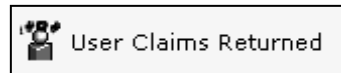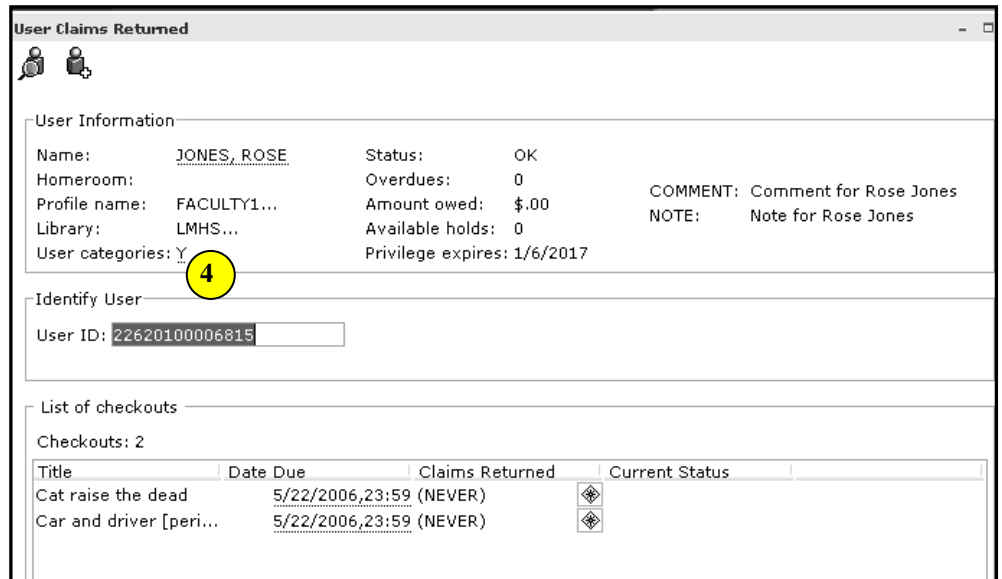# User Claims Returned

If a user receives an overdue notice, but claims to have returned the materials earlier, use the User Claims Returned wizard to mark the materials with a "claims returned" date.

When you mark an item with a claims returned date, the Claims Returned field value in the user record is increased by one. The value shows the number of times a patron has claimed to have returned materials during the history of the patron's use of your library. Since this number is a historical counter, the value does not decrease if the items are later found and checked in, or marked as MISSING or LOST. This historical counter can be useful in determining if a patron is abusing his or her library privileges. The Claims Returned value can only be removed manually from the user record by staff with appropriate access.
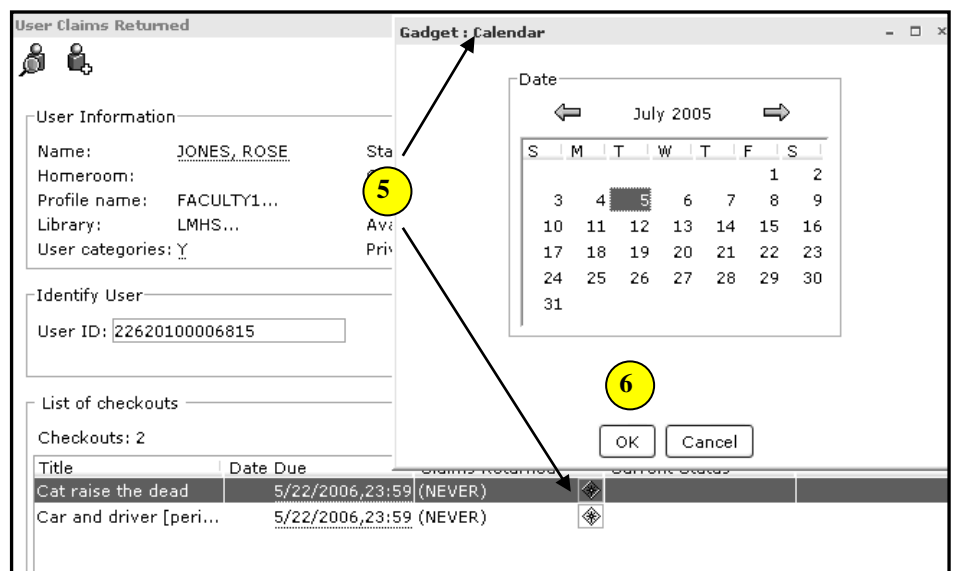
1. *Click* on Special Circulation Functions Wizard Group
2. *Click* on User Claims Returned Wizard
3. *Locate* the appropriate User.

4. Title and date due for all items checked out to that user display in the List of Checkouts.

5. *Use* the calendar gadget to select the date for the claims returned item.

6. *Click* Ok to save the entries.

7. User record will now display date next to the items that user claims to have returned.

.

8. *Select* from options:

NOTES:

- *Once the item is marked, the user no longer accrues overdue fines for that item, however the item continues to appear on the patron's current checkout list with a status of Claims Returned and will appear on overdue fine lists.*

- *If the claims returned date is the same as, or falls before the due date, the patron will not accrue any fines.*

- *If the claims returned date is after the item's due date, fines are calculated on the days overdue up to and including the claims returned date, and are billed to the user.*

- *If the claims returned item is eventually marked as Lost, the user may be billed for processing fees and/or the cost of the item if your library's policies are set to bill a user for the lost item.*

- *If claims returned item is checked in, alert will appear indicating patron with this transaction. Patron record can be edited to remove this claim.*

Note: For more detailed information or specific questions, use HELP wizard.