



# Recommendation on Use of Claims Returned

V-Cat member libraries should not use Claims Returned for items owned by other V-Cat libraries.

Libraries may set their own local procedures for marking their own items as Claims Returned.

Owning libraries may bill the lending library for items set to claims returned on the same schedule as **billed damaged** items.

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## Explanation

V-Cat recommended that libraries discontinue invoicing each other for billed items that are long overdue. The schedule for invoicing libraries for items set to claims returned matches up better with the schedule for damaged items.