/2017,7:06	1/30/2018,23:59		Claims lost	BOOK

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