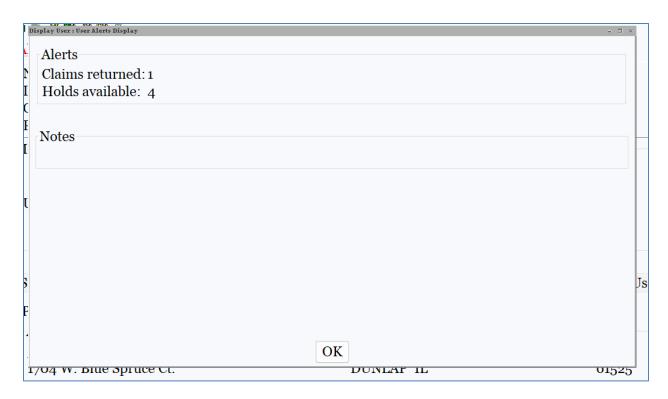**Removing a Claims Returned Notification Cheat Sheet**

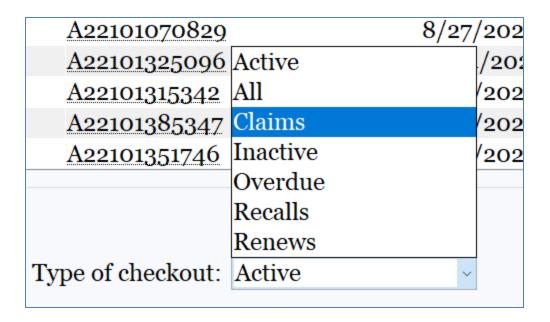**Last updated: 25 September 2025**

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.
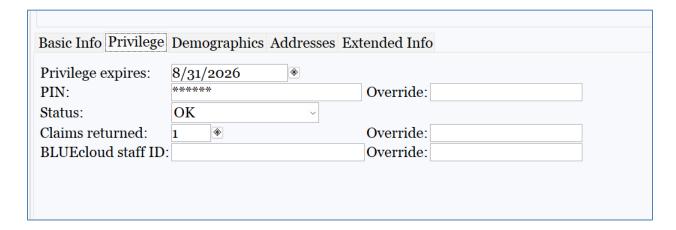

There are two ways that Claims Returned have been processed in the past. One it to physically mark the Item as claimed returns. That can be seen by going into Display User, the Checkouts tab, going to the bottom and changing the Type of Checkout from Active to Claims.

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.

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