
Initiator "Create hold" action doesn't generate email to patron

- **Article Type:** General
 - **Product:** Aleph
 - **Product Version:** 20, 21, 22, 23
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Description:

For an order, under 'Initiator Name', there's 'Action' :

'Send Mail' sends a mail on arrival saying the suggested item has arrived.

'Create Hold' creates a hold on the item.

With 'Create Hold', how can we send also an 'email' saying the suggested item has arrived and is reserved for the initiator ?
Or with 'Send Mail', create automatically a hold on this item ?

Resolution:

It would seem that the "Create Hold" option should produce an email to the patron when the item arrived, but we were unable make this work. (On arrival, an "item has hold" popup appeared, but nothing was sent to the patron.)

The site decided to use the "Send email" option (since it seems that the Hold is rather extraneous anyway).

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