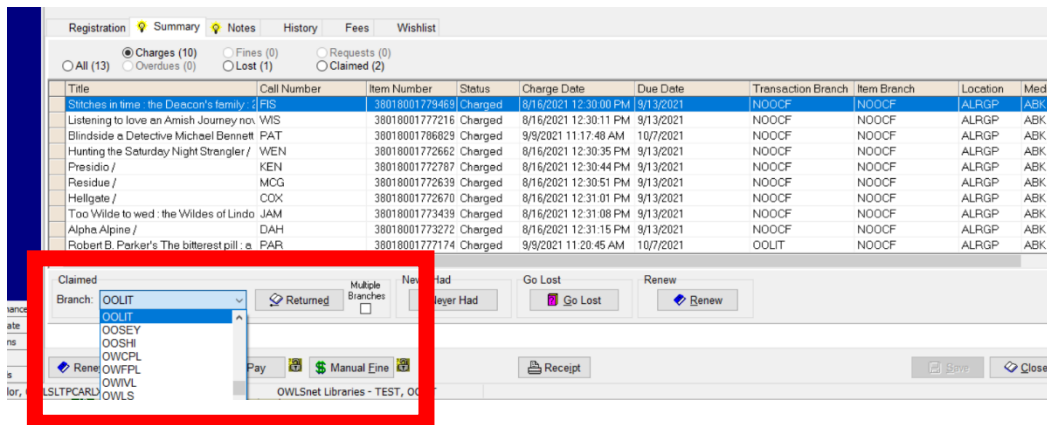


## Claims Returned

When a patron claims they have already returned an item(s), but it is still showing as a charge on their account, staff can mark the item(s) as Claimed Returned. This can be done in both CARL-X and CARL Connect. Staff should only be marking owning items as Claims Returned. Keep in mind if staff mark another library's item as Claims Returned, you may be responsible for reimbursing the owning library for the cost of the item.

### CARL-X

1. Locate the patron's record by scanning in their barcode or searching for their name.
2. Once the record is pulled up, click on the "Summary" tab.
3. Then click on the "Charges" radio button.
4. Highlight the item(s) that the patron claims they returned.
5. At the bottom of the window, under "Claimed" select the library in which the patron returned the item(s) at. If they are unsure, check the "Multiple Branches" box and select the few branches they could have returned at, using the Ctrl key.



6. Once the branch(es) are selected, click on "Returned."
7. The item(s) will then move from the "Charges" section to the "Claimed" section of the record.

### Please Note:

- If a Claimed Returned item is later found, staff can check the item back in through the Returns function. No fines should be accrued onto the patron's account.
- If staff choose to remove the claimed item(s) from the account, they can highlight the item(s) and click the "Remove" button. This will put the item back in the patron's Charges.
- If the item(s) hasn't been found by staff or the patron after 28 days, CARL will mark the item as "Lost." Prior to the 28 days, staff can mark the item as "Go Lost." This will bring up a Pay window for the patron to pay for the item. If the patron pays now, the item will be removed from the account and get a status of "Lost". If staff choose "Pay Later" the item(s) will remain on the patron's account under the "Lost" section and the status will change to "Lost." – See image below

## Claims Returned

Full Legal Name: \_\_\_\_\_

Registration Summary Notes History Fees Wishlist

Charges (9)     Fines (0)     Requests (0)  
 All (13)     Overdues (0)     Lost (1)     Claimed (3)

Title	Call Number	Item Number	Status	Claim Date	Due Date	Transaction Branch	Claimed At	Location
Stitches in time : the Deacon's family : FIS		38018001779469	Lost	9/13/2021 3:47:16 PM	9/13/2021	NOOCF	OOLIT	ALRC
Sunny day /	Milbourne	31389020621496	Charge	5/17/2021 6:14:25 PM	6/3/2021	OOKAU	OOAPL	CPIC
Wild Rose	Wild	31389025997743	Charge	5/6/2021 11:56:13 AM	4/30/2021	OOAPL	OOKAU	AVIDI

### CARL Connect

1. Locate the patron's record by scanning in their barcode or searching for their name.
2. Once the record is pulled up, click "User Overview" in the upper right corner.

[back to results](#)    [check out](#)    [check in](#)    [MyAccount](#)    [manage](#)    branch: waupaca library

**FINOLA TESTY** - user id: 21389006699898 - status: **Soft Blocked**

       **your branch summary**    **user overview**

checkouts	overdue	lost	claimed	on hold	finances and fees
0	0	0	0	1	\$0.00

**override due date**   

3. Then click on the "Checkouts" button.
4. Highlight the item(s) that the patron claims they returned and click "Claim Returned" above the grid.

CHECKOUTS 2    HOLDS 5    FINES 0    USER INFORMATION

Title	Item Number	Call Number	Status	Claim Status	Fines And Fees	Due Date	Transaction Date	Transaction B
Thousand-miler : adventures hikar	31110004950861	796.5109775 MacM	Charged	Not Claimed	0.00	2/23/2024	1/26/2024	Appleton Pub
Pig the pug /	32258000067112	Blabey	Charged	Claimed	0.00	2/20/2024	1/23/2024	Appleton Pub

5. In the window that pops up, select the branch(es) in which the patron thinks they returned the item(s).
6. Once the branch(es) are selected, click "Claim Returned."

## Claims Returned

**Claim Returned** ✕

User claims item(s) have been returned.

Please select branch(es).

- Goodman
- Green Earth
- Hortonville Public Library
- Iola
- Kaukauna**
- Kaukauna Self Check
- Kewaunee
- Kimberly - James J. Siebers**
- Kimberly Self Check

**claim returned**

**close**

7. The claim status of the item(s) will change to “Claimed.”

### Please Note:

- If a Claimed Returned item is later found, staff can check the item back in through the Returns function. No fines should be accrued onto the patron’s account.
- If the item(s) hasn’t been found by staff or the patron after a certain amount of time, staff can mark the item as “Lost.” This will bring up a window alerting you of the Lost fee. Click “Update to Lost.” The status will change to “Lost.”