The Rapid Manager Borrowing Workflow

Customer submits article request, which goes to Awaiting Copyright Clearance.

Staff processes articles in Awaiting Copyright Clearance. Requests are cleared and sent to Awaiting Request Processing or are cancelled.

Staff opens and processes requests that are in the Awaiting Request Processing queue. Staff manually route Rapid requests to Awaiting RAPID Request Sending or create a routing rule to move them automatically.

The Rapid Manager looks in the Awaiting RAPID Request Sending queue every 10 minutes and attempts to process requests. Rapid retrieves requests from the Awaiting RAPID Request Sending queue and automatically matches them with a Lender.

The request is sent to the Request Sent queue and remains there until the request is processed by the Lender.

When the Lender processes the request the status changes to notify you of request completion and method of delivery.

Article Request Submitted by Customer

Awaiting Copyright Clearance

Cancelled by ILLStaff

Awaiting Request Processing

Request in Processing

Requests with incorrect parameters (i.e., missing ISSN number) route from Awaiting RAPID Request Sending back to Awaiting Request Processing.

Requests that can be filled locally route from Awaiting RAPID Request Sending to Awaiting Local Request Processing.

Awaiting RAPID Request Sending

Awaiting RAPID Local Request Processing

Request Sent

Request in Processing

Awaiting Unfilled Processing

Odyssey Document Received

Awaiting RAPID Local Sending

If the request is cancelled by the Lender, it will automatically route from Request Sent to Awaiting Unfilled Processing. The reason for cancellation will be Bad Citation or Unavailable.

Awaiting Odyssey Processing/In Electronic Delivery

Deliver to Web/ Request Finished