

---

## What does the job “Requests – Handle Expiration Step” do?

- **Product:** Alma
- 

### Question

What does the job “Requests – Handle Expiration Step” do?

### Answer

The job works as follows:

1. Each request step has an expiration date calculated.
2. For 'pickup from shelf' step, if that date has passed and the request has still not passed that step (not been fulfilled) the system assumes that it cannot be fulfilled.
3. The system can mark the items that were supposed to be picked up -- but weren't -- as missing, and tries to move the request to another location where the relevant items also exist; or it cancels the request.

Note that it is possible to configure rules that determine which requests expire, how they appear on the pickup shelf, and whether the item is to be considered missing if it was not fulfilled within a specified number of days.

---

### Additional Information

Click here to learn more about [Configuring Request Pickup Rules](#).

Click here to learn more about [scheduled jobs](#).

- 
- **Article last edited:** 22-NOV-2017