

## Mark Item Lost Wizard Guide

**Last Updated: April 7, 2025**

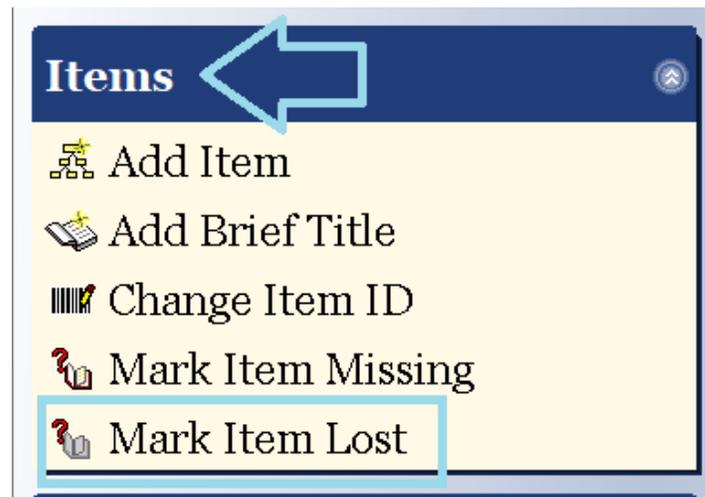
### When to use the Mark Item Lost Wizard:

- When a patron loses an item and would like to pay for the item immediately, instead of waiting for the Workflow's billing cycle.
- When an item is so damaged that it cannot be circulated again.
- Examples of when this is useful:  
Patron leaves a book on the beach while on vacation.  
Patron's new puppy eats an item.

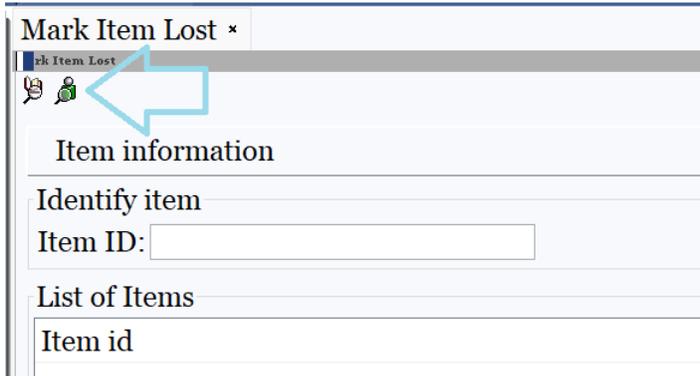
Note: This wizard is not part of the overdue notices and billing cycle.

### How to use the Mark Item Lost Wizard:

Open the Mark Item Lost wizard in the Items Group.

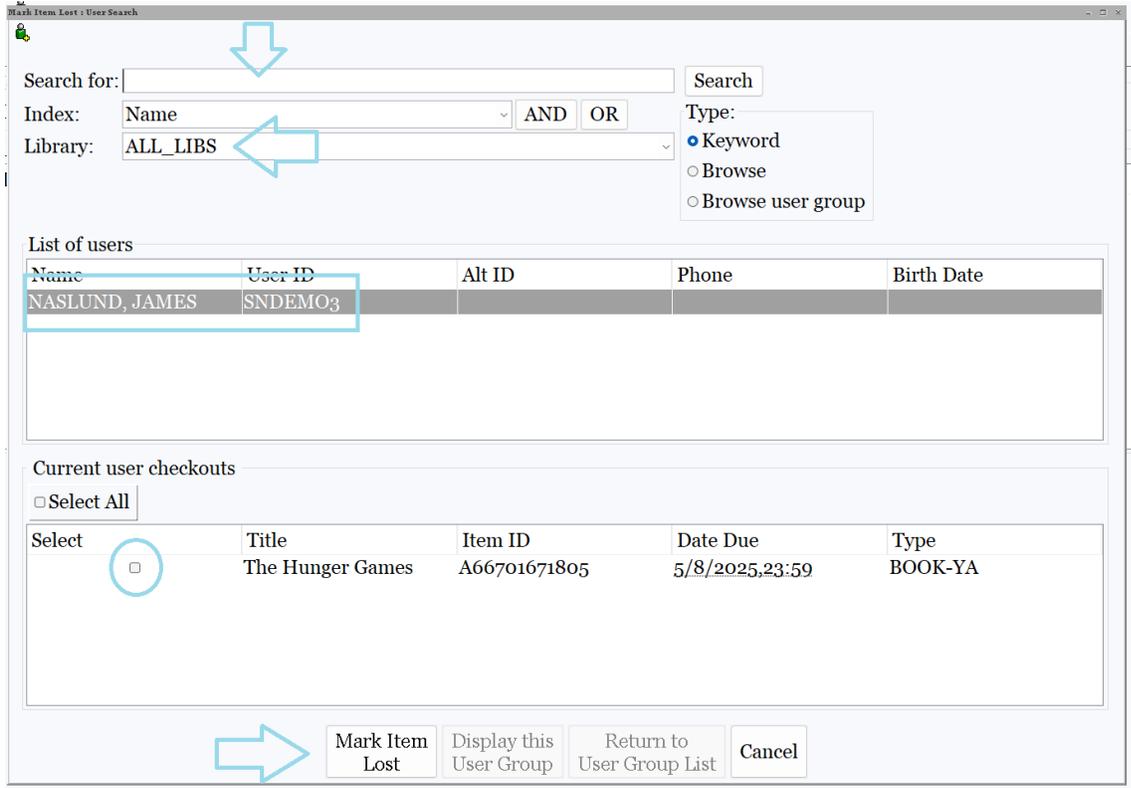


Look the patron up.



Mark Item Lost \*  
Mark Item Lost  
Item information  
Identify item  
Item ID:   
List of Items  
Item id

Once you find the correct patron, select their name. At the bottom of the popup box, a list of that patron's current checkouts will appear. Select the item they wish to pay for. Once checked, select Mark Item Lost.



Mark Item Lost - User Search  
Search for:  Search  
Index: Name AND OR Type:  Keyword  Browse  Browse user group  
Library: ALL\_LIBS  
List of users  

Name	User ID	Alt ID	Phone	Birth Date
NASLUND, JAMES	SNDEMO3			

  
Current user checkouts  
 Select All  

Select	Title	Item ID	Date Due	Type
<input type="checkbox"/>	The Hunger Games	A66701671805	5/8/2025,23:59	BOOK-YA

  
Mark Item Lost Display this User Group Return to User Group List Cancel

This will close the popup box and populate the original screen. Select Mark Item Lost again.

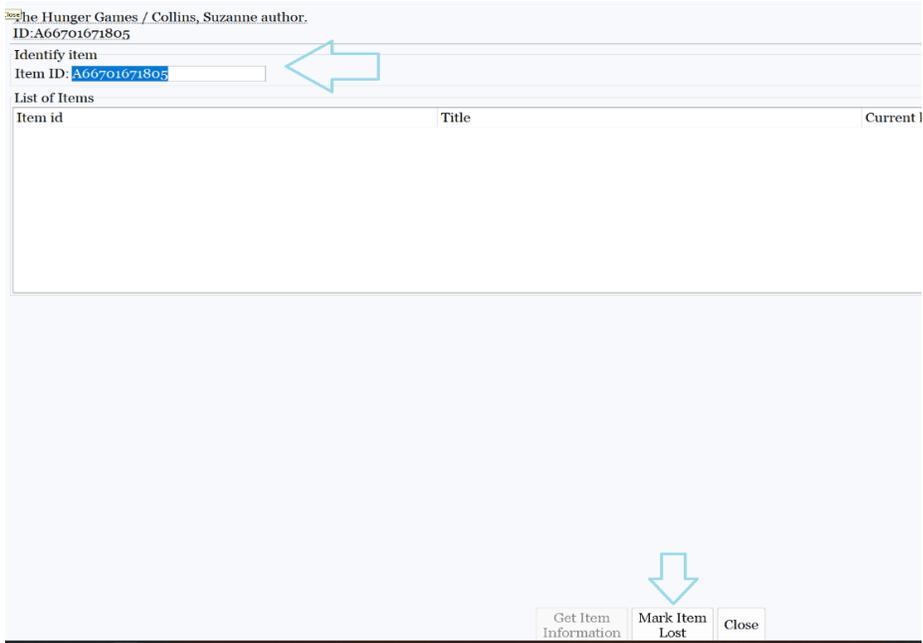
The Hunger Games / Collins, Suzanne author.  
ID:A66701671805

Identify item  
Item ID:

List of Items

Item id	Title	Current I
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Get Item Information   Mark Item Lost   Close



A popup box will appear that will allow you to alter the price of the item, bill the patron or bill and immediately pay for the item. You may only change the price of an item owned by your library.

Item Lost : Billing for Lost Item/Processing Fee

**Billing user**  
 User ID: SNDEMO3  
 Alt ID: NASLUND, JAMES

**For lost item**  
 Item ID: A66701671805  
 Title: The Hunger Games  
 Author: Collins, Suzanne author. YA FIC COL  
 Price: \$9.00

**Billing info**  
 Amount  
 Lost item: \$9.00  
 Processing fee: \$0.00  
 Payment type:

Choose Bill user. That item will now have the status of LOST-CLAIM and will appear as a bill on the patron's account:

Item id	Title	Current location
A66701671805	The Hunger Games	LOST-CLAIM

Summary Addresses Extended Info **Bills** Checkouts Holds Routings Suspension Charge History User Groups

Unpaid bills:1(\$9.00)

Title	Item ID	Reason	Owes	Billed	Date	Pay
The Hunger Games	A66701671805	LOST		\$9.00	\$9.00	4/7/2025

**When a library user pays for an item, the payment must be sent to the item owning library.**