
UB/Circ:unhelpful error message when attempt UB charge at wrong location

- **Article Type:** General
 - **Product:** Voyager
 - **Product Version:** 7.2.3
-

Description:

Bug Report Form for Issue 16384-16129

Module(s): Universal Borrowing/Circulation

Server platform(s) affected: Solaris/all

PC OS (if applicable): n/a

Browser & version (if applicable): n/a

Release(s) reported in: 7.2.3; replicated in 8.0

Expected results: If a UB requested item is on the hold shelf for a patron, if an operator attempts to charge the item out to the patron at a circ happening location that *isn't* the pickup location, the operator should get an error message that mentions that they must perform the charge at the pickup location.

Actual results: If a UB requested item is on the hold shelf for a patron, if an operator attempts to charge the item out to the patron at a circ happening location that *isn't* the pickup location, the operator gets an error message that reads "The patron cannot charge this item because it belongs to another cluster and the patron has not requested it or the Hold Shelf Life has expired."

Workflow implications: Operators are confused because the patron has a current request for the item, and the Hold Shelf Life has not expired.

Replication steps:

Have a db A patron place a UB request for a db B item, with a pickup location of A in db A.

Discharge the item to the hold shelf at pickup location A in db A.

Log into Circulation at location B in db A.

Attempt to charge the item to the patron – you'll get the error message stating "The patron cannot charge this item because it belongs to another cluster and the patron has not requested it or the Hold Shelf Life has expired."

Resolution:

Fixed in Voyager 8.1.2

- **Article last edited:** 10/8/2013