**Question**

We are all working from home and classes are online. If we turn off patron notices until we are back on campus what happens when we turn them back on for notice jobs activated through fulfillment (courtesy, loan renewals, overdue) if we deactivate the jobs, when we turn the jobs back on does it do a retrospective notice or only from the day we turn them back on forward?

**Answer**

Regarding the following jobs which appear at “Configuration > Fulfillment > General > Fulfillment Jobs Configuration”

**Send Courtesy Notices and Handle Loan Renewals**

This job runs on loans

1. Created after the previous running of the job
2. With a due date which is earlier than the number of days configured in the “Days Before Due Date” parameter.

This job can be activated to consider all loans, **including those for which the due date is in the past**. This is done by using the “Once when due date is within range” parameter:



After an extended period of the job not running, it may be desired by the institution to set the parameter to “Once when due date is within range” just for one running of the job. This way, renewals and courtesy letters sending may resume after a time it has been deactivated and send notices for all relevant loans.

After it runs once it can be returned to “Daily when due date is within range” (or whatever parameter is desired).

Note also the parameter send\_courtesy\_notices\_and\_handle\_loan\_renewals\_last\_run .

This appears in “Configuration > Fulfillment > General > Other Settings”

This is the last run of the Notifications - Send Courtesy Notices and Handle Loan Renewals job.

The parameter is automatically updated by the system after the job runs, and appears in the format YYYYMMDD\_HHMMSS in UTC time.

For example if the job ran at 29/03/2020 13:21 and 26 seconds UTC time then the parameter would be automatically updated as 20200329\_112126.

If an institution wants to manually update this parameter to a different date that can be done by using only the date and no need to also include the \_HHMMSS.

For example changing this parameter to 20201129 will have the job run as if the last time it ran was Nov. 29, 2020

Further, related to this: To prevent the loans from being overdue when the library will be closed you may wish to see:

* + 1. [How to change the due date of a loan and send letter to patron after changing the calendar (using job Loans - Due Date Correction after Calendar Change)](https://knowledge.exlibrisgroup.com/%40api/deki/files/80878/How_to_change_the_due_date_of_a_loan_and_send_letter_to_patron_after_changing_the_calendar_%28using_job_Loans_-_Due_Date_Correction_after_Calendar_Change%29.pptx?revision=1)
		2. [How to globally change lending loan due dates to a future dates](https://knowledge.exlibrisgroup.com/%40api/deki/files/80763/How_to_globally_change_lending_loan_due_dates_to_a_future_dates.pptx?revision=1)

**Send Overdue Notices Job**

This will send notices which are overdue at the time the job was run. It will not send notices for loans which were overdue in the past and have since been returned or renewed.