When processing Electronic Delivery in ILLiad, how do I deliver an item that shows up in the print box?

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Symptom

• The Transaction Number is showing up in the Print box in Electronic Delivery.

Applies to

• ILLiad

Resolution

The reason the Transaction Number is in the Print box is because your Patron account does not have “Yes” in the Electronic Delivery box for the account. To be able to deliver the article, drag the Transaction number from the Print box to the Review box. Then deliver the item. After that, look at the patron account and update the Electronic Delivery box to “Yes.”