When processing Electronic Delivery in ILLiad, how do I deliver an item that shows up in the print box?

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Symptom

• You are in ILLiad, and you process Electronic Delivery. You want to deliver the Article Electronically, but the Transaction Number is showing up in the Print box.

Applies to

• ILLiad

Resolution

The reason your Transaction Number is in the Print box is because your Patron account does not have "Yes" in the Electronic Delivery box for their account. To be able to deliver the article, you can drag the Transaction number form the Print box to the Review box. Then you can deliver the item. After that, you should look at the patron account and update the Electronic Delivery box to "Yes."

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