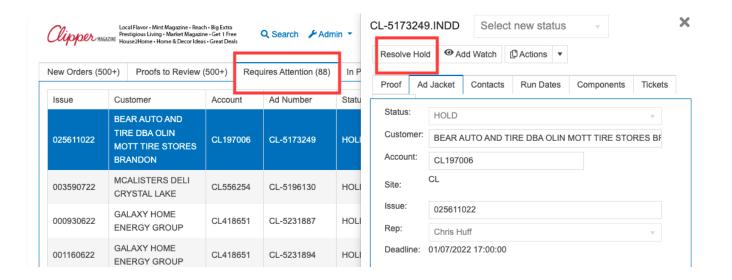
ATOL MODULE 6 RESOLVING HOLDS

Why ads go on hold

- When an ad is on hold, it has stopped moving through the production process. Your resolution is required for the ad to begin moving again. You will receive an email notification if an ad is placed on hold with details about the issue.
 - NOTE: There is also a status called INTERNAL HOLD. This is a production status and does not require your attention.
- Ads go on hold for many reasons but most commonly:
 - Instructions are not clear
 - Reference files or images are missing
 - Production has a question regarding the instructions

Resolving the Hold

- First find the ad in ATOL by searching or locating it in your REQUIRES ATTENTION tab.
- Click on the ad and the ATOL ad jacket will open on the right.
- Click RESOLVE HOLD to begin



Hold Notes

The first panel will show you the notes that were entered about this hold. You may also have a separate email that details the reason for the hold in your inbox. Click NEXT.

NEW FILE SUBMISSION FOR CL-5173249.INDD



NEXT CANCEL

HOLD NOTES

Date ↓	Note	
01/11/2022	Hello, This ad already has a proof generated so I couldn't put it back to booked, so I put it on hold until it's time for it to process. Print Date 10/17/22 thanks (and sorry)	

Enter Instructions

- The next panels you see are determined by if the initial ad proof has been created yet.
 - If no proof is created, the panels will walk you through the ad copy panels. You can update/upload any information needed that will address the hold situation.
 - If a proof is created, the panels will walk you through the ad correction panels. You can update/upload any information needed that will address the hold situation.
 - Once your instructions are updated, click submit. The ad will continue through its' production journey.

DEMO