How do I process an ILLiad Unfilled Request properly to resubmit the request?

Last updated: Wed, 02 Sep 2020 13:59:22 GMT

Applies to

- ILLiad

Answer

Here are the steps you need to take to process and ILLiad Unfilled Request:

1. Follow the documentation for [Unfilled Request](https://help.oclc.org/Resource_Sharing/ILLiad/Troubleshooting/How_do_I_process_an_Unfilled_Request_properly) if you are going from OCLC request to another request.

2. If you are going from OCLC to a different system such as RAPID or DOCLINE or from a different system to OCLC, then you follow the [Resubmitting the Request in a Different System](https://help.oclc.org/Resource_Sharing/ILLiad/Troubleshooting/How_do_I_process_an_Unfilled_Request_properly) documentation.

3. Note, that when you go from OCLC to a different system, you still need to delete the old ILL number off of OCLC.

4. Before using the Import into Resubmission, you click on the OCLC Ribbon.

5. Click on Show Request.

6. Then click on the Delete icon. It will have a red X in it.

If you forget to Delete the OCLC Request before Importing into Resubmission, then here are the steps you need to take to remove the OCLC Request:

1. Copy the Transaction Number.

2. From the main ILLiad, go to System and select Search/Review statuses.

3. Click on the dropdown menu and select Transaction Number.

4. Paste the Transaction number into the box and Search for the request.

5. Open up the request that shows.

6. Then click on the Delete icon. It will have a red X in it.