

creating holds at point of order

- **Article Type:** General
 - **Product:** Aleph
 - **Product Version:** 16.02
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Description:

How do get Aleph to place a hold on a borrower record when you create a new order? Are we missing something in the process?

Resolution:

Was the hold put on at the same time the item records were created? Please try the following:

Add a new order, opting to create items automatically, specifying a user ID and choosing "Create Hold" as the Action.

Save the order and then check the patron record for any hold requests - it should appear in the list. This hold should stay on the record throughout the Acquisitions process. The Hold won't be flagged up unless the item is scanned in as a "Return", so this should be added to the workflow.

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