When I am in ILLiad and trying to send a Notification, I am getting an error message that the Notification cannot be found

Symptom
• You are trying to send a notification and you are getting an error message that the Notification cannot be found

Applies to
• ILLiad

Resolution
Here are the steps to fix the issue with the missing notification:

1. If you are processing a cancellation and not using the Send Notification drop-down to send the notification, then you will need to go to the Customization Manager.
2. After opening the Customization Manager, see if the name of the notification is in the drop-down list. If it is missing, please contact OCLC Support and we will need to send you the body of the notification.
3. You will need to add the Notification back into NotificationTemplates, following the Creating and Editing Email Templates documentation.
4. If you are sending a notification within a transaction and clicking on the Send Notification drop-down and selecting a notification, then you are using an EmailRouting rule.
5. Make sure you follow the help article How does Email Routing work in ILLiad?

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