Why are multiple notification emails being delivered for every Article Exchange delivery?

Symptom

• Multiple notification emails are sent for every Article Exchange ILL request that gets filled.

Applies to

• WorldShare ILL
• Tipasa

Resolution

Confirm that you have not filled in the same email address into more than one Recipient Email address field in the Service Configuration > WorldShare ILL > Interlibrary Loan Options > Article Exchange Email Notification tab.

Additional information

Interlibrary Loan Options

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