



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

The screenshot shows the ATOL interface. At the top, there is a search bar and an 'Admin' link. Below this is a navigation bar with tabs for 'New Orders (500+)', 'Proofs to Review (500+)', and 'Requires Attention (88)'. The 'Requires Attention (88)' tab is highlighted with a red box. Below the navigation bar is a table of ads. The first row is highlighted in blue and contains the following information:

Issue	Customer	Account	Ad Number	Status
025611022	BEAR AUTO AND TIRE DBA OLIN MOTT TIRE STORES BRANDON	CL197006	CL-5173249	HOLD
003590722	MCALISTERS DELI CRYSTAL LAKE	CL556254	CL-5196130	HOLD
000930622	GALAXY HOME ENERGY GROUP	CL418651	CL-5231887	HOLD
001160622	GALAXY HOME ENERGY GROUP	CL418651	CL-5231894	HOLD

To the right of the table is a detailed view of the selected ad, 'CL-5173249.INDD'. It features a 'Select new status' dropdown menu and a 'Resolve Hold' button, which is highlighted with a red box. Below these are tabs for 'Proof', 'Ad Jacket', 'Contacts', 'Run Dates', 'Components', and 'Tickets'. The 'Ad Jacket' tab is selected, showing the following details:

- Status: HOLD
- Customer: BEAR AUTO AND TIRE DBA OLIN MOTT TIRE STORES BF
- Account: CL197006
- Site: CL
- Issue: 025611022
- Rep: Chris Huff
- Deadline: 01/07/2022 17:00:00

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.

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