

Workflows Tip of the Week

Module: Circulation

Summary: **Billing Patrons for Lost Items**

Note: The Assumed Lost Report will automatically bill patrons for lost items a certain number of days after an item has become overdue. That number of days varies per library. If you want to set an item to lost before the Assumed Lost Report runs you must use the Mark Item Lost wizard. Do not use the Billing a User wizard as this will result in an item database error when attempting to pay the bill later.

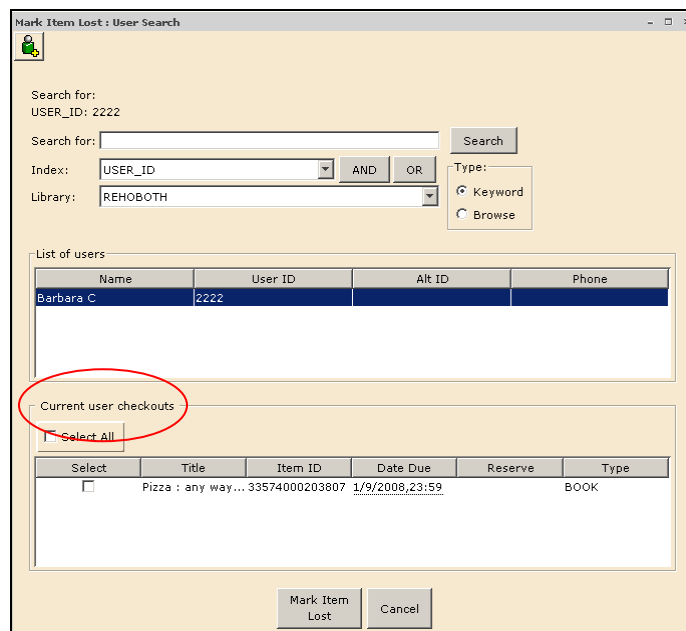
Important: In the properties for this wizard, in the Behavior tab, you must check the boxes for **Automatically bill for lost item** and **Pay now**.

Instructions:

1. Click the **Mark Item Lost** wizard in the Items group of wizards.

2. Click the **User Checkouts** helper. 

3. Search for and locate the patron. A list of the patron's checkouts appears.



Mark Item Lost: User Search

Search for:
USER_ID: 2222

Search for:

Index: USER_ID AND OR Type: Keyword Browse

Library: REHOBOTH

List of users

Name	User ID	Alt ID	Phone
Barbara C	2222		

Current user checkouts

Select All

Select	Title	Item ID	Date Due	Reserve	Type
<input type="checkbox"/>	Pizza : any way...	33574000203807	1/9/2008, 23:59		BOOK

Mark Item Lost Cancel

4. Select the item that you want to mark as lost and click the **Mark Item Lost** button at the bottom. The places the Item ID in the Item ID field of the resulting screen.
5. Click the **Mark Item Lost** button. The following screen appears:

rk Item Lost : Billing for Lost Item/Processing Fee

Billing user

User ID: 2222
Alt ID: Barbara C

For lost item

Item ID: 33574000203807
Title: Pizza : any way you slice it
Author: Scicolone, Charles.
Price: \$20.00

Billing info

Amount

Lost item: \$20.00
Processing fee:

Payment type: CASH

Bill User Pay Now (b) Cancel Lost Item Bill

6. Enter a processing fee, if your library assesses this.
7. Click the **Bill User** button, the **Pay Now** button, or the **Cancel Lost Item Bill** button.

If you click the Cancel Lost Item Bill button, the system will set the item to Lost but will not generate a bill.