
WEBV:No-Fill Request reasons not displaying in "My Account" page

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

Bug Report Form for Issue 16384-7121

Module: Call Slip

Release(s) replicated in: 7.1

Server Platform(s) affected: Solaris/all

PC O/S (if this is PC specific): n/a

Browser type & version (if WebVoyage): all supported

Loss of functionality from (previous version, if applicable): Classic

Expected Results: When a patron's call slip request has not been filled, the specific call slip no-fill reason applied should display along with the Not Filled status in the patrons Requests Pending section in WebVoyage.

Actual Results: When a call slip request is not filled, only the Not Filled status displays in WebVoyage – the specific no-fill reason selected during call slip processing doesn't display anywhere.

Workflow Implications: Sites can't provide patrons with information about why a request has not been filled.

Replication steps:

Place a call slip request.

In the Call Slip client, select this request, hit the dropdown for Fill Request, and select a no-fill request and click Process. Go to your patron's My Account page in the tomcat WebVoyage interface – you'll see that the request displays a status of Not Filled, but the no-fill reason doesn't display. If you view your patron record in the classic interface, you'll see both the Not Filled status and the specific no-fill reason you applied.

Resolution:

Fixed in Voyager 8.2.1.

- **Article last edited:** 3/7/2015