Discover how the claim cycle works in OLIB Acquisitions.

**Overview**

The following information is about the automated claiming facility that produces claims notices for overdue and incomplete orders. Normally this would include the use of OLIB's Alerting feature to generate the claims notices/emails. It is common practice to log claims on a supplier's web site; you may choose to use OLIB's claiming and alerting facility to output emails to staff for entering on the supplier's web site.

- Overdue orders are those where nothing has been received yet and it is now past the expected receipt date.
- Incomplete orders are those where some copies are already checked in and a claim notice is to be sent to the supplier for the missing copies.

Both scenarios can be configured in OLIB using different claims notices and sequences.

**Claim cycle**

A number of claims notices are configured using Alerting>Notices. These are configured into pre-defined claim cycles in claim sequences. The steps in here define the interval after the expected date of receipt at which claims notices should be generated. For example a typical overdue claim cycle for a book order would be to generate the first claim 28 days after the expected receipt date, a second claim 28 days after that and a final claim 28 days after that.

Claims steps:

<table>
<thead>
<tr>
<th>SEQNO</th>
<th>TYPE</th>
<th>DAYS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>First claim</td>
<td>28</td>
</tr>
<tr>
<td>2</td>
<td>Second claim</td>
<td>28</td>
</tr>
<tr>
<td>3</td>
<td>Third claim</td>
<td>28</td>
</tr>
</tbody>
</table>

**Overdue and incomplete claim cycles**

Overdue and incomplete claim cycles can be defined at several levels:

- **Admin Client Defaults domain**: A system-wide default claim cycle can be set which applies to all expected items
except for those where a claim cycle is defined at a lower level.

- **Supplier/Publishers domain:** A claim cycle can be defined for all orders sent to a specific supplier.
- **Orders domain:** At the lowest level, a claim cycle can be specified for individual orders, though this is not normally required.