
Print Slip Failed error

Question

Print Slip Failed error shows when attempting to **print slips** from the "Pick from Shelf", in "Manage In Process Items", etc.

Answer

Possible causes:

ONE: Printer is not defined for the Circulation Desk.

1. Navigate to: Configuration > select the **Library** concerned > Fulfillment > General > **Printers** > Add the printer's email
 2. On the same configuration level > find the **Circulation Desk** > edit and link it to this printer.
- For Work Orders - define the Printer at the Institution or Library level (depending on the Work Order Department)
 - When testing on Sandbox - Remember to add the email to: Configuration > General > Allowed Emails.

TWO: A **Letter** is disabled, namely "Ful Resource Request Slip Letter". For Work Orders the Letter is: "Receiving Slip Letter".

1. To activate it, go to: Configuration > General > Letters > Letter Configuration
2. Find the row for: "**Ful Resource Request Slip Letter**", or (for Work Orders): **Receiving Slip Letter**
3. **Enable** the letter.

The original code for "Ful Reasource Request Slip Letter" was: FulReasourceRequestSlipLetter.

Many libraries prefer to use the "Print Slip Report". The "**Print Slip Report**" button uses the "Ful Pickup Print Slip Report" letter.

You may wish to consider the "[Print Slip Report](#)" app, too,

Additional Information

Read more about the "[Pickup at Shelf](#)", as well as "[Configuring Alma Letters](#)".

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