



Removing a Claims Returned Notification Cheat Sheet

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If a patron has an item that has been Claims Returned, a count of those items will show up in an Alert Display Popup Box.

Claims Returned is an old practice that is no longer used for items that have been removed from a patron account but not physically returned. A user cannot be deleted until this alert has been removed.

Display User: User Alerts Display

Alerts

Claims returned: 1
Holds available: 4

Notes

OK

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There are two ways that Claims Returned have been processed in the past. One is to physically mark the Item as claimed returns. That can be seen by going into Display User, the Checkouts tab, going to the bottom and changing the Type of Checkout from Active to Claims.

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

Claims returned checkouts:NONE

A22101070829	8/27/202
A22101325096	Active
A22101315342	All
A22101385347	Claims
A22101351746	Inactive
	Overdue
	Recalls
	Renews
Type of checkout:	Active

Any items that show up as claims returned should be Discarded or Marked Missing. If that is empty, check the Privilege tab to see if the Claims Returned counter has been changed. It should be at 0. If it isn't, reset it to 0. This will require the RSA override.

Basic Info				Privilege		Demographics		Addresses		Extended Info		
Privilege expires:	8/31/2026											
PIN:	*****		Override:									
Status:	OK											
Claims returned:	1		Override:									
BLUEcloud staff ID:			Override:									

Once that has been reset, the Claims Returned Alert Display Popup Box will disappear.

Contact the RSA Help Desk at help@rsanfp.org or at 866-940-4083