

## Can staff override the waiting list?

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**Q: We're using the [24hr cancellation requirement](#) and are starting to see the automatic waiting list in action. I know that patrons are placed on the waiting list if they use the patron-side registration. Will a staff-side registration do the same, or does staff have the ability to override waiting list placement for patrons who have been put on registration probation for failure to cancel? A: Yes, staff has the ability to [override all automatic settings](#) including moving a patron to the main list even if they have reached the "no-show" limit.**

Online URL: <https://kb.demcosoftware.com/article.php?id=199>