Symptom

• When you are trying to submit a request in ILL and you get an error message about the Address being incomplete.

Applies to

• WorldShare ILL
• Tipasa

Resolution

When you are submitting a request and you get an error message that the Address is incomplete, you need to make sure that both your Shipping information and Billing information is correct in the Constant Data Record. Once you have updated the Constant Data Record, any new incoming request should have all the information you need to submit the request. In the meantime, you need to make sure you put in the complete Shipping and Billing information into the request. Once you do this, then you will be able to submit the request.