Request Manager

To access the **Request Manager**, click on the Staff Menu tab at the top left of the Home screen.

Then select ILL Admin.

Status	Count
Awaiting Approval	12
Not Received	3
Not-Received/Overdue	0
Accepted Renewal	1
Recalled	0
Unfilled	1
Shipped	1
Complete	1
Conditional	0
Received	2
Rejected Renewal	0
Overdue	33
Expired	4
Retry	1
Cancelled	0
Cancel Request Shipped	1
Patron Cancellation Requests	1

Status	Count
Pending	1
Will Supply/In Process	1
Renew/Overdue	0
Pending Cancel	1
Renew Pending	2
Returned	11
Lost	1

Items awaiting trading partner response

Pending	1
Will Supply/In Process	1
Pending Cancel	1
Renew Pending	2
Returned	24
Lost	1

Items awaiting trading partner response

Not Received	9
Not-Received/Overdue	1
Accepted Renewal	1
Shipped	1
Complete	2
Received	1
Overdue	33
Expired	2
Cancel Request Shipped	1

- To display a list of requests in a category, click on the status label.
- A category will be highlighted in the Request Manager if your library currently has requests in that category.
- Any requests in your Request Manager with the following statuses may be cleaned out by updating to "Delete". This action will mark the request with a trash can. 🗑 It will be deleted during overnight processing.
    - **CAUTION.** This action eliminates a request and it cannot be undone.
    - Unfilled (after notifying patron of the reason the request could not be filled)
    - Lost (after resolving issue with the borrower)
    - Cancelled
    - Awaiting Approval (if the request is not going to be approved)

- Do not update requests in the Returned category. The lender will update them to "Check In" when received. Requests will automatically go to "Complete" at that time.
- Statuses below the red line (for illustration only) awaiting responses generally do not need action from you at this time.
    - On the Borrower side it provides information related to requests that your library has submitted as a borrower. These are awaiting a response from the lenders to whom they were submitted.
    - On the Lender side are requests you have received as a lender that are awaiting response from the borrowers from whom they were received.
    - In some cases, an action may be taken by you as the Borrower such as canceling a request in "Pending" status; or as a Lender you may update a request in "Received" status to "Check In", if the borrowing library forgot to update to "Returned".

Borrower Status Category Definitions

Awaiting Approval	Request is awaiting approval before being sent to participant lenders. *Automatic Approval may be set by system Administration*
Not Received	Borrower has not received requested title from lender within the "days to supply"
Not Rec'd/Overdue	Lender has sent an Overdue notification to borrower for an item that has not yet been received by borrower.
Accepted Renewal	Lender allows borrower to renew loan.
Recalled	Lender needs title returned at once, before the due date.
Unfilled	Borrower's request has not/will not be filled by any accessible lender at that time.
Shipped	Lender has shipped requested title to borrower.
Complete	Lender has received material returned by borrower (ILL transaction is complete. Requests in Complete status will automatically delete in 90 days.)
Conditional	Lender can supply the requested material subject to specified conditions. Borrower must respond ASAP.
Received	Borrower has received title from lender.
Rejected Renewal	Lender denies renewal of loan. Borrower must honor original due date.
Overdue	Borrower has not returned title to lender and due date has expired.
Expired	"Need by" date for the request has expired.
Retry	Borrower may retry the request if there are lenders that can supply after a specific date.
Cancelled	Request has been cancelled by borrower.
Cancel Request Shipped	Borrower wants request cancelled, but the lender has already shipped it. This status serves as notification that the patron does not want the item.
*Patron Cancellation Requests	*Only applicable if library has activated Patron request tracking. Patron has submitted a cancellation request for an ILL request with a current status of "Awaiting approval", Pending or Will Supply/In Process"

Lender Status Category Definitions

Pending	Request has been received by lender, but has not yet been acknowledged.
Will Supply/In Process	Request has been accepted by lender, but has not been filled.
Renew/Overdue	Borrower requests loan renewal *and* due date for the item has expired.
Pending Cancel	Request is ready to be cancelled by borrower.
Renew Pending	Borrower requests loan renewal for title from lender.
Returned	Borrower has shipped title back to lender.
Lost	Borrower has informed the lender that the loaned item is lost. Lender declares the item Lost, by updating request status to "lost".

*Undo Shipped: This status does not display as a category in the Request Manager. Rather, it is a status option that appears for lenders in the dropdown action menu for requests in "Shipped" status. It is only available for non-OCLC borrowers. Staff must have permission to use this status, set through ILL permissions in the User Admin screen.