

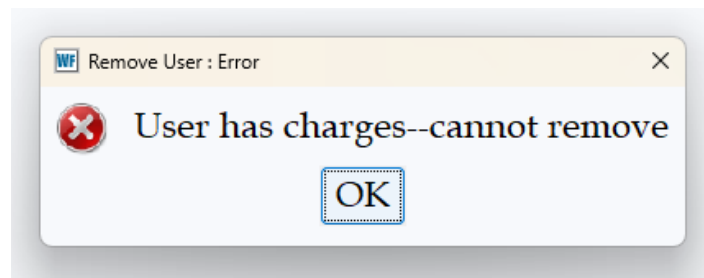
Removing Claims Returned Notifications from Users Cheat Sheet

Last updated: April 10, 2026

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.

Removing a User with Claims Returned Items

When removing a patron, first check to make sure they have no bills, current checkouts or holds. Once that is done, if you try to remove them and still receive this error notification, it means an item has likely been marked Claims Returned on their account:



To see if they have any of these items, go into the Display User>Checkouts and scroll down. Change the Type of Checkout dropdown menu from active to Claims. This will display any items in Claims Returned status.

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

Claims returned checkouts:1(\$0.00)

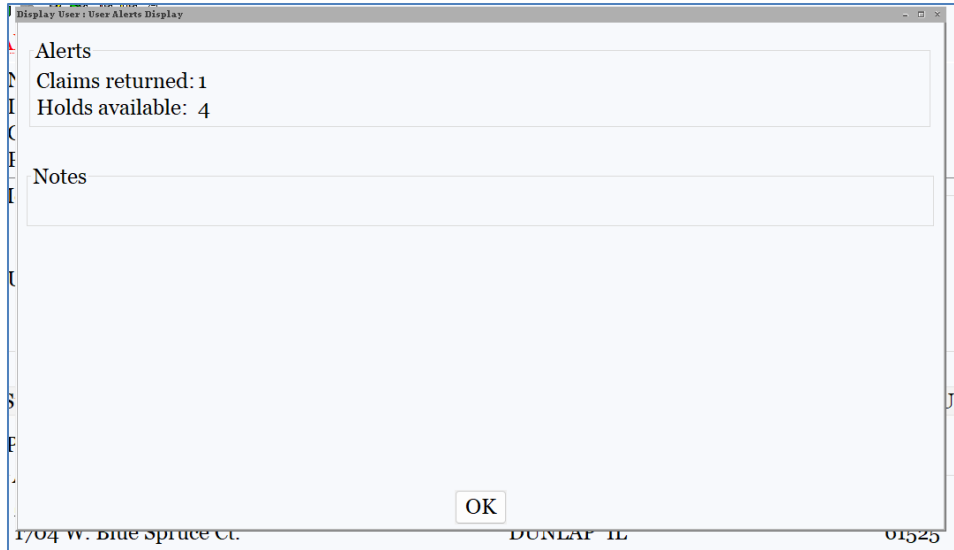
Title	Call number	Item ID	Date Charged	Date Due	Recall Date Due	Status
John Wick. Chapter 2	DVD JOH BLURAY	A13303277878	2/18/2020,14:46	9/15/2020,23:59		Claims returned

Display options
 Checkout library Owning library
 Library: All libraries Type of checkout: Claims

Those items must be Discarded before the patron can be deleted.

Removing the Claims Returned Notification

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.



There are two ways that Claims Returned can be processed.

- Physically mark the Item as claimed returns. RSA does not recommend this method, **or**:
- 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. If a library has a patron that they would like to keep track of items they claim returned, the best way is to update the Claims returned counter and make notes on the patron account.

Contact the RSA Help Desk at help@librariesofrsa.org or 866-940-4083 with any questions.