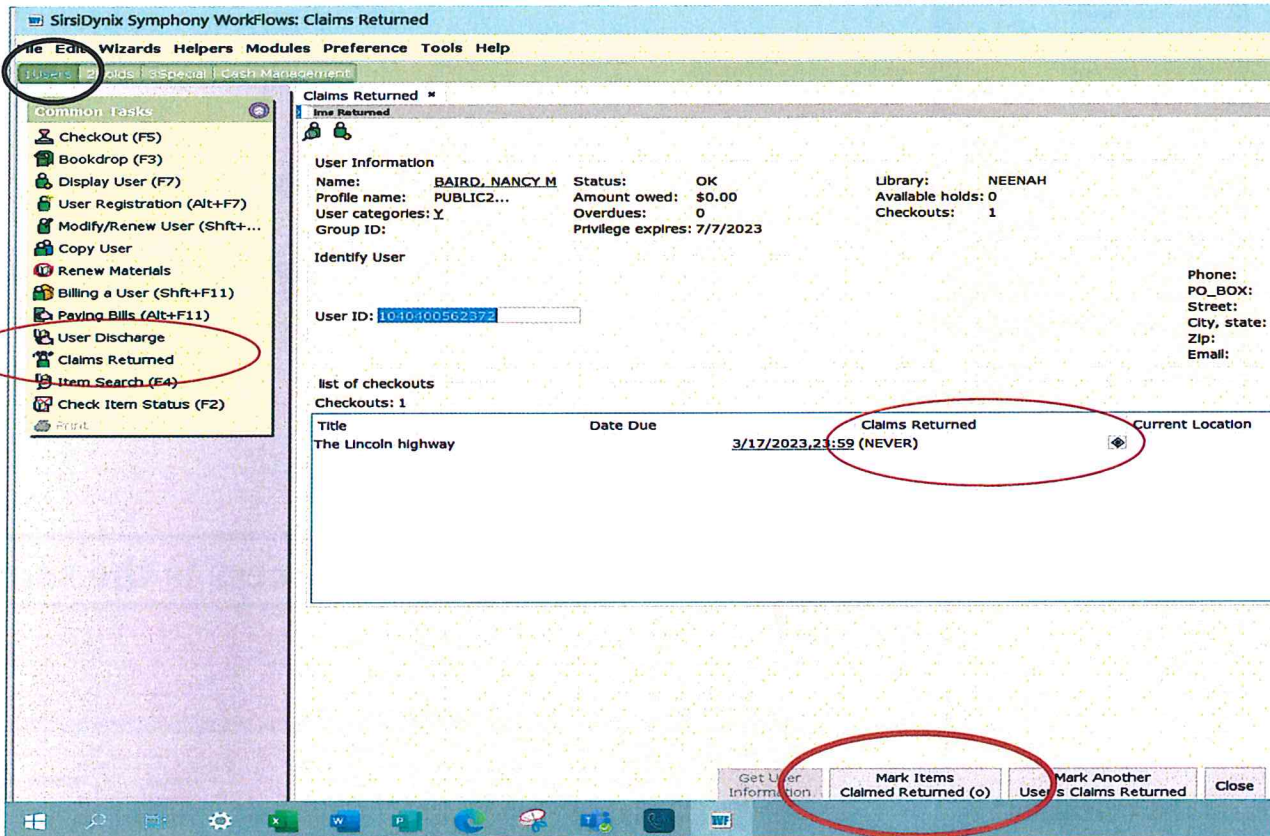


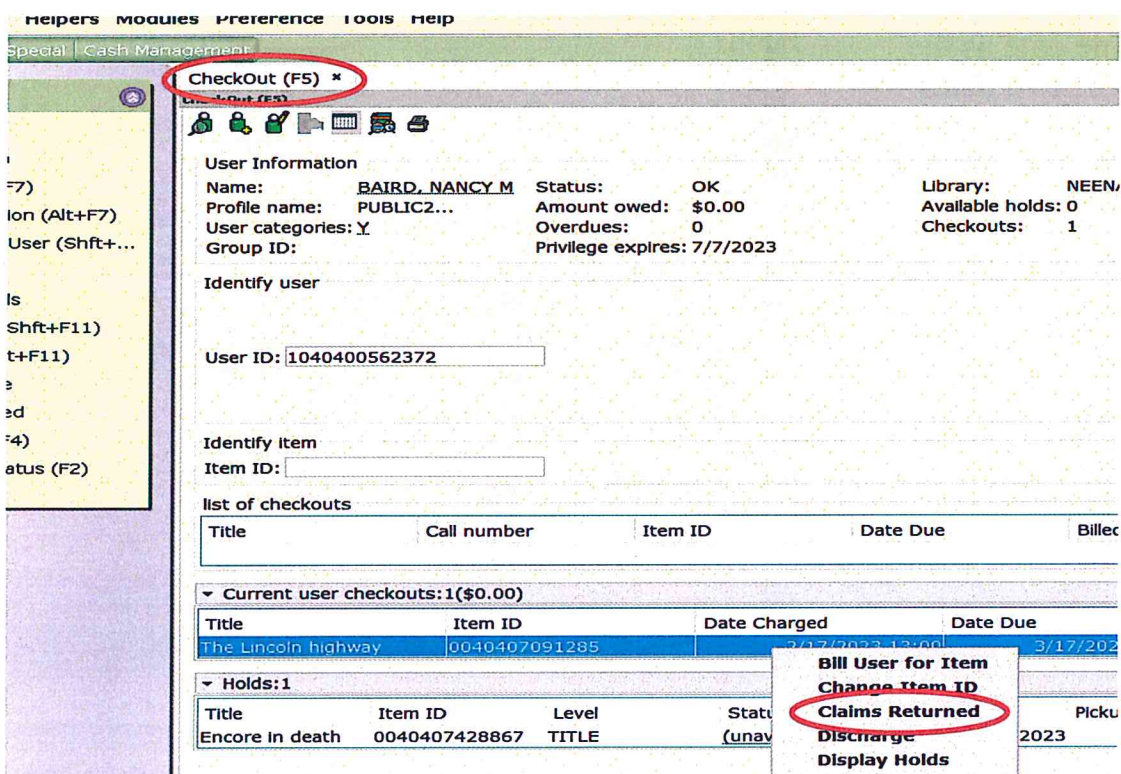
How to mark an item Claims Returned:

The claims returned wizard is accessible in several places. (1.) The primary **Claims Returned** wizard is located under the Users category. The wizard can also be accessed by right-clicking on the title in a patron's list within the (2.) **Check Out** wizard or in (3.) **Display User** wizard, Checkout tab.

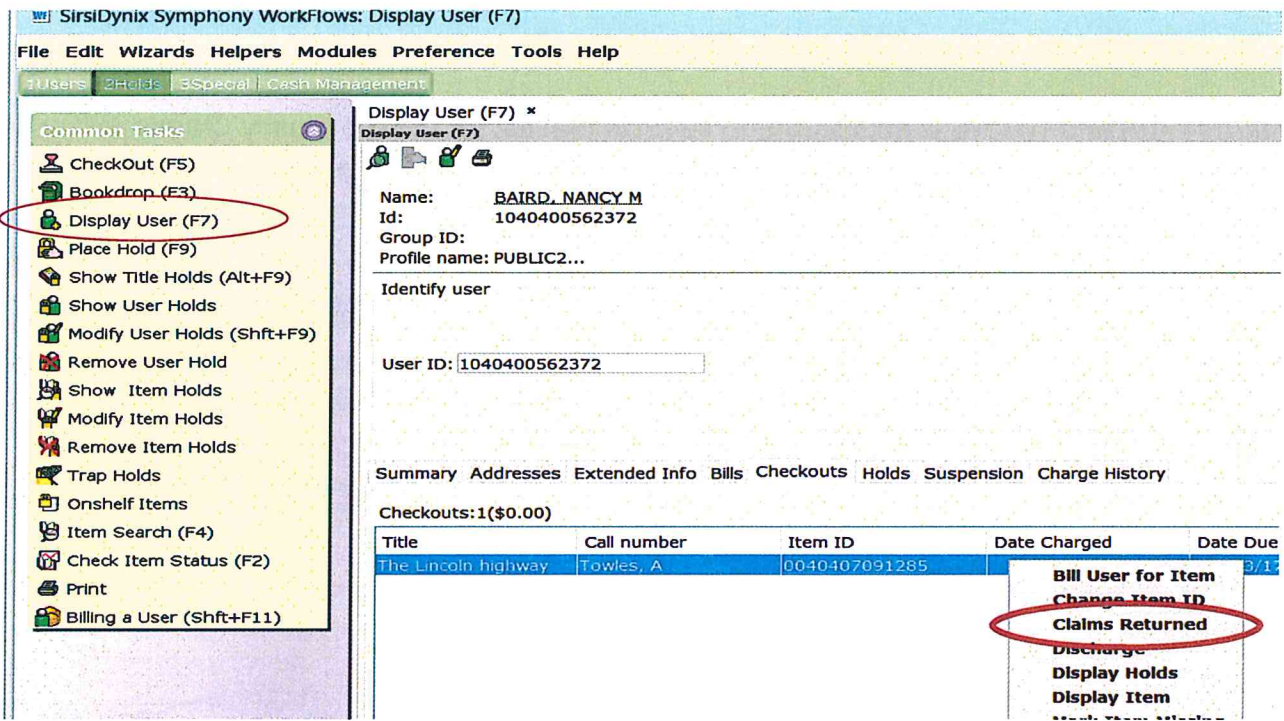
1.



2.



3.



No matter how you get to the Claims screen, the process is the same:

- Click on the calendar gadget in the line with the title to be Claimed.
- Choose the same date as the DUE DATE. The two dates **must** match.
- Click the Mark Items Claims Returned on bottom of screen.

