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

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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.