Electronic Delivery

Video: https://livealbany-my.sharepoint.com/v:/g/personal/apersico_albany_edu/ERQKk3M-txUJntJrVoth3LQBB5cxYPb8QbPclRuXCIPg

Patron’s article requests should automatically get delivered. However, if it fails then we need to manually deliver them.

1. Click on the upper Borrowing tab.
2. Now click the Electronic Delivery button.
3. Hit the Process Files button.
   a. This will retrieve all the unmatched documents.
   b. The list under "No ILL Number Match" will populate.
4. Click on the first request.
   a. Copy the "TN" or Transaction Number and paste it in the "TN" field on the left-hand side.
5. Click Match ILL Number above.
   a. A notice may come up: "Item does not match or is at the incorrect status." This will occasionally happen if a library fails to send a request in a timely manner. We end up receiving it from another library and consequently when the original library does finally send it the request fails to come through.
6. Go back to the Home tab and search for the transaction number to see the status of that request.
   a. On the bottom left it should say “Delivered to Web.” This means that the request has been delivered successfully, so you may close out.
7. Return to the Electronic Delivery window.
   a. Hit the Delete button up top.
   b. Click Yes to confirm when prompted.
8. Now move on to the next request in the "No ILL Number Match" list and repeat the above process.

Note: If you see “No Aerial Lender Match,” click on it and the lender will pop up. Click on it and then click Attach Lender Info. If message “Confirm Replace in ElecDel Addresses” pops up, ignore it and hit Yes. This happens because we have a bunch of libraries in Australia who use the same lender number, which can cause some conflicts when receiving articles. So it’s just a matter of agreeing to the pop ups. This is the most common issue that appears in this electronic delivery.

1. Once all of the “No ILL Number Match” requests are completed, you will see at the bottom left of the page a "REQUESTS" list. These are all of the requests you successfully matched.
2. Be sure to check the "ALL" box so that it will deliver all of the requests at once.
3. Click on the Deliver button located at the top, and now all of the requests should be successfully sent to the patrons, who will be notified.