

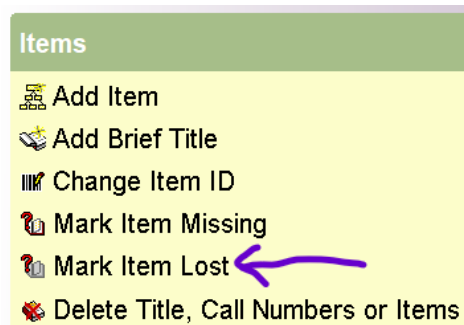
# Bills and payment for lost items

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:

Search for:  
Name: ALAN, M

Search for:  Search

Library: PETERWHITE  Keyword  
 Browse  
 Browse user group

Current: [ALAN, MELISSA MATUSCAK](#)  
[22031000744663](#)

List of users

Name	User ID	Alt ID	Phone
ALAGON, ALEXA ISABELLE	22031000986926		248-980-8550
<b>ALAN, MELISSA MATUSCAK</b>	<b>22031000744663</b>		<b>906-360-9224</b>
ALAN, OSKAR ULRICH	22031001050318		906-360-9224
ALAN, SCOTT UREN	22031000989096		906-458-9014
ALANEN, ARLOVE FAY	22031000920735		906-373-9336
ALANEN, JEAN MARIE	22031000795376		906-883-3599
ALANEN, THOMAS J	22031000795368		906-883-3599
ALANKO, ANNA KIMBERLY	22031001032761		715-74-1475
ALARIE, LINDSAY MARIE	22031001046225		989-991-6057
ALBARELLO-BURBEY, MARY	22031001055655		906-360-8115
ALBER, JAKOB THOMAS	22031001014967		715-499-8868

Current user checkouts

Select All

Item ID	Title	User ID	Date Due	Type
<input type="checkbox"/>	Star wars : incredibl...	35600000926275	8/31/2023,23:59	BOOK
<input type="checkbox"/>	The way things work	32176220063804	9/18/2023,23:59	BOOK
<input type="checkbox"/>	Minecraft : mobestia...	32031004113756	9/19/2023,23:59	JUV-BOOK
<input type="checkbox"/>	Minecraft : guide to ...	32031004072366	9/19/2023,23:59	JUV-BOOK
<input type="checkbox"/>	Modding Minecraft	32031004006778	9/19/2023,23:59	JUV-BOOK
<input type="checkbox"/>	MMORPGs in Minecraft	32031004227663	9/19/2023,23:59	JUV-BOOK
<input type="checkbox"/>	Minecraft epic invent...	32031004511009	9/19/2023,23:59	JUV-BOOK
<input type="checkbox"/>	Legendary and myth...	32031004524721	9/19/2023,23:59	JUV-BOOK
<input type="checkbox"/>	Minecraft : creative ...	32031004291420	9/19/2023,23:59	JUV-BOOK
<input type="checkbox"/>	The ultimate player's...	32031004129935	9/19/2023,23:59	JUV-BOOK
<input type="checkbox"/>	Legion of Iava	32031004552110	8/18/2023,23:59	JUV-BOOK

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.

Mark Item Lost : Billing for Lost Item/Processing Fee

Billing user  
 User ID: 22031000744663  
 Alt ID: [ALAN, MELISSA MATUSCAK](#)

For lost item  
 Item ID: 32031004552110  
 Title: Legion of Iava  
 Author: Quinn, Jordan, [IGN QUI- DRAGON KINGDOM OF WRENLY #9](#)  
 Price: \$19.99

Billing info  
 Amount  
 Lost item: \$19.99  
 Processing fee: \$0.00  
 Payment type: AUTOREFUND

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.

