
ACQ:Serials History:Generate Claim button active for library-defined Mark Reason

- **Article Type:** General
 - **Product:** Voyager
 - **Product Version:** 7.0.4
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Description:

16384-7905

Module: Acquisitions

Releases replicated in: Voyager 5-7.1.1

Expected results:

The Generate Claim button should not be active for library-defined Mark Reasons in the in the Problem History tab of the Serials History area.

Actual results:

The Generate Claim button is active for library-defined Mark Reasons in the in the Problem History tab of the Serials History area.

Only the system defined Mark Reasons - Claim, Cancel, Return, System Cancel, System Claim - generate a notice that prints from Reporter. The library can create their own Mark Reason, but it will not generate a notice. Therefore the Generate Claim button should not be active and clickable in the Problem History in the Serials History area of Acquisitions for issues that have been marked with a library defined Mark Reason; only the Unmark button should be active. Note that the Generate Claim button is not active for library defined Mark Reasons in the Problems area of Acq. (working as designed/correct).

The bug is that the Generate Claim button displays and is able to be clicked on in the Serials History - Details screen of Acquisitions. If you look at the Problems screen (under the Order Maintenance section), the Generate Claim button does not display.

In the Sysadmin module, add a new Mark Reason. For example, Damaged.

In the Acquisitions module, in the Serials Check-In Receive/Mark screen, highlight an issue and click on the Accept button. The Mark Reason that you created, Damaged, appears. Select it and click on Mark.

Then go to the Serials History – Details for the journal and look at the Problem History tab. The Damaged marked issue appears.

The Generate Claim button is active, it should not be. You are able to click on the Generate Claim button and the Generate Claim box appears.

When you click on OK in the Generate Claim, then look at the Serials History – Details, the Damaged issue does disappear from the list. This makes the customer think that a notice has been generated when in fact it has not.

But when you refresh the Serials History – Details, the Damaged issue appears again.

Resolution:

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- **Article last edited:** 3/19/2015