# PROBLEM ITEMS

□ **More than 50 checkouts—DISCARD**

□ **Less than 50 checkouts— continue with form**

**Customer returned item with missing/wrong piece**

**or case:**

Note customer account (item #, title, and loc)

Modify customer account to unverified

Place item on MISSING shelf, alphabetically.

**Customer returns the missing piece/case:**

Remove NOTE from customer account

Discharge item and match parts

**Customer does not return missing piece:**

Modify Lost Status to “**Lost**”

Update note on account that item was never returned.

**Customer returned non-youth item damaged:**

Modify Damaged Status to “**Damaged**”

Describe damage in NOTE on their account.

Place item on DAMAGED shelf, alphabetically.

**Item is found missing/wrong piece not attached**

**to a customer:**

Check item out to 1Review and discard after 1 month.

**Item is found damaged not attached to a customer:**

Modify Withdrawn Status to “**Discard**” and throw away.

Info on problem if needed:

## \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date \_\_\_\_\_\_\_\_\_\_\_\_ Staff Initials \_\_\_\_\_\_\_\_\_\_\_\_

Item ID Number \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Customer ID Number \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Customer Name (Last, First):

Date + 30 days = \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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