What do I do when I completed the request before sending the Document to the patron?

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Symptom

• You completed the request from the lender before sending the Article Exchange Document to the patron and now you cannot send the article to the patron

Applies to

• WorldShare ILL
• Tipasa

Resolution

Because you missed a step in the Borrower Process for the Article Exchange Workflow you will need to take these steps:

1. Copy the Article Exchange URL and Password.
2. Paste the information into an email from your Library email account with the appropriate wording.
3. Send the email to the patron.