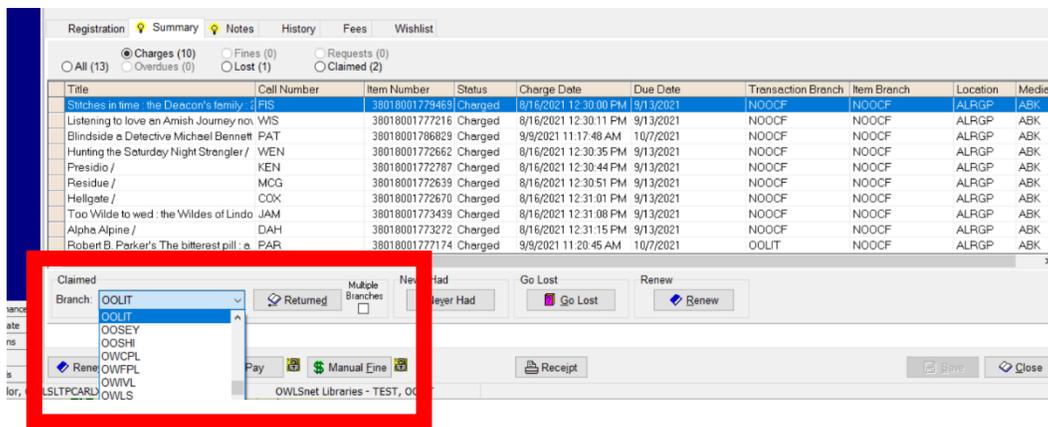# Claims Returned

When a patron claims they have already returned an item(s) but it is still showing as a charge on their account, staff can mark the item(s) as Claimed Returned. This can only be done in both CARL-X and CARL Connect.

CARL-X

1. Locate the patron's record by scanning in their barcode or searching for their name.
2. Once the record is pulled up, click on the "Summary" tab.
3. Then click on the "Charges" radio button.
4. Highlight the item(s) that the patron claims they returned.
5. At the bottom of the window, under "Claimed" select the library in which the patron returned the item(s) at. If they are unsure, check the "Multiple Branches" box and select the few branches they could have returned at, using the Ctrl key.

6. Once the branch(es) are selected, click on "Returned."
7. The item(s) will then move from the "Charges" section to the "Claimed" section of the record.

Please Note:

- If a Claimed Returned item is later found, staff can check the item back in through the Returns function. No fines should be accrued onto the patron's account.
- If staff choose to remove the claimed item(s) from the account, they can highlight the item(s) and click the "Remove" button.
- If the item(s) hasn't been found by staff or the patron after 28 days, CARL will mark the item as "Lost." Prior to the 28 days, staff can mark the item as "Go Lost." This will bring up a Negotiate window for the patron to pay for the item. If the patron pays now, the item will be removed from the account and get a status of "Lost.". If staff choose "Pay Later" the item(s) will remain on the patron's account under the "Lost" section and the status will change to "Lost." – See image below

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Claims Returned

CARL Connect

1. Locate the patron's record by scanning in their barcode or searching for their name.
2. Once the record is pulled up, click "User Overview" in the upper right corner.

3. Then click on the "Checkouts" button.
4. Highlight the item(s) that the patron claims they returned and click "Claim Returned" above the grid.

CHECKOUTS	2	HOLDS	5	FINES	0	USER INFORMATION			

Claim Returned | **Lost** | **Reset**

Title	Item Number	Call Number	Status	Claim Status	Fines And Fees	Due Date	Transaction Date	Transaction B
Thousand-miler : adventures hikir	31110004950861	796.5109775 MacM	Charged	Not Claimed	0.00	2/23/2024	1/26/2024	Appleton Publ
Pig the pug /	32258000067112	Blabey	Charged	Claimed	0.00	2/20/2024	1/23/2024	Appleton Publ

5. In the window that pops up, select the branch(es) in which the patron thinks they returned the item(s).
6. Once the branch(es) are selected, click "Claim Returned."

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7. The claim status of the item(s) will change to "Claimed."

Please Note:

- If a Claimed Returned item is later found, staff can check the item back in through the Returns function. No fines should be accrued onto the patron's account.
- If the item(s) hasn't been found by staff or the patron after a certain amount of time, staff can mark the item as "Lost." This will bring up a window alerting you of the Lost fee. Click "Update to Lost." The status will change to "Lost."