

ILL2 Cancel Request Already Sent to Supplier

- **Article Type:** General
 - **Product:** Aleph
 - **Product Version:** 18.01
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Description:

Once a request has been sent to a supplier, how do you cancel it at that supplier (so you can send it to the next supplier)?

Resolution:

From the Borrowing Request List, with the request highlighted (upper right pane) > click the Response button > select from "Choose Response Options", "Cancel" (enter a note, if desired) > click OK button

from Integrated ILL, Staff User's Guide, p34

Change a request's status to Deleted or Canceled or any other status that your system configuration supports.

In the List of Requests, highlight the relevant request and click Change Status. A window pops up allowing you to choose the status, and, optionally, to enter a note. The change and its note are entered in the Request Log.

Both Deleted and Canceled remove the request from further processing. Functionally, there is no difference between changing the status to Delete, and using the Delete button.

- **Article last edited:** 10/8/2013