How do we automatically contact the patron before the request status is "In Transit to Pickup Location"?

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Symptom

• An item is checked in and is at the request status "In Transit to Pickup Location", but you want it to automatically contact the patron.

Applies to

• ILLiad

Resolution

Set up a Routing Rule so it matches the Skipping the In Transit to Pickup Location Status. Once done, any request that changes its status to "In Transit to Pickup Location" will be routed to "Awaiting Customer Contact" and an email will be sent to the patron.