The default pickup location is not displayed correctly in the patron request workform

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Symptom

- A different location is displayed than the default pickup location, as configured in Service Configuration.

Applies to

- Tipasa

Resolution

In the Patron Request workforms, you can add pickup locations based on the available branches. There is an option to make this a required field and to have the 'no selection' option as default. This means that the workform will display an empty field first, and in the drop-down menu the preferred location has to be selected by the patron.

This empty field is only displayed if there is no Home Branch selected for the patron, based on their account information. If there is a Home Branch in place, the workform will automatically select this branch as the default pickup location, thus overriding the configuration of the workform itself.

Additional information

Patron Request Workform configuration