Wiscat Request Manager Overview

To access the Request Manager, First click on Staff Dashboard. Then click on Request Manager under the heading ILL Admin:

ILL Admin > Request Manager

Manage Borrower Requests			Manage Lender Requests	
Action items			**Action items**	
Status	**Count**		**Status**	**Count**
Awaiting Approval	0		Pending	0
Not Received	0		Will Supply/In Process	0
Not-Received/Overdue	0		Renew/Overdue	0
Accepted Renewal	1		Pending Cancel	0
Recalled	0		Renew Pending	0
Unfilled	2		Returned	8
Shipped	2			
Complete	36			
Conditional	0			
Received	8			
Rejected Renewal	0			
Overdue	0			
Expired	2			
Retry	0			
Cancelled	7			
Items awaiting trading partner response			**Items awaiting trading partner response**	
Returned	1		Shipped	7
			Complete	50
			Received	11

A status category will be highlighted in the Request Manager if your library currently has requests in that category. To display a list of the requests in any status category, click on the status label.

- Any requests in your Request Manager with the following statuses may be "cleaned out" from your Request Manager view by updating them to "Delete." **Once deleted, the item will not be retrievable.** Only use this status when you are completely done with the item request:

    - Unfilled
    - Cancelled
    - Awaiting Approval (if the request is not going to be approved)
    - Lost (Try not to use this status at all. Currently the "Lost" status cannot be changed once used. If possible, try to resolve the issue with the borrowing library without using the "Lost" status.)

- **"Delete"** will mark the request with a trash can. 🗑 The request will be deleted during overnight processing when it will no longer be visible from your Request Manager.

- **Items awaiting trader response** are awaiting responses and *generally* do not need action from you.

    - On the Borrower side, these statuses provide information related to the requests your library has submitted as a borrower that are awaiting a response from the lenders.

    - On the Lender side, this section lists the requests you have received as a lender that are awaiting a response from the borrowers.

- **In some cases, an action may be taken by you as the Borrower for requests that have statuses displaying in the Awaiting Trader Response part.**
  Example: as the Borrower, you can cancel a request that is in "Pending" status at a lender.
  Example: as the Lender, you can update a request in "Received" status to "Check In" if you've received the item back at your library and the borrowing library forgot to update the request to "Returned."