# Bills and payment for lost items

Scenario: A patron calls or comes to the desk saying they have lost an item and would like to pay for it.

Start with the talk: Explain that this happens quite often – usually with more time the item will turn up. Offer to renew the item one more time before marking it as LOST and billing them. This saves you from potentially having to give the patron a refund if they do end up finding it.

If the patron agrees, renew the item. You can make a note on the account.

If the patron has done the above or otherwise knows the item will never return, and would like to pay for the item now, **do these three things in order: 1. Set item to lost; 2. Bill the user; 3. Accept payment.**
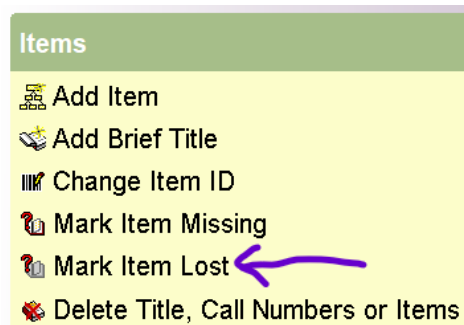
1. **Start with the MARK ITEM LOST wizard in Sirsi.**

   This is the only way to change the location to LOST and **keep it** on their account. Once marked LOST you can then generate a bill for the patron to pay.
   a. Background info: when an item is marked LOST in Sirsi:
      i. The item is "shadowed" in the catalogue, so it is not visible to other users.
      ii. It prevents holds from being placed on the item.
      iii. It keeps the item on the patron's record until the bill is paid.

   In the Mark Item Lost wizard, you can find the item by searching for the user and bringing up their list of current checkouts
      1. Click on the USER SEARCH icon:

      2. **Search for the appropriate patron record.** Once found, select the lost items (can select more than one if needed). Then click the MARK ITEM LOST box at the bottom:

3. Click Mark Item Lost. If prompted, again Mark item lost until you see the screen below.

2. Click **BILL USER** – even if the patron is paying right now.

3. You can now **take the payment from the patron**. In the patron's account, click on the Pay Bills icon or use the handy Paying Bills Wizard.