

Items get stuck in process "Transit item" after scan-in

Description

After scanning in items that are requested, they get stuck in the requests list with a process status "In Process" and a workflow step "Transit Item".

Resolution

Items may get stuck "In Transit" because the appropriate Circulation Desk has no Physical Locations. Therefore items can't be reshelved when they are scanned in. Another possibility is that the existing physical location's Circulation Desk does not have "Reshelve" selected, in the Configuration.

Additional Information

Please see more about [Circulation Desk Configuration here](#).

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