# Rapid Manager Borrowing Work Flow Diagram

Customer submits request, which goes to Awaiting Copyright Clearance

**Article Request Submitted by Customer**

Staff processes articles in Awaiting Copyright Clearance. Requests are cleared and automatically go to Awaiting Request Processing. Jupiter and Faculty queues are manually sent to RAPID.

**Awaiting Copyright Clearance**

**Cancelled by ILL Staff**

**Awaiting Request Processing**

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

**Request in Processing**

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

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.

**Awaiting RAPID Request Sending**

**Awaiting RAPID Local Request Processing**

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

**Request Sent**

**Request in Processing**

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

**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**