Why can't I mark an article exchange request received?

Symptom

- Article Exchange request has come in but there is no option to mark it as received.

Applies to

- Tipasa
- WorldShare Interlibrary Loan

Resolution

This might be due to cached data in your browser.

1. Try clearing your cache, signing out or WorldShare and closing the browser
2. Sign back into WorldShare, find the request and the Mark as Received button should now be visible when you click into the request.

Additional information

Article Exchange Workflow

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