The borrowing location does not have my correct address in their ILLiad Client for my Lender address

Last updated: Wed, 06 Oct 2021 16:24:35 GMT

Symptom

• The borrowing location does not have my correct address in their ILLiad Client for my Lender address

Applies to

ILLiad

Resolution

Each time a Borrowing site receives a request in ILLiad the site needs to Match the Lender address with what is in their Lender Addresses, Here is the process:

1. They need to follow the LenderAddress Match-Up instructions
2. If the address is a new address, they can either update the address or add an additional address for the location.
3. Make sure they select the address they are going to return the item to in their request.

Additional information

The ILLiad Client needs to keep up to date on the Addresses, so they need to look closely at each incoming request and compare the Ship to versus their address.

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