Page request – Contactless pickup (local)

* Page request printed; Item pulled from the stacks
* Switch check-in to contactless service point ([UXPROD-3494](https://issues.folio.org/browse/UXPROD-3494))
* Check-in
* Switch to check-out; check out item to patron ([UXPROD-3483](https://issues.folio.org/browse/UXPROD-3483), [UXPROD-3482](https://issues.folio.org/browse/UXPROD-3482))
* Place in pickup area
* Switch back to main service point

Page requests – Hold Shelf (local)

* Page request printed; Item pulled from the stacks
* Switch to the main service point
* Check-in item
* Place on hold shelf

Page request – Contactless pickup / Hold shelf (remote)

* Page request printed; Item pulled from the stacks
* Check-in
* Place item in delivery bins

Page requests – Mixed

* Page requests printed; Items pulled from the stacks
* Switch to main service point
* Check in all items
	+ REQUEST – Local hold shelf
		- Place on hold shelf
	+ REQUEST – Remote location
		- Place in bins
	+ REQUEST – Contactless pickup area
		- Set aside
* Switch to second service point ([UXPROD-3494](https://issues.folio.org/browse/UXPROD-3494))
* Check-in all items for that location
* Sort by requesting patron
* Switch to Check-out; check out items to patrons ([UXPROD-3483](https://issues.folio.org/browse/UXPROD-3483), [UXPROD-3482](https://issues.folio.org/browse/UXPROD-3482))
* Switch back to main service point
* Place in contactless pickup area

Incoming item – no requests

* Switch to main service point
* Check-in item
* Place in sorting area\*

Incoming item – Contactless pickup (local)

* Switch to main service point
* Check-in item
* Print routing slip ([UXPROD-3480](https://issues.folio.org/browse/UXPROD-3480), [UXPROD-3479](https://issues.folio.org/browse/UXPROD-3479), [UXPROD-3478](https://issues.folio.org/browse/UXPROD-3478), [UXPROD-3476](https://issues.folio.org/browse/UXPROD-3476))
* Switch to contactless service point ([UXPROD-3494](https://issues.folio.org/browse/UXPROD-3494))
* Check-in
* Switch to check-out; checkout to patron ([UXPROD-3483](https://issues.folio.org/browse/UXPROD-3483), [UXPROD-3482](https://issues.folio.org/browse/UXPROD-3482))
* Switch back to main service point
* Place in pickup area

Multiple incoming items

* Switch to main service point
* Check-in items
	+ REQUEST – Main Service point
		- Print hold slip ([UXPROD-3480](https://issues.folio.org/browse/UXPROD-3480), [UXPROD-3479](https://issues.folio.org/browse/UXPROD-3479), [UXPROD-3478](https://issues.folio.org/browse/UXPROD-3478), [UXPROD-3476](https://issues.folio.org/browse/UXPROD-3476))
		- Place in pickup area
	+ REQUEST – Contactless service point
		- Print routing slip ([UXPROD-3480](https://issues.folio.org/browse/UXPROD-3480), [UXPROD-3479](https://issues.folio.org/browse/UXPROD-3479), [UXPROD-3478](https://issues.folio.org/browse/UXPROD-3478), [UXPROD-3476](https://issues.folio.org/browse/UXPROD-3476))
		- Set aside to be processed with other location
	+ NO REQUEST – home location
		- Place in sorting area\*
	+ REQUEST / NO REQUEST – foreign location
		- REQUEST
			* Print routing slip ([UXPROD-3480](https://issues.folio.org/browse/UXPROD-3480), [UXPROD-3479](https://issues.folio.org/browse/UXPROD-3479), [UXPROD-3478](https://issues.folio.org/browse/UXPROD-3478), [UXPROD-3476](https://issues.folio.org/browse/UXPROD-3476))
		- NO REQUEST
			* Place pre-printed routing slip in book
		- Place in delivery bins
* Switch to contactless service point ([UXPROD-3494](https://issues.folio.org/browse/UXPROD-3494))
* Check-in all items with requests
* Sort by requesting patron
* Switch to Check-out; check-out items to patrons ([UXPROD-3483](https://issues.folio.org/browse/UXPROD-3483), [UXPROD-3482](https://issues.folio.org/browse/UXPROD-3482))
* Switch back to main service point
* Place in contactless pickup area

Incoming item – Contactless pickup / Hold shelf (remote)

* Switch to main service point
* Check-in item
* Print routing slip ([UXPROD-3480](https://issues.folio.org/browse/UXPROD-3480), [UXPROD-3479](https://issues.folio.org/browse/UXPROD-3479), [UXPROD-3478](https://issues.folio.org/browse/UXPROD-3478), [UXPROD-3476](https://issues.folio.org/browse/UXPROD-3476))
* Place in delivery bins

Incoming bins

* Separate items in bin by service point (desk vs contactless) and unknown
* Switch check-in to the main service point
* Check in all items for that service point
	+ REQUEST – No slip
		- Print hold slip ([UXPROD-3480](https://issues.folio.org/browse/UXPROD-3480), [UXPROD-3479](https://issues.folio.org/browse/UXPROD-3479), [UXPROD-3478](https://issues.folio.org/browse/UXPROD-3478), [UXPROD-3476](https://issues.folio.org/browse/UXPROD-3476))
		- Place in pickup area
	+ REQUEST – Slip
		- Place in pickup area
	+ REQUEST – Wrong service point (no slip) ([UXPROD-3481](https://issues.folio.org/browse/UXPROD-3481))
		- Print routing slip ([UXPROD-3480](https://issues.folio.org/browse/UXPROD-3480), [UXPROD-3479](https://issues.folio.org/browse/UXPROD-3479), [UXPROD-3478](https://issues.folio.org/browse/UXPROD-3478), [UXPROD-3476](https://issues.folio.org/browse/UXPROD-3476))
		- Set aside to be processed with other location
	+ NO REQUEST
		- Place in sorting area\*
* Switch contactless service point ([UXPROD-3494](https://issues.folio.org/browse/UXPROD-3494))
* Check in all items for that service point
	+ REQUEST – No slip
		- Print hold slip ([UXPROD-3480](https://issues.folio.org/browse/UXPROD-3480), [UXPROD-3479](https://issues.folio.org/browse/UXPROD-3479), [UXPROD-3478](https://issues.folio.org/browse/UXPROD-3478), [UXPROD-3476](https://issues.folio.org/browse/UXPROD-3476))
		- Place in pickup area
	+ REQUEST – Slip
		- Set aside for check-out
	+ REQUEST – Wrong service point (no slip) ([UXPROD-3481](https://issues.folio.org/browse/UXPROD-3481))
		- Print routing slip ([UXPROD-3480](https://issues.folio.org/browse/UXPROD-3480), [UXPROD-3479](https://issues.folio.org/browse/UXPROD-3479), [UXPROD-3478](https://issues.folio.org/browse/UXPROD-3478), [UXPROD-3476](https://issues.folio.org/browse/UXPROD-3476))
		- Set aside to be processed with other location
	+ NO REQUEST
		- Set aside to be checked in under main service point
* Place in sorting area\*Sort by requesting patron
* Switch to check-out; Check-out to patron ([UXPROD-3483](https://issues.folio.org/browse/UXPROD-3483), [UXPROD-3482](https://issues.folio.org/browse/UXPROD-3482))
* Switch back to main service point
* Place in contactless pickup area
* Repeat step 3 for misdirected items

\*Some units have multiple sorting areas because they house multiple locations. IE OKU house, Olin, Uris, Wason, Media, etc.

The main issues are with multiple returned items,