

## Selfcheck receipts show wrong titles for barcodes

- **Product:** Alma
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### Description

Our selfcheck machine prints receipts after loan transactions. While the barcodes on the receipt are correct, the titles are not. In some cases the first title may be repeated, then the next barcode would show the previous title.

### Resolution

This is a known problem when the machine does not wait long enough to correctly receive messages from Alma. It is a problem on the SC machine side and not an Alma problem.

It usually helps to increase the timeout of the self-check machine. If you don't know how to do it, contact the vendor of your selfcheck machine.

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