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.