
SC:routing/hold shelf slips for multiple requests

- **Article Type:** General
 - **Product:** Voyager
 - **Product Version:** 8.2.1
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Description:

Bug Report Form for Issue 16384-17041

Module(s): SelfCheck

Server platform(s) affected: Solaris

Release(s) replicated in: 7.2.4-8.1

Expected results:

Items that have outstanding requests should accurately route and reflect the request information.

Actual results:

If there are multiple requests in the queue, the first being a recall request, SelfCheck sometimes puts the item in transit to fill and sends the information for the second request.

Workflow implications: Item is not held for the correct patron to pick up.

Replication steps:

- 1.Charge an item out to a patron.
- 2.Place a recall on the item for another patron as well as one other request for a third patron.
- 3.When discharging the requested item, SelfCheck will send an incorrect CY value showing the patron name for the second request. The item will be incorrectly routed to fill that request, though no location displays in the CT field.

Other information:

A couple of example scenarios are:

Request 1 routed to different desk A and request 2 routed to different desk B, routes for 2nd patron to desk B

Request 1 and request 2 for pickup at self check desk, says it is for 2nd patron though it puts it on the hold shelf for the 1st patron

Resolution:

Fixed in Voyager 8.2.1

- **Article last edited:** 3/5/2015