Workflows Tip of the Week

Module: Circulation

Summary: **Check in and billing of missing items**

Note: When checking in an item in Java WorkFlows, if a note pops up stating the number of pieces but the returned item does not have the correct number, how should you go about billing the patron?

Instructions:

1. Proceed with the check in.

2. In Item Search and Display, locate and highlight the item.

3. Click the Call Number/Item tab of Item Search and Display and copy the Previous User ID.

4. Use the Billing a User wizard to bill the patron, selecting Damage as the reason. This creates a permanent link between the patron and the item, and it eliminates the need to worry about losing last patron info.

    If the missing piece is returned, you can remove the bill.