We are stuck trying to send a Borrowing request with an error message in ILLiad

Last updated: Fri, 31 Jan 2020 15:38:31 GMT

Symptom

- The site is trying to send a Borrowing request and they receive an error message

Applies to

- ILLiad

Resolution

The error message means there is a duplicate request on the ILLiad system. When the request was initially submitted, it updated OCLC, and when OCLC tried to update ILLiad, it did not, so ILLiad tried to update OCLC again, and this time it found that the request was already on the system.

To get the correct ILL number, you should do the following:

1. Copy your Transaction Number for the request. Go to the System Tab and select "Search/Review Statuses."
2. Click on the Dropdown below the search box and select "Transaction Number."
3. Then, put the Transaction Number of your Transaction in the Search box and search.
4. You will see the result with the ILL number. Copy the ILL number and then put it in the ILLNumber field in the Transaction.
5. Save the Transaction and then it will be updated correctly with OCLC.
6. Route the request to Request Sent.

Additional Information

The error message you will see will be:

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Error Sending Request
An error occurred sending the request:
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