Discover how to setup claims with alerting in OLIB Acquisitions.

1. In Alerting> Notices create a number of claims notices containing the text that will be used in the emails. Copy and customise as required.

2. Create reference data - Claim event types.

3. Create reference data - Claim sequences to group the Notices and Claim Event Types together with the number of days overdue.

4. Choose which level claims will be generated at and enter the Overdue Claims Sequence and Incomplete Claim Sequence:
   - Admin Client Defaults domain: Enter here for a system-wide default claim cycle which applies to all expected items except for those where a claim cycle is defined at a lower level. In Overdue Claim Sequence and Incomplete Claim Sequence - search and select the correct sequence(s) previously defined.
   - Supplier/Publishers domain: Enter here for all orders generated for a specific supplier. Use Overdue Claim Seq and Incomplete Claim Seq. If it is to be emailed directly to the Supplier enter the Email Addr for Claims in the Supplier record. (However many libraries email to staff who then log details on the Supplier's web site).
   - Frequencies domain: Enter the sequences here that will be used for claiming serial Issues. In Overdue Claim Sequence and Incomplete Claim Sequence - search and select the correct sequence(s).
   - Order Items domain: At the lowest level, a claim cycle can be specified for individual orders in Overdue Claim Seq and Incomplete Claim Seq. However this is not normally required.

The SMTP server name for your organisation must also be configured for alerting to work.

The daystart process will check the database for all order items that are overdue or incomplete and have not yet been claimed.