Why am I getting a queue called Awaiting Article Exchange Notification?

Last updated: Mon, 22 Jul 2019 18:57:48 GMT

Symptom

- You are looking at your Lending Transaction Statuses and you see one that has Awaiting Article Exchange Notifications

Applies to

- ILLiad

Resolution

When you see this queue, it means Article Exchange is missing information or is not set up for Notification for Article Exchange. Here is what you need to check:

1. Go to the Lender Address for the site you are trying to send the notification to. Is there both a LendingDeptEmail and a BorrowingDeptEmail? Make sure both are filled in.
2. Next, check your Notification Templates and go to the Article Exchange Lending Notification. Make sure the To Address field is filled in.
3. If you are working with a different system other than OCLC, that will show up in the Transaction field for System ID. It might be DOC, RAPID, OTH. You need to make sure that in the Customization Manager that the Key for ArticleExchangeLendingEmailSystemIDs has all the different Values in it for the Key Value. If you are using RAPID and RAPID is not in the key value, then you will get this error message. DOC is for Decline, OTH is for Other.