How do I get an IFM fee if the request was originally sent in another currency?

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Applies to

- WorldShare Interlibrary Loan
- Tipasa
- ILLiad

Answer

IFM will not be applied if you do not select the same currency in your Lending Charges as the Borrower has indicated in their Max Cost. If you try to apply a different currency than what the Borrower selected, you will receive a warning message. If you proceed to update the request, IFM will not be applied. **Note:** If your library uses ILLiad, and you receive a request from a library in another country, you should verify that the borrowing library specified USD. If you are not using the same currency as the borrower, then the IFM transaction cannot occur.

To fix you can ask the Borrowing Library to create a fake or dummy request, change the IFM Currency to USD (United States dollars) do not send the item this time. This way, you will receive the IFM fee. To create a dummy request in WorldShare Interlibrary Loan/Tipasa > Borrowing Requests > Create Request.

Or as the Lender, you have the following options when the borrower has supplied a different currency:

- Change the **currency** to the currency the borrower selected (only applicable if it is USD)
- Respond No to the request
- Deselect **Use ILL Fee Management (IFM)** and change the **Lending Charge**. Supply the item for free, if possible.

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