How can I clear items that appear to be "stuck" in Awaiting Electronic Delivery?

Symptom

• Items appear to be stuck in Electronic Delivery. How can they be cleared?

Applies to

• ILLiad

Resolution

1. Clear all the items in Electronic Delivery by selecting the Borrowing Ribbon > Electronic Delivery Dropdown menu > Clear Electronic Delivery Files

2. If there are items in the Transaction Status "In Electronic Delivery Processing," then route them to "Awaiting Odyssey Processing."


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