

Work Order: Transaction Marked as Rollback Only

- **Article Type:** General
 - **Product:** Alma
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Problem Symptoms:

When trying to move some items from Physical Processing to In Transit, error message came up "Transaction Marked as Rollback Only"; still not able to put the item In Transit from Physical Processing even though "Done" is selected.

Cause:

The work order request should be cancelled in order to put the item into transit for reshelving to its destination.

Resolution:

To cancel the work order request and send the item in transit, perform the following steps:

- 1) Go to Alma Menu > Fulfillment > Resource Requests > Monitor Requests & Work Orders
- 2) Locate request by search and/or facets
- 3) Click "Cancel" hyperlink
- 4) Complete "Confirm Request Cancellation" screen (cancellation reason / note / "notify user" checkbox)
- 5) Hit "Confirm" button (not "Cancel" hyperlink)

Category: Inventory

Subject: IE/Holding/Item

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