

Procedure for Items Damaged Beyond Repair

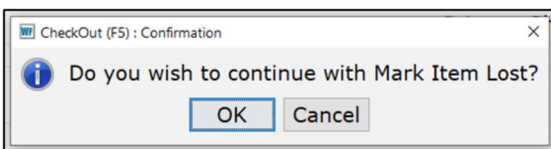
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When a user has an item that is damaged beyond repair, the best practice is to **Mark the Item as Lost**. WorkFlows will automatically create a bill for this item which retains the link between the bill, user, and item.

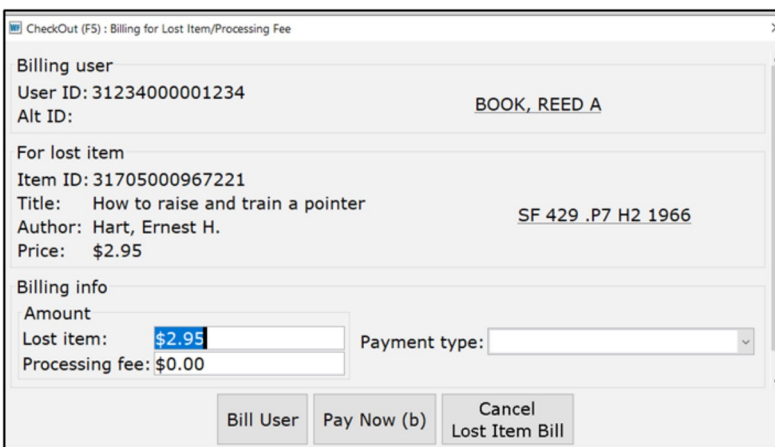
1. Open the **CheckOut Wizard** and **Retrieve** the user account.
2. **Right click** on the title that is damaged beyond repair.
3. Select **Mark Item Lost**.



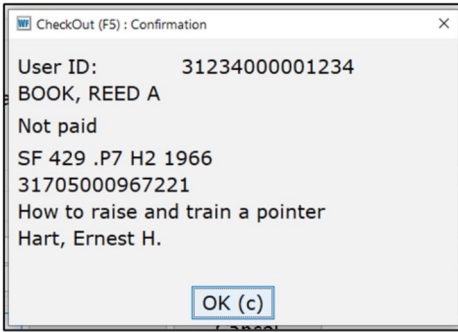
4. Click **OK** in the confirmation window.



5. Update the **Lost Item price** and/or **Processing fee** if needed.

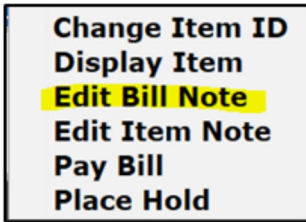


6. Click **Bill User**.
7. Click **OK** in the confirmation window.

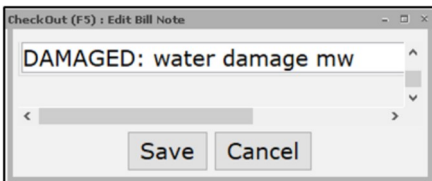


8. Right click on the newly created bill.

9. Select **Edit Bill Note**.



10. Input **DAMAGED**: followed by a description of the damage.



11. Click **Save**.

12. If the user is paying for the item now, or if the bill is being forgiven, follow normal procedures to pay the bill.

Notes:

Continue to use the DAMAGE bill reason for damages that can be repaired.

For items belonging to other libraries that have repairable damage, check out to the DAMAGED user, attach a note describing the damage, and return to the home library.

Preview