

## Separate Alma Fulfillment messages are displaying as a single pop-up

- **Product:** Alma
- **Product Version:** March 2020

### Question

Why do scan in messages all display as a single pop-up message when scan in messages were configured as pop-up messages and feedback messages?

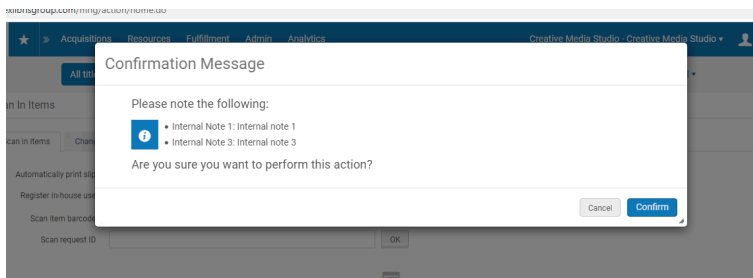
### Example:

1. Go to Alma Configuration > Fulfillment > Physical Fulfillment > Scan In Messages Configuration
2. Change Internal Note 1 and 3 to popup message and feedback message

4	Internal note 1	Popup message	Yes	esl_msg	03/18/2020	
5	Internal note 2	None	Yes			
6	Internal note 3	Feedback message	Yes	esl_msg	03/18/2020	

3. Search for item you want to attach Scan in Messages > Action Row > Items > click on Barcode > Notes tab > Internal Notes > fill in field for Internal Notes that were configured > Click Save

4. Fulfillment menu > Resource Requests > Scan In Items > in Scan Item Barcode put barcode of item > click OK
5. Scan In Messages will appear like this if configured as in example above



### Answer

If a pop-up message is already displaying for another message, a feedback message will display as part of it in order to avoid being obscured by the first pop-up and be missed by the operator.

### Additional Information

See [Physical Fulfillment - Configuring Scan In Messages](#) for more information.

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- **Article last edited:** 30-Mar-2020