We received an ILLiad Book Chapter Article request as a book and loan, how do I fix it so the correct Word Document shows up?

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Symptom

• You sent out a Book Chapter Article request, but the Lender sent it as a loan and you need to fix the printout so it has the correct one used for the book

Applies to

• ILLiad

Resolution

Here are the steps to fix the issue with printing:

1. Go back to the Transaction and change the Document Type from Article to Loan.
2. Make sure the Transaction Status is set to Request Sent.
3. Check the item in from Lending Library and process the request as a loan.

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