

## Step by Step – What to do when items are Claimed Returned

When a patron says they returned an item, but you can't find it and it is still checked out to that patron, put a **Claimed Returned block** on the patron's record for that item:

- a. Identify the patron in the checkout window.
- b. If the block screen appears, click CKO to close it.
- c. Click on the All Items Out button at the bottom of the window to see what the patron has out.
- d. Highlight the item in question.
- e. Click on the CKO menu at the top of the screen.
- f. Click on Claimed Returned.
- g. Click on OK.

The patron will not be charged, but the link between the item and patron will be preserved.