I see an ILLiad routing option called Route to Document Provider Processing. What does that mean?

Symptom

- I see an ILLiad routing option called Route to Document Provider Processing. What does that mean?

Applies to

- ILLiad

Resolution

Atlas describes this status as: "If for whatever reason, you decide to request the item from a commercial document provider, any copyright payments that might have been required under normal ILL processing guidelines are typically covered in the price your institution is charged by the document provider, and will not have to be paid directly by the borrowing institution. To route, the transaction to Document Provider Processing, select the item(s) and click the Doc Provider button. The transaction will be passed through the copyright process and moved to a status of Awaiting Doc Provider Processing."

If you have accidentally routed a request this way, you can reroute it as desired.

For more information see Processing Payment-Required Requests

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