

# Missing Pieces

How, when and why of recording missing pieces

- [Missing Pieces - Toy Records](#)
- [Reporting Missing Pieces](#)
- [Returning Missing Pieces](#)

# 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 the last borrower, or designated as "lost in toy library".

Select the option appropriate for the scenario. Nominate how many pieces are missing (not how many remain - ie if you only have 3 ducks, then you select 1 for the missing duck, not 3).

Reporting multiple missing pieces for  
toy C001: Wooden Duck Knock Em  
Down Set (presumed at the house of  
the last member to borrow this toy)

0

0

1

2

3

4

Wooden Ducks (4)

Bean Bag [1, (1 of which are currently missing)]

Wooden Ball (1)

Plastic balls (2)

Report piece as missing

Once you have nominated your missing pieces and clicked the report button, you will be taken to the next screen. Option 1 will list the piece as missing on the toy (and against the member if relevant).

You now have three options:

### 1: These missing pieces aren't very important

The toy gets placed back on the shelf, members can still borrow this toy as is (missing a piece). No further action is required in SETLS (though you may like to add a missing piece sticker to your toy).

Return to toy

### 2: Some spare pieces are owned by the toy library

The piece can be immediately replaced. Click on the button below and the toy can remain in circulation (but the member still needs to look for this piece at home).

Piece name	Replace some from spare
Wooden Ducks	Replace from spare

### 3: One or more of these missing pieces is very important

The toy can no longer be borrowed in this state, and has to be placed in the storage room until the piece is found/another piece has been purchased. Click on the button below and the toy will be marked as "M: missing an important piece, so in storage", and the toy will no longer be available for loan in SETLS.

Update toy record

### Optional

Send missing piece email

# 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			..	