**Handling Claims Returned**

**Searching for Claims Returns (weekly, bi-weekly, or monthly)**

* Log into WorkFlows. Schedule New Report
* Find the Claims Returned List for your library in the list of templates.
* Click Setup & Schedule. Click Run Now.
* Wait for report to finish (good time to go to Finished Reports and remove any old reports).
* View report. Uncheck “log”, but make sure “view result” and “format” ARE checked.
* Print report. Delete report once it is printed.
* Search for the items on the list. BARCODES MUST MATCH. Discharge any items you find, and cross them off the list.
* Save the newest 3 printed lists. Once you have searched for the item 3 times proceed to billing (or forgiving) the patron.

**Billing Patron for Claims Returned Item (3-6 months)**

* Using Workflows, look up the item by ITEM ID in ITEM SEARCH and check the record to see if the cost of the item is listed. Use this price or look up the item in AMAZON and use the lower of the two prices.
* Look up the patron and see if they have any forgiven CR’s under paid bills.
* Add charge using Workflows under “Bill User,” or
* Forgive the fine if the patron has no forgiven history
* Do NOT forgive if they have a history or if the item belongs to another library.
* Withdraw the item.