Damage reported by a member

A member can report that kit they had came back damaged or went missing, from the Equipment hire page. The item is taken off hire straight away and the report waits for you.

Where

Members admin → **Requests**: on the hire itself, and under **Reported by members**.

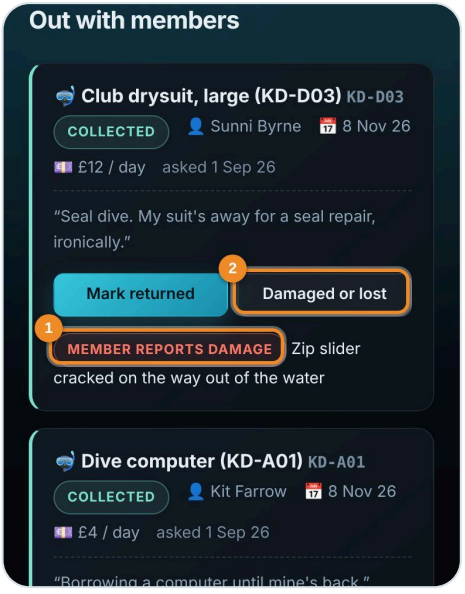
What the member did

Pressed **Report damage or loss** on their request and said what happened (guide M4). They can do it while the kit is out, or within two weeks of returning it.

Dealing with it

1. **Read the report**
   The hire shows **Member reports damage** with their words. The item is already off hire, so nobody else is handed it.

2. **Record it, or close it**
   Look the item over. If there's damage, press **Damaged or lost** and record it, with a charge if the club asks for one (guide K4). If it's fine, close the report and put the item back in circulation with **Back in use** on the Kit store tab.



1 the member's report, 2 Damaged or lost.

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