

Partner Not Found Error when Sending Borrowing Request

- **Product:** Alma
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Question

When sending a Borrowing Request to a partner, an error is received: "Could not send message: Failed to create request (External ID) - Partner not found".

What is the cause of this error and how can it be resolved?

Answer

Ask the Lending Institution to verify their partner configuration for your institution.

Things to check:

- The partner record exists in the Lending Institution
- The partner record has the correct Resource Sharing Symbol configured
- There is only one partner record in the Lending Institution with that Symbol

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