# Processing Campus Mail Reports

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1. Open the excel file attached to the Campus Mail Report email you receive.
2. If the attached file looks like the following image, this means there are currently no campus mail items from your department which have been left In Transit, and no further action needs to be taken:
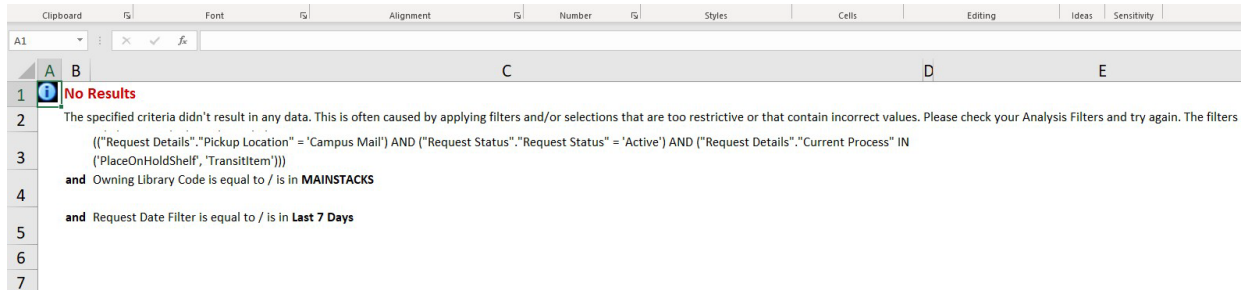
3. However, if the attached file includes item information, each row on the spreadsheet reflects an item requested through campus mail which had a status of "In Transit" at the time the report was run.

To process these items, perform the following steps:

4. Check to see if the item has already been checked out to the patron.
   NOTE: Analytics reports typically take a day to update with current information in Alma, so the item may already be on loan to the requesting patron. If it is on loan, no further action needs to be taken.

5. Verify that the item has not been returned by performing a shelf check and checking any to-be-shelved or recent returns locations for the item.
   If the item is located and you have the item in hand, cancel the request, then send the item to be reshelved.

6. If the item is not on loan, you are unable to find it in recent returns or on the shelf, and it is still "In Transit," check it out to the patron's account.

7. If you have questions about these steps or encounter other issues with the items on the report, please contact Central Circulation at circlib@library.illinois.edu.