

Claims Never Had

When a patron claims they never had an item that is checked out on their account, staff can mark the item as Never Had for them. This can only be done in 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 never had.
5. At the bottom of the window, click on the "Never Had" button.

The screenshot shows the Staff Workstation interface for a patron named TESTY ABIGAIL. The interface includes a search bar, a summary tab, and a table of charges. The 'Never Had' button is highlighted in red.

Title	Call Number	Item Number	Status	Charge Date	Due Date	Transaction Branch	Item Branch
Listening to love an Amish Journey nov	WIS	38018001777216	Charged	8/16/2021 12:30:11 PM	9/13/2021	NOOCF	NOOCF
Blindside a Detective Michael Bennett PAT		38018001786829	Charged	9/9/2021 11:17:48 AM	10/7/2021	NOOCF	NOOCF
Hunting the Saturday Night Strangler /	WEN	38018001772662	Charged	8/16/2021 12:30:35 PM	9/13/2021	NOOCF	NOOCF
Residue /	KEN	38018001772787	Charged	8/16/2021 12:30:44 PM	9/13/2021	NOOCF	NOOCF
Residue /	MCG	38018001772639	Charged	8/16/2021 12:30:51 PM	9/13/2021	NOOCF	NOOCF
Hellgate /	COX	38018001772670	Charged	8/16/2021 12:31:01 PM	9/13/2021	NOOCF	NOOCF
Too Wilde to wed : the Wildes of Lindo	JAM	38018001773439	Charged	8/16/2021 12:31:08 PM	9/13/2021	NOOCF	NOOCF
Alpha Alpine /	DAH	38018001773272	Charged	8/16/2021 12:31:15 PM	9/13/2021	NOOCF	NOOCF
Robert B. Parker's The bitterest pill : a	PAR	38018001777174	Charged	9/9/2021 11:20:45 AM	10/7/2021	OOLIT	NOOCF

6. Marking the item as "Never Had" will remove the item from the patron account and change the status to "Lost." You can verify this by looking up the item barcode in the Item Information function.