



GUIDE TO REPLY CODES

Legacy reply code	New reply code	Plain-English summary	Detailed description	Further information and available actions
CANC	CANC	Order cancelled	Your order has been cancelled.	There is no charge.
CAT... O/O... MISS... NLOAN O/O NLOAN	CAT*REAPPLY <i>[number of weeks]</i>	Unable to fulfil – Not currently available <i>[reapply date]</i>	We are unable to fulfil your order because the item is not currently available. The number after REAPPLY is the number of weeks we recommend you wait before resending your order.	You can check the availability of the item online. If the item is still required, submit a new order after the number of weeks indicated.
CRF/... ERR CONF... PAP NCPAP	CRF*CANNOT MATCH ITEM	Unable to fulfil – Cannot match	We are unable to fulfil your order because we cannot find a match to your reference in our remote supply collection. Either, we do not hold the item, or your bibliographic information is incomplete or incorrect. Please check your details and try again if you are able to provide corrected or additional information.	You can search for the publication title or article title online. If you find additional or different information about the reference, you can place a new order.
DIRECT LOC...	DIRECT	Unable to fulfil – Suppliers found <i>[list of suppliers]</i>	We are unable to obtain the item for you but have identified potential suppliers. Details have been emailed to you.	If we have sent you Library Codes, please check the Directory of Library Codes for information on how to obtain items via the UK ILL network.
DIRECT	DIRECT	Unable to fulfil – Not available for remote access	We are unable to fulfil your order because the item is only available to read on site in one of our Reading Rooms. Alternatively a copy may be available via our Imaging Services.	Please check details on how to use our Reading Rooms or Imaging Services .
DUE	DUE	Please return item – Overdue	The item is overdue and is not available for renewal as another customer is waiting. Please return it now. Failure to do so may result in an invoice being raised to cover our costs.	To return the item, please use the return address label on your delivery note.

DUE*AUTOMATIC RENEWAL PENDING	DUE*AUTOMATIC RENEWAL PENDING	Item due for return – Automatic renewal pending <i>[return date]</i>	The item is due back in one week. If you would like to keep the item for longer, you don't need to do anything as we will automatically renew it for a further six weeks and charge your account with a renewal fee.	To return the item, please use the return address label on your delivery note. If you have already returned the item, find the order in the 'Admin Order Tracking' section of ondemand.bl.uk and click the 'Report a Problem' link. Select 'I've already returned this item' and quote the date returned. Alternatively, if requesting via ARTEmail, resubmit your order quoting RECALL on the TX line of your request.
DUE WAIT	DUE WAIT	Item due back soon – No renewal available	The item is due back in one week. Unfortunately this item is not available for renewal as another customer is waiting.	Please ensure the item is returned by the due date. Please use the return address label on your delivery note.
FINAL DEMAND	*FINAL DEMAND	Return OVERDUE item immediately <i>[return date]</i>	We recently informed you that this item is overdue and requested you to send it back immediately. However, we have not yet received it. If we have not received the item in the next five working days we will raise an invoice to cover our costs.	To return the item, please use the return address label on your delivery note. If you have already returned the item, find the order in the 'Admin Order Tracking' section of ondemand.bl.uk and click the 'Report a Problem' link. Select 'I've already returned this item' and quote the date returned. Alternatively, if requesting via ARTEmail, resubmit your order quoting RECALL on the TX line of your request.
	*INVALID ORDERING OPTIONS	Unable to fulfil – Invalid ordering options	We are unable to fulfil your order because the options requested are not available for this item or service.	This could be for one of the following reasons: <ul style="list-style-type: none"> • You are not registered for the requested delivery format or method or it is unavailable to you • You have quoted an incomplete or invalid delivery address • You have requested a service no longer available: fax delivery or 2-hour loan service • You have quoted an ADD Address but are not registered for this facility Login to ondemand.bl.uk and search for the item required to see the delivery options available to you.

NCANC	NCANC	Order not available for cancellation	Your order is currently being processed and therefore cannot be cancelled.	We can only cancel orders placed on waiting lists.
NO RENEW	NO RENEW	Item not available for renewal	The item is not available for renewal.	Please return the item no later than the end of the loan period.
NOT NOP NOE... NPUR LOST	NOT	Unable to fulfil – Not held/no longer available	We are unable to fulfil your order because the item or edition is either not held or is no longer available.	Check ondemand.bl.uk for the editions available. If you would like us to try and source the item from elsewhere, please check that the reference is correct and submit a new order asking for an extended search. Alternatively, use our online speculative order form to submit a request.
NUKL FAILED WWS	NOT*NUKL	Unable to fulfil – Suppliers not found	Despite an extensive search we cannot trace a supplier for this item.	If we have been unable to provide details of alternative locations, we may still be able to source the item on your behalf from our partner suppliers. Submit a new order quoting BACKUP on the TX line of the request, alternatively, use online speculative order form to submit a request.
RCOP NCOP NMULT	RCOP	Unable to fulfil – Copyright restrictions	We are unable to fulfil your order because of copyright restrictions.	If you are eligible for Library Privilege, this is most likely because we are not licensed to provide this item this item under Library Privilege. If you place a new order and request the copyright fee paid service, we will check again. Alternatively, you may place a loan order if other copying restrictions apply.
RENEWED...	RENEWED*[<i>dd-mm-yyyy</i>]	Item renewed	The item has been renewed for a further six weeks and we have charged your account with a renewal fee.	The current return date can be viewed online in the 'Admin Order Tracking' section of ondemand.bl.uk .
SHIPPED	SHIPPED COPY	Despatched	Your item has been despatched.	
SHIPPED ELECTRONICAL LY	SHIPPED ELECTRONICAL LY	Ready for download	Your item is ready for download now! It must be downloaded within 30 days of the despatch date.	If our system knows that the article has not been downloaded, we will send a reminder message shortly before the link expires.
SHIPPED LOAN	SHIPPED LOAN	Despatched <i>[return date]</i>	Your item has been despatched. It is due back six weeks from the despatch date.	

BU ABROAD...	*TOTAL LIBRARY	Sent to Partner supplier	We have sent your order to one of our partners.	You don't need to do anything, a further update on progress will be sent soon.
	*TOTAL LIBRARY MAX COST [<i>amount</i>]	Unable to fulfil – Exceeds Maximum Cost <i>[actual cost]</i>	We are unable to fulfil your order because it exceeds your maximum cost. The number after MAX COST is the actual total cost.	If you are happy to pay the additional cost, just resend your request adding the keyword COST OK to the TX line.
TOTAL LOAN...	TOTAL LOAN*MORE THAN 1 VOLUME	Unable to fulfil- More than 1 volume	We are unable to fulfil your order because the item is held in more than one volume or issue.	If you require more than one volume or issue, you need to send a separate request for each one. Check ondemand.bl.uk or the number of parts a work comprises. If you know the volume or issue number, add this to your description of the item and resend your request.
USE... O/O WL... BDG	USE* <i>[number]</i>	On waiting list <i>[estimated despatch date]</i>	We have added your order to the waiting list. The number after USE is your position on the waiting list. Refer to the plain-English response for the estimated despatch date.	You may cancel your order if you wish. To cancel the order, resend your original ARTEmail order with the keyword code CANCEL added to the TX line. Alternatively, click the 'Cancel order' link in the 'Admin Order Tracking' section of ondemand.bl.uk .
USE O/D	USE O/D	Revised estimated despatch date <i>[despatch date]</i>	The estimated waiting time has changed.	