

Order is not assigned to subscription record."

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Description:

Subscriptions are not appearing in the order tab. When I search for an order number in the serial search bar the message is always returned that "Order is not assigned to subscription record." The subscription does exist and is viewable on the serial tab. It appears that somehow the subscription is not linking properly to the order.

Resolution:

When the subscription is added from the order in acquisitions module the order number is automatically added into the "order" field in the subscription. But when you add the subscription in serials module the order number is not automatically added, the field "order" is empty, and the order number can therefore not be found.

(As you may know, when you are in the Serials module, in the Subscription Info (1) tab, and the Order No. field is blank, you can populate it by clicking on the dropdown and selecting the order you want.)

To make sure that the correct order number which is automatically created by the system is added in all relevant fields you need to create the subscription in the Order function and then move to Serials.

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