# Fill a hold request with Fill Now (Forcing a hold)

Occasionally when you run your request manager, you may find that an item will be listed but when you check it in, no hold appears. This may be due to several reasons (such as it has already been filled by another library), but one possible cause is that the hold is glitched. This means that, for whatever reason, the hold exists but is not appearing when the item is checked in. We call these **Lost Holds**. The hold gets stuck in limbo, while the patron sees that their hold is active and their item is checked in, yet it is not being sent to them. This is why we ask you to run your **Lost Holds** reports. (*Utilities > Reports & Notices > Custom > Lost Holds…by Item Assigned Branch; Lost Holds…by Library*)

We ask that when you have an item on your request manager that does not automatically produce a hold, to please check to see if a hold does indeed exist, and if so to **force the hold** so the patron receives their item. Below are the steps on how to do so.

1. Open up the **item record** for the item in question, click **Links** along the top, and then select **All Hold Requests**.
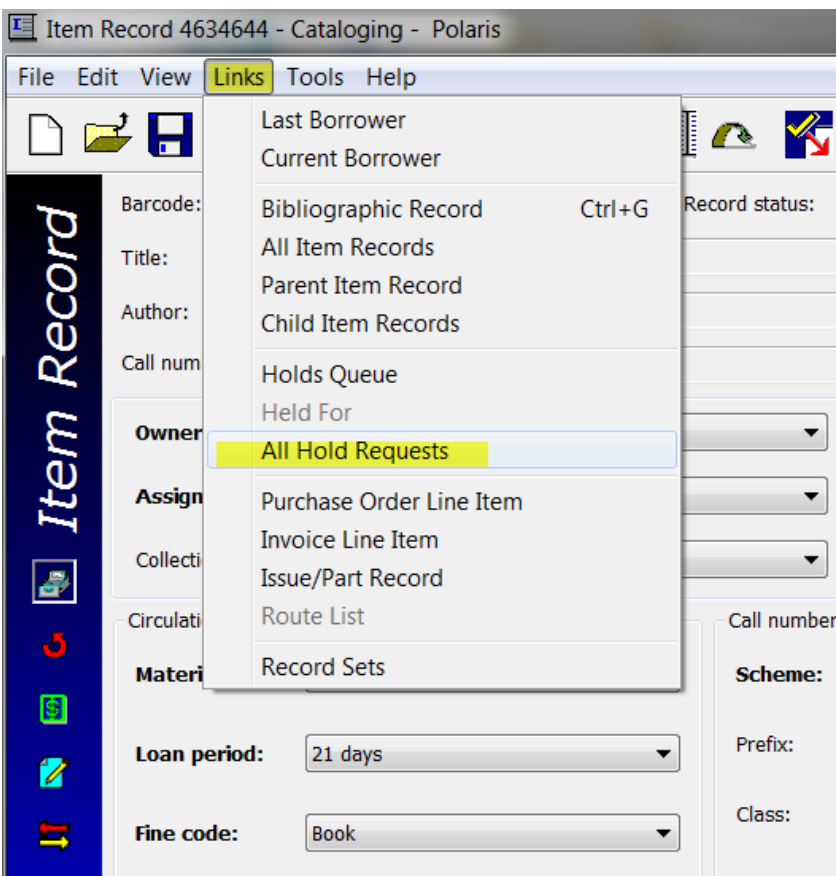
2. If a **Hold Request workform** appears, check to make sure it is **active**. *If a Hold Request workform does not appear, you may re-shelve your item.*

3. If the request is active, click , press CTRL+F, *or* select **Tools** > **Fill Now** from the menu bar. The **Scan/Enter Item Barcode** dialog box appears.

3. Scan the item's barcode in the Item barcode box.

4. If a message asks whether you want to transfer the item to the pickup library, click **Yes**, and ship the item to the library, where it will be checked in and held. If you have a Star printer and use it for printed in transit slips, one will not automatically be generated unless you check the item in again using the standard check in screen. Doing so will print off an in transit slip.