How can our patrons cancel requests that have already been processed?

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Symptom

How can our patrons cancel requests that have already been processed?

Applies to

- ILLiad

Resolution

This is due to the send only button still being active in the request window. To deactivate it follow these steps:

1. On the Check-In from Lending Library window, deactivate the **Send Only** button from the ribbon by clicking on it. The background will change and no longer be highlighted.
2. Search for the request and process the Check-In from Lending Library as normal.
3. Immediately, finish the request processing with the Check-In (from patron) process as if the item had circulated to the patron. A flag message noting that the request is not in the expected queue will appear, but proceed with the process. Note: It is important to use these steps and not manual routing because these processes will correctly update the note:

4. The item can then be returned to the lending library as normal.

Additional information

[Cancelling Borrowing Requests](https://help.oclc.org/Resource_Sharing/ILLiad/Troubleshooting/How_can_our_patrons_cancel_requests_that_hav...)

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