
POL with interested users received but no request triggered

- **Product:** Alma
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Description

A PO line with interested users is received but there is no request in the system.

Resolution

The workflow with interested users is that a request is only created on receiving the item.

In this moment the system checks if a request is allowed for the user. These checks include the following:

- * Does the terms of use allow a request?
- * Does the user have a block?
- * Is the user blocked from loans/requests due to too many overdue loans or due to exceeding the fine limit?
- * Is the user expired?
- * Is there an active patron role?

These are one-time checks in the moment of the receiving. Even if you change the item or patron details then to allow a request, it would be too late.

There is no log entry listing the exact reason for the failure to create the request. When you find a POL where the request was not triggered, you will find that you can't submit a request either due to the same restrictions.

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