



## Traverse des Sioux Library System

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# Procedures for Serial Claiming

## General directions:

- First add your periodical vendors to the system, (the system only generates a claim notice if the serial control record includes a vendor).
- Be sure that a bibliographic record for the periodical is in the system (if not download the appropriate bib record first).
- Create a serial control record, following the serial control procedures. Under the subscription tab you will add the vendor information.
- Run two reports found under the serials tab on the report toolbar; first "Set claim predictions", then, "Claims notices".

## Adding a vendor: (this may be done under the acquisitions or the serial control toolbar)

- **Session settings** change **maintenance** and **display** library to your library and change **fiscal cycle** to current year.
- Click **Add Vendor**; under the **Vendor Information** tab again fill in the name of the vendor, your customer number, currency and in the group fields fill in what type of materials you order from this particular vendor. Also be sure that the boxes ordering and paying allowed are marked. For the **New ID** start with your library symbol + first few letters from the vendor, for example TZTKROON.
- **Vendor Extended information** is the place to put any additional information about the vendor. You can insert lines and delete a line by using the three bottoms on the top.
- **Addresses** fill in the vendor's address information, with the radio bottoms along the top you control which address is the accounting, ordering or service address.
- **Vendor cycle information**, the order claim period pertains here to claiming entire orders not individual titles, the same goes for the order cancel period.

- **Deposit account**, should you have a deposit, here is where you place how much is in it.
- Ignore the **EDI address tab** for now. (This is for electronic ordering).
- **Discount** table, select if you receive a monetary or quantity discount. Click **Create Vendor** to complete discount information
- You can always change vendor information with **Modify Vendor**, further you add another fiscal cycle to a vendor under **Add Vendor Cycle**.

Before proceeding with the serial part, you need to have a bibliographic record in the system for the periodical and you need to set up the corresponding serial control record following the Serial Control procedures with a few changes.

### Serial Control

From the serials control toolbar:

- In **Properties** make sure that under each wizard the **Show claims folder** is checked to show under the **Folder Options** and under the **Preferences for working with issues** sections. Change your properties by hovering the cursor over the wizard and left clicking.
- **Pattern Tab**, you will need to fill in **Days to wait before claiming**, meaning the number of days to wait before generating a claim after the issue is overdue/expected. Fill in **Days before subsequent claim**, meaning how soon to generate the second claim after the first one.
- **Subscription tab**, under **link for ordering/claiming** fill in current **fiscal cycle**, the **vendor** you ordered this particular periodical title from (use the gadget to pick from your list of vendors) and select your **library**. (Here you would also link your order to the periodical ordered).
- For serial claiming to work there is no need to attach an order, however, the serial control record does need a vendor attached for claims notices to generate.
- Create/modify the remainder of the Serial Control record as usual.

### Creating a claim/report:

From the reports toolbar:

- Click the **Schedule New Reports** wizard and click the **Serial tab**.

- Highlight the **Predictions as late report** and **Set up & schedule**.
- Under the **Serial Control Selection** tab, select your library.
- Under the **Prediction Selection** click the gadget next to **Date to Claim** and select **start date BEFORE 1 month** and **end date BEFORE 1 month**, and click **OK**. Click **Schedule** button. Schedule this report to only run once a month. This report will catch any issues that are late arriving and fall into the claim time you specified in the serial control record. This process moves the missing issues into the claim tab in the serial control module.
- Next, to generate a claim to send to vendors, highlight the **Serial Claim Notice Report**.
- Click **Serial Claim Notices** and click **Set up & Schedule**. Run or schedule this report once a month after running the Prediction as late report.
- In the **Serial Claim Notices** report, the vendor selection tab defaults to all vendors, no need to change this unless you want to narrow the report by vendor.
- Under the **Serial Control Selection** click **Claim Response** gadget (if you are using response codes in the claim notice), select the radio button **Excludes Selected Policies**, highlight the codes you use click on the arrow key to move these codes to the other window.
- If you want to narrow the claim notices down to current ones, click the gadget next to **Date to Send Claim** and narrow **start date BEFORE 1 month** and **end date BEFORE 1 month**, and click **OK**.
- Under the **Serial Control Selection**, click the gadget next to library and select your library.
- Under the **Serial Claim Notice tab** make sure the library address on notice is selected, especially if you are faxing or sending the notices via mail, the notice text is **Serclaim**, if you want to keep track on how many notices you send select the **Count as notice sent**. Now select which vendor address to print on the notice.
- Click **Schedule**; make sure that this report is scheduled to run **AFTER** the Prediction as Late report.

### **How do I stop a claim from reappearing on the Serial Claim Notice?**

One way is to receive the missing issue in the system; this will stop the periodical from appearing on the claim notice.

If the vendor answers back for a reason that the issue is late, you can code that in the **Serial Control** record under the **Claim tab** or change the **Date to Claim** field to a later date, also under the **Claim tab** in the **Serial Control** record.

To make changes to the **Claim tab**, from the **Serial Control Toolbar**;

- Click on **Modify Control**
- Retrieve the appropriate Periodical title.
- Click on the **Claim tab**.
- Click to highlight the issue you wish to modify.
- Immediately above the word Enumeration, click the middle button, **Modify an issue**, this brings up a smaller dialogue box.
- On the lower right hand corner is the field **Response Code**, with the pull down menu you can select the appropriate code on why you are not receiving this particular issue. See attached listing of codes and their meaning. A word of caution here, the more codes you use here the more codes you will need to exclude from the Serial Claim Notice report.
- In order for a claim to be generated the response code field needs to be empty, therefore when you want to generate another claim change the code to an empty field. For some you may want to simply change in the date in the **Date to claim** field in the claim record to generate another claim at a later time.