**Why is the error incomplete contact information for patron appearing when I try to send an email?**

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**Applies to**

- Tipasa

**Answer**

Check the patron's account under **WorldShare > Admin > Delivery Notifications** to verify they have a valid email address and phone number with country code listed. Though account management emails usually go out via the email address under the Library Record, interlibrary loan notifications use the email and phone number specified under Delivery Notifications.

**Additional information**

For more information see [Edit and send notifications](https://help.oclc.org/Resource_Sharing/Tipasa/Troubleshooting/Why_is_the_error_incomplete_contact_informatio...).