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

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**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](https://help.oclc.org/Resource_Sharing/WorldShare_Interlibrary_Loan/Troubleshooting/Why_are_multiple_notificat…)

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