Set a Claims Returned

1. In the Checkout Wizard, pull up the user’s ID and right click on the item.
   Select Claims Returned

2. Select the gadget and set the **date Claims Returned to be equal with the Due Date**.
   This will prevent overdue fines from being assessed.
3. In the Modify User Wizard, you can see that the Claims Returned Counter is now set to 1, which causes an Alert to pop up.

4. You can set the counter back to 0 if you’d like, but it requires an override password. The Alert would be deleted but the item will stay on their checkout.