
order arrival : initiator - hold request email?

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

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 arrival.

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:

"Create Hold" creates a hold not "on arrival", but at the time the item is created. When the item arrives, the hold is exercised and the patron is informed of the item's availability.

This differs from the "Send mail" in that, though the latter generates an email, it has no hold to prevent another patron from checking out the item before the initiator arrives to pick it up (-- though your library's practices may prevent this from happening in actuality.)

You may want to look at KB 16384-42657 which is about this flag.

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