An ILL responder has marked an item as shipped but the user no longer requires the item

Last updated: Fri, 08 Feb 2019 15:43:58 GMT

Symptom

• An ILL responder has Shipped the item however the borrower no longer needs it

Applies to

• UnityUK

Resolution

• You will need to contact the responding library with the UnityUK request number. They will need to decide whether they can Unship the item.

Additional information

• After the Unship action, the responding library will need to take another action such as Not Supply.