

## No request is possible: "Failed to save the request"

### Description

We try to submit a request for a title or an item, and we get the error message "Failed to save the request" (in Alma) resp. "Failed to place a request on the resource" (in Primo).

### Resolution

There may be more than one cause for this error message. Here are some:

1. No circulation desk was defined for the location of the item.
2. A circulation desk is defined but "Picks from shelf" is not checked.
3. A circulation desk is defined but the location has no "Reshelve" capabilities (see locations tab).

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