

CARL Damaged Items by WALTCO Procedure for Library Staff

When a library finds an item, they believe has been damaged in transit by WALTCO, they can ask WALTCO for reimbursement by filling out a claim.

***** Do not claim an item on another library's behalf. If this is not your item, contact or send the item back to its owning location*****

NFLS and OWLS have separate contracts with WALTCO meaning there are two different procedures/forms. This procedure is for OWLS libraries. NFLS libraries will need to send their items to the NFLS office.

1. Check the item out to the WALTCO card dedicated to damaged items

- Verify that the price in the item record is correct (through Amazon). Make corrections as needed within the Item Editor
- If this is an entire tub and the damaged items haven't come from the owning libraries, notify the owning libraries and verify replacement costs
- In **CARLX**, go to Circulation/Charge function
- Enter barcode **21389006683561**, an internal card for "OWLS CIRC ITEMS DAMAGED IN DELIVERY" or **21389006683553** for NFLS items "NFLS CIRC ITEMS DAMAGED IN DELIVERY"
- Charge the item to the appropriate WALTCO account
- There may be a Big Red Box (BRB) that indicates the item is In Transit; charge the item anyway. YES.
- If there were holds, another BRB will pop up indicating the hold. Select "Charge and Place First in Queue" to keep the patron in line. IF there are no items available (this was the only item in the system), the patron will need to be notified of their hold being cancelled/delayed (depending on if the library will repurchase)

2. Fill out the [Waltco claim form](#): (this is located on OWLSweb.org on the Circulation page under Instructions if the link doesn't work) [Example filled out form](#)

- Date of Claim (current date)
- Date of Shipment (when was the item delivered to the library by Waltco)
- Was the Package Damaged (Yes)
- Item(s) value (cost of replacing the item)
- Total amount of Claim
- REMARKS
 - Why are you claiming the item (water damage, etc.)
 - Payment information: (Who to send payment to) - **SEND TO:** OWLS Staff; **WRITE CHECK OUT TO:** Owing Library info (these will then be mailed out from OWLS)
- Completed By: library staff
- Signature: please sign

- Date
- Tele #
- Email
- Write the item barcode, title and cost along the bottom of the form in the white space
- Scan a copy for your records

3. Send the item to the OWLS office (for OWLS items only)

- Complete a yellow problem slip describing the damage and explaining why you believe that WALTCO damaged the item instead of a patron. Some possible reasons:
 - Multiple items in shipment with same type of damage (usually water)
 - Item is new and has never checked out to a patron
 - Item has not checked out for a long time and was in transit to fill a hold
- Carefully wrap wet books in a plastic bag (sealed with tape if not a Ziploc bag) before shipping the items to OWLS so other items in the tub don't get wet or moldy during shipment
- Put in the OWLS delivery bin with **ATTN: OWLS Staff** or place in an interdepartmental envelope with **TO** and **FROM** information
 - Please remember to let us know which library you're from
 - Include the Claim Form in the envelope

4. Receiving your reimbursement

- When you get your check in the mail, mark the item(s) as paid in the WALTCO account: **21389006683561 (OWLS account)**
- Bring up the WALTCO account through the Patrons function in CARLX
- Click on the 'All' radio button (should already be selected)
- Highlight the item that has been reimbursed
- Click on "Pay" at the bottom of the window
- Make sure the item being paid is highlighted in the pop-up window
- Click the 'Check' radio button for Payment Method
- Click "Pay Fine"
- Click "Complete"
- The item can then be removed as you see fit