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

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**.