

# Missing Pieces

How, when and why of recording missing pieces

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# Missing Pieces - Toy Records

Through the toy page you can see a record of the missing pieces, current and past, for the toy, and whom they are allocated to.

Through this page you can only Replace missing pieces. To return found missing pieces, please [follow this process](#).

The example toy below has a variety of missing piece scenarios

1. Member has lost a piece, but no replacement or charge has been allocated.
2. Member has lost a piece, been charged, and the piece is still missing.
3. Member has lost a piece, then returned it (no charge allocated).
4. Member has lost a piece, it has been replaced with a spare but no charge allocated.
5. Member has lost a piece, been charged, then returned the piece and had the charge reversed.
6. Piece has been lost "in toy library" (or essentially anywhere other than the most recent borrower).

# L016: Letter Kwartet Game

## Missing pieces

There are 6 missing piece records for this toy.

### Pieces currently considered missing

	Member	Piece	Date went missing	Date returned	Date fee charged	Date fee reversed	Replaced from spare?
2	Vivienne Collins	cards	Thu, 30 May 2019		Fri, 29 Oct 2021		<a href="#">Replace</a>
6	In toy library	letters	Fri, 29 Oct 2021				<a href="#">Replace</a>
1	Abbey Schinner	cards	Fri, 29 Oct 2021				<a href="#">Replace</a>

### Pieces missing in the past

	Member	Piece	Date went missing	Date returned	Date fee charged	Date fee reversed	Replaced from spare?
4	Vivienne Collins	letters	Thu, 30 May 2019				Yes
5	Vivienne Collins	cards	Thu, 30 May 2019	Fri, 29 Oct 2021	Thu, 29 Aug 2019	Fri, 29 Oct 2021	No
3	Vivienne Collins	letters	Thu, 30 May 2019	Thu, 29 Aug 2019			No

# Reporting Missing Pieces

To report a missing piece, there two options - either allocate it to a previous borrower, or designated it as "unknown" (previously labelled as Lost in Toy Library).

Select the option appropriate for the scenario using the links on the left hand side of the screen.

## B048: 3 Fisher Price Rattles

Show toy

Bag label (PDF, in new tab)

Box label (PDF, in new tab)

Edit toy

Add/edit list of pieces

Soft deleted pieces

Missing pieces (0)

Loan history (7)

Holds (0)

Toy notes (0)

Report missing pieces:

By member

Unknown



Picture last updated 01:18, 09-09-2014

On loan to Parent One Test & Parent Two Test  
Due: Sun, 2 Mar 2025  
(in 2 weeks)

Category: B - Baby		
Status: O (On loan)	Pieces	Alerts: nil
Age range:	Total number of pieces: 3	Sponsor: Sponsor 3
Manufacturer:	Number of unique pieces: 3	Attributes
Supplier: Supplier 3	<ul style="list-style-type: none"><li>1 Rattle a</li><li>1 Rattle b</li><li>1 Rattle c</li></ul>	<ul style="list-style-type: none"><li>B - Attribute B</li><li>A - Attribute A</li></ul>
Barcode:		
Purchase price: \$7.00		
Replacement price: \$30.00		
Rental price: \$0.00		
Size: Size 2		
Date purchased: Tue, 20 Sep 2011		
Description:		

Nominate which pieces are missing (not how many remain). Choose which member you would like to allocate the missing piece to. If the toy has been borrowed by the same member multiple times, each borrowing period will be listed individually.

# Reporting multiple missing pieces for B048: 3 Fisher Price Rattles

Select member:

Parent One Test & Parent Two Test (16-02-2025 - NOW) ▾

Select pieces:

0 ▾	Rattle a (1)
0 ▾	Rattle b (1)
0 ▾	Rattle c (1)

Report as missing

# Reporting multiple missing pieces for B048: 3 Fisher Price Rattles

Select member:

Parent One Test & Parent Two Test (16-02-2025 - NOW) ▾

Parent One Test & Parent Two Test (16-02-2025 - NOW)

Test Account (26-04-2024 - 26-04-2024)

Test Account (26-04-2024 - 26-04-2024)

Donavon Ratke & Trevion Hickle (24-01-2023 - 26-04-2024)

Cassidy Mertz & Lizzie Hintz (02-04-2020 - 18-07-2023)

Abbey Schinner (30-09-2019 - 02-04-2020)

Alexys Johns & Monserrate Schmeler (21-08-2019 - 21-08-2019)

Report as missing

## Reporting multiple missing pieces for B048: 3 Fisher Price Rattles

**Select member:**  
Abbey Schinner (30-09-2019 - 02-04-2020) ▼

**Select pieces:**

0 ▼	Rattle a (1)
1 ▼	Rattle b (1)
0 ▼	Rattle c (1)

Report as missing

Click on the *Report as missing* button.

You should now see the following screen.

Decide whether the toy can be returned to shelf, or the piece can be replaced by a spare that you hold, or if the item is unplayable until the missing piece is returned (e.g. a jigsaw missing a piece).

From this screen you can also go the member's page to send them an email about missing pieces.

# Pieces have been reported missing

Pieces from B048: 3 Fisher Price Rattles have been reported as missing, presumed at the house of Abbey Schinner

You now have the following options:

## Toy can be returned to shelf.

These missing pieces aren't very important, no further action is required in SeTLS.

Return to toy

## These pieces can be replaced

Spares are available and the piece can be immediately replaced. Click on the button below to mark the piece as replaced. The missing piece record will remain on the member's account.

Piece name	Replace some from spare
Rattle b	Replace from spare

## The toy can no longer be borrowed in this state.

Click on the button below and the toy will be moved to M (Missing an important piece, so in storage), and will no longer be available for loan in SETLS.

Update toy record

## Email Member

Go to this member's Missing Pieces page to send an email about this (and/or other) missing pieces.

Go to Member Page

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If the toy is unplayable in its current state, choosing *Update Toy record* will change the status to *M* (Missing an important piece, so in storage), as seen below.

## B048: 3 Fisher Price Rattles

Show toy  
Bag label (PDF, in new tab)  
Box label (PDF, in new tab)  
Edit toy  
Add/edit list of pieces  
Soft deleted pieces  
Missing pieces (1)  
Loan history (7)  
Holds (0)

Toy notes (0)

Report missing pieces:

By member

Unknown

Important pieces missing, **B048: 3 Fisher Price Rattles** moved to M (Missing an important piece, so in storage)

Last borrowed by Parent One Test & Parent Two Test  
Returned on Sun, 16 Feb 2025  
(TODAY)



Picture last updated 01:18, 09-09-2014

Category: **B - Baby**

Status: M (Missing an important piece, so in storage)

Age range:

Manufacturer:

Supplier: Supplier 3

Barcode:

Purchase price: \$7.00

Replacement price: \$30.00

Rental price: \$0.00

Size: Size 2

Date purchased: Tue, 20 Sep 2011

Description:

Pieces

Total number of pieces: 3

Number of unique pieces: 3

- 1 Rattle a
- 1 Rattle b (1 currently missing)
- 1 Rattle c

Alerts: nil

Sponsor: Sponsor 3

Attributes

- B - Attribute B
- A - Attribute A

If you need to report a piece is has disappeared somewhere other than a member (e.g. toy library or other unknown scenario), the screen will show as seen below.

## Reporting multiple missing pieces for B048: 3 Fisher Price Rattles

At toy library/unknown

Select pieces:

0 ▾	Rattle a (1)
0 ▾	Rattle b [1, (1 of which are currently missing)]
0 ▾	Rattle c (1)

Report as missing



# Returning Missing Pieces

How to return a missing piece, including if it has been "given up on" (fee charged).

Missing pieces are returned through the member's Missing Pieces page, located in the menu on the left side of their profile.

This example member has three scenarios in which a piece may be returned:

1512: Vivienne Collins

3 child family member expires on Thu, 1 Nov 2018

Missing piece history

Send missing piece email

RETURN ALL

GIVE UP ALL

Return checked

Give up checked

2 current missing pieces

<input type="checkbox"/>	Toy	Piece	Dates			Replaced from spare?	Return piece	Give up on piece (charge fee)
			Reported missing	Fee charged	Fee reversed			
1. <input type="checkbox"/>	L016: Letter Kwartet Game	letters	Thu, 30 May 2019			Yes	<div>Return</div>	<div>Give up</div>
2. <input type="checkbox"/>	G432: Lotto Game	dice	Thu, 30 May 2019			No	<div>Return</div>	<div>Give up</div>

5 previous missing pieces

Toy	Piece	Dates				Replaced from spare?	Return piece
		Reported missing	Returned	Fee charged	Fee reversed		
3. L016: Letter Kwartet Game	cards	Thu, 30 May 2019		Fri, 29 Oct 2021		No	<div>Return</div>
L016: Letter Kwartet Game	cards	Thu, 30 May 2019	Fri, 29 Oct 2021	Thu, 29 Aug 2019	Fri, 29 Oct 2021	No	
G532: Attila Game	cat	Thu, 30 May 2019	Thu, 29 Aug 2019			No	
G532: Attila Game	bird	Thu, 30 May 2019	Thu, 29 Aug 2019	Thu, 29 Aug 2019	Thu, 29 Aug 2019	No	
L016: Letter Kwartet Game	letters	Thu, 30 May 2019	Thu, 29 Aug 2019			No	

James (male, 12 years and 2 months)

Benjamin (male, 10 years and 0 months)

Madeleine (female, 8 years and 1 month)

2 distinct current missing pieces

1 dice from G432: Lotto Game

1 letters from L016: Letter Kwartet Game

Private member notes (0)

Update alerts

Delete alerts

01/01/2022

Update all loans to ne

Volunteer history

membership expired 3 years, 2 months ago

Nominated (0 since

## 1. The piece has already been replaced.

Clicking return here will remove the missing piece flag from both the toy and member (but keep the record as a previous/past missing piece). As the piece was marked as replaced, there will be no adjustments made to the pieces list as no change was made when the piece was replaced. It is up to the organisation whether they wish to remove the replacement piece from the toy and put the original back in, or keep the original aside as another spare.

## 2. The piece has not been replaced.

Clicking return here will remove the missing piece flag from both the toy and member (but keep the record as a previous/past missing piece), and update the pieces list text. NOTE: If a missing piece was flagged as "very important" and the toy was put into the Missing (Pieces) location, returning the piece does not take the toy out of the Missing location. This will need to be done manually through the toy's [Edit Toy page](#).

## 3. The piece has been charged for.

Returning a piece that has been given up on/charged for will log the returned date, and issue a credit to the member based on the amount set in toy library settings. If the piece had been replaced, no change will be made to the pieces list; if it was not replaced, it will amend the pieces list to return the piece (same as examples above).

# 1512: Vivienne Collins

3 child family member expires on Thu, 1 Nov 2018

Successfully returned piece cards from toy **L016: Letter Kwartet Game** , and put a credit ✕ of \$2.00 on their account

## Missing piece history

Send missing piece email

RETURN ALL

GIVE UP ALL

Return checked

Give up checked

2 current missing pieces

<input type="checkbox"/>	Toy	Piece	Dates			Replaced from spare?	Return piece	Give up on piece (charge fee)
			Reported missing	Fee charged	Fee reversed			
<input type="checkbox"/>	L016: Letter Kwartet Game	letters	Thu, 30 May 2019			Yes	<button>Return</button>	<button>Give up</button>
<input type="checkbox"/>	G432: Lotto Game	dice	Thu, 30 May 2019			No	<button>Return</button>	<button>Give up</button>

5 previous missing pieces

Toy	Piece	Dates				Replaced from spare?	Return piece
		Reported missing	Returned	Fee charged	Fee reversed		
L016: Letter Kwartet Game	cards	Thu, 30 May 2019	Fri, 29 Oct 2021	Thu, 29 Aug 2019	Fri, 29 Oct 2021	No	
L016: Letter Kwartet Game	cards	Thu, 30 May 2019	Sat, 1 Jan 2022	Fri, 29 Oct 2021	Sat, 1 Jan 2022	No	
G532: Attila	,	Thu, 30 May	Thu, 29 Aug			..	