What do I do in WorldShare ILL when I marked an item as shipped, but we do not have it?

Symptom
• You marked an item as shipped in WorldShare ILL, but you find out that you do not have it.

Applies to
• WorldShare ILL
• Tipasa

Resolution
You need to contact the Borrowing Library directly to let the library know you accidentally marked the item as shipped. You will need to work with the library if you billed them for the item how you will offset the bill. In WorldShare ILL, you cannot undo a shipped item.