How do I fix it so that when I check in a request, the status does not sit at "In Transit to Pickup Location" and the patron is not contacted?

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**Symptom**

- You checked an item in and it is at In Transit to Pickup Location, but you want it to automatically contact the patron.

**Applies to**

- ILLiad.

**Resolution**

You need to set up a Routing Rule, so it matches the [Skipping the In Transit to Pickup Location Status](https://help.oclc.org/Resource_Sharing/ILLiad/Troubleshooting/When_I_check_in_a_request_the_status_just_sits…). Once you do this, any request that changes its status to "In Transit to Pickup Location" will be routed to "Awaiting Customer Contact" and an email will be sent out to the patron.

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