Why is our self-checkout machine allowing checkouts that don't respect our Loan Policy Map

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Symptom

• Patrons can checkout items restricted from them

Applies to

• SIP2 Self-Checkout Protocol

Resolution

The checkout message being sent from your self-checkout machine to WorldShare has the 'no block' flag set to Y(es). This is often set when the SIP2 client is in offline mode and indicates that WorldShare should force the checkout, ignoring the rules set in your Loan Policy Map.

Additional information

You will need to reach out to your self-checkout machines provider to ensure the machine is not going into offline-mode and causing these incorrect checkouts.