When can you use the Undo shipped Feature in ILLiad

Last updated: Mon, 18 Nov 2019 22:00:33 GMT

Symptom
Library marks an item shipped by mistake.

Applies to
All current versions of ILLiad

Resolution
If you need to remove an OCLC requested item from the Shipped status, you can 'undo' the shipped message before 11:59 pm of that day, up until the borrowing library marks the request as received. Once an item has been marked as received you cannot use the Undo Shipped feature.

To undo the shipped message, click the **Undo Shipped** icon located on the OCLC ribbon of the Request form. This returns the OCLC status to CONSIDERING.

Additional information
Undo Shipped is not allowed when there are IFM billing charges associated with the request. Any refunds of IFM payments must be handled through OCLC directly.