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.

W CheckOut (F5) : Conf	irmation	×
👔 Do you wi	sh to continue with Mar	k Item Lost?

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

CheckOut (F5) : Billing for Lost Item,	/Processing Fee	:
Billing user User ID: 31234000001 Alt ID:	234 BOOK, REED A	
For lost item Item ID: 31705000967 Title: How to raise a Author: Hart, Ernest H Price: \$2.95	221 nd train a pointer <u>SF 429 .P7 H2 1966</u> I.	
Billing info Amount Lost item: \$2.95 Processing fee: \$0.00	Payment type: Bill User Pay Now (b) Cancel Lost Item Bill	×

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



- 8. Right click on the newly created bill.
- 9. Select Edit Bill Note.

Change Item ID
Display Item
Edit Bill Note
Edit Item Note
Pay Bill
Place Hold

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

CheckOut (F5) : Edit Bill Note	-	□ ×
DAMAGED: water damage mw		^
<	>	~
Save Cancel		

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