When we receive a serial item, the item status registers as item status unavailable for the copy

Symptom

- When searching for the Serial item by barcode, the response shows that no such barcode exists

Applies to

- WorldShare Acquisitions
- WorldShare Circulation

Resolution

During the Serial receipt process please ensure that the status of the copy is changed:

1. When the Serial copy is received, the Receipt Status is set to **On Order** at the copy level.
2. According to the OPAC Statuses, Locations and Circulation Policies settings in Service Configuration, items with the Item Status of **On Order** will be displayed as unavailable.
3. If you would like the status to display as available, please change the Receipt Status from **On Order** to another status. For example, **Currently received**. See the video suggested below where the Receipt Status is changed from the default On Order to Currently received.

Additional information

- Watch a video on [series issues management](https://help.oclc.org/Library_Management/WorldShare_Acquisitions/Troubleshooting/When_we_receive_a_serial_i…)

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