Is it possible to reopen a Closed request to click the IFM checkbox so the charges go to IFM instead of being sent by invoice?

Last updated: Thu, 08 Aug 2019 19:51:24 GMT

Symptom

• A request was processed by invoice rather than as IFM because the user forgot to check the IFM checkbox and the request was closed.

Applies to

• WorldShare ILL
• Tipasa

Resolution

No, this is not possible.

Another "dummy" request will need to be created and sent between the borrower and lender library in order for that IFM to get checked and the charge to be recorded. Otherwise an invoice will need to be sent out.

Page ID

20867