Is it possible to suspend holds?

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Applies to

- Wise staff client

Answer

The "Start date" field in hold details can be used in place of a hold suspension.

When placing a hold, the customer can indicate that they would like their hold to begin at a later date, meaning the system would start looking for an item to fulfill the hold at the date entered as the hold "start date".

If there is a long holds queue, the system will order holds in the sequence they were placed. If Customer A placed their hold with a distant "start date" and was #5 in the queue, #s 1-4 would get their holds first assuming their start date was immediate. Customer A would eventually become #1 in the hold queue and would hold that spot until their start date is reached. But if Customer B is #2 in the queue they may leapfrog Customer A if their start date is sooner.

Additional information

Place hold requests

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