

# 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			..	

Revision #2

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