Learn how to set up Document Delivery and edit your automations to route borrowing requests to the Document Delivery queues. Before you can begin using the Document Delivery queues, you must turn the feature on in OCLC Service Configuration. Once you have turned on Document Delivery, you can modify your automations to route requests to Document Delivery when the ISBN, ISSN, or OCLC number in the request matches to an item held in WorldCat by your library. See Automated Request Manager.

Turning on Document Delivery and setting up an automation to route requests held by your library to this queue will allow you to use separate workflows to handle these requests in the manner most appropriate for your library. If you do not provide any type of document delivery service or intend to fill the request, configuring Document Delivery will help identify and process these requests.

If you do not turn on Document Delivery, you will not have Route to Document Delivery as an available action to perform on borrowing requests for items you hold in automation. Instead, you will only be able to route these requests to your New for Review queue. Each request must be checked individually to identify items held or licensed by your library.

### Turn on Document Delivery

Follow the below instructions to turn on Document Delivery.

To turn on Document Delivery:

1. Sign in to Service Configuration.
2. On the left navigation, click WorldShare ILL > Advanced Workflows.
3. Under Document Delivery, select the On checkbox.
4. Click Save.

### Edit your automations

Once you turn on Document Delivery, you must edit your existing automations and add an exception that will route borrowing requests to the Document Delivery queues if the item is held by your library. This will change the Fulfillment Type of the request to Document Delivery.
Note: For more information on using automations, see Using automations with Tipasa.

If Held By Your Institution: Route to Document Delivery