



Workflows Tip of the Week

Module: Circulation

Summary: Find out how to view lost material charges.

Note: Often you will be looking at a patron's record and know that they charged an item but it isn't showing under their charges tab. This is because it is considered an inactive charge.

Instructions:

1. Click the **Display User** icon and enter the **User ID**.
2. Click the **Checkouts** tab.
3. Scroll down to the bottom of the screen.
4. In the **Type of Checkout** drop-down box, select All.

You should now see an item that has a status of **Claims lost**, that is, an item that is lost and the bill hasn't been paid. This will remain on their record until the bill is paid or the item is returned and discharged.

Checkouts:3(\$0.00)

Title	Item ID	Date Charged	Date Due	Recall Date Due	Status	Type
The best of Bac...	31656001909813	4/19/2007,12:38	5/17/2007,13:41		Claims lost	COMPACTDSC
The life and tim...	33335001153825	5/14/2007,14:32	6/11/2007,23:59			BOOK
Handel	32040000251056	5/14/2007,14:33	6/11/2007,23:59			BOOK