Hold request letter prints, but Hold Letter will not E-mail

- **Product**: Aleph
- **Product Version**: 20, 21, 22, 23
- **Relevant for Installation Type**: Dedicated-Direct, Direct, Local, Total Care

**Description**:
Hold Request Slip printing/emailing

Currently we e-mail patron notices whenever possible. E-mails are working fine when it comes to loan receipts, return receipts, overdue notices, and etc.

We are having a problem when a book on hold is being returned. Aleph GUI will print a Hold Slip, yet it will not e-mail the Hold Letter.

Earlier I was getting both hold slips and hold letters being e-mailed, yet double e-mails (ie both notices) to a patron is not what we wanted.

I have tried a variety of settings, including those recommended in article "Preventing hold-request slip printing" (KB 8192-1352).

It says:

On the GUI PC, I have the following in \Alephcom\tab\print.ini:

```
!---------------------------------------+--+-+-+------------+----------+-
FullPrintout 00 Y M full.prn
ItemLabelPrint 20 N P itemlbl.prn
CompletedVolumsPrint 00 Y P comp_vol.prn
circrec01 00 N P
email 00 N M
```

On the GUI PC, I have the following in \Circ\tab\print.ini:

```
!---------------------------------------+--+-+-+------------+----------+-
!LoanReceipt 00 N M loanrcpt.prn
LoanReceipt 00 N M loanrcpt.prn
PhotoWait 00 N P photowt.prn
PhotoSlip 00 N P photoslp.prn
PhotoLetter 00 N P photoltr.prn
ReturnReceipt 00 N M retrcpt.prn
```
I have a global.trn, 'hold-request-letter-01.trn', and a 'plain-hold-request-letter-01.trn' with the entry:

<table>
<thead>
<tr>
<th>Tag</th>
<th>Type</th>
<th>Parameters</th>
</tr>
</thead>
<tbody>
<tr>
<td>form-print-method</td>
<td>EMAIL</td>
<td></td>
</tr>
</tbody>
</table>

My test patrons have valid e-mail addresses. When I test the above I am getting emails for the loan receipts and returns. I am getting print outs of the hold slips. However, I get no e-mails for the Hold Letter.

Resolution:

[From site:] This is what worked in the end:

ReturnHold01 00 N B rethold.prn email DEVICE-02

This gives you one document printed and only one document e-mailed, both are the Hold slip.

So, in Bib library / form_eng/ I used the following:

cp plain-hold-request-letter-01.xsl plain-hold-request-slip.xsl

d means the hold-request-slip.xsl and plain-hold-request-slip.xsl will be very different, yet the staff and the patron both get what they need.

• Article last edited: 12-Mar-2016