

## Orders missing from receiving workbench

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

We have an order line that is still in status "Sent" although the related item has a receiving date. We can't find this order in the receiving list in the acquisitions department, so we don't know how to close it.

### Resolution

1. Find out the barcode of the ordered item.
  2. Connect to the acquisition department.
  3. Scan the item in.
  4. You will find the POL in the receiving list. Now you can receive it. This will close the order line.
  5. Connect to the shelving location of the item and scan it in.
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