In ILLiad I am searching for the TN number under ALL and it works, but it does not work when I use the TN option

Symptom

• You are searching for the Transaction Number under the Transactions and in the Number field, you choose ALL. It works. When you change ALL to TN, you are not getting a result.

Applies to

• ILLiad

Resolution

When you get the Result searching ALL, see where the number is showing up in the fields. If it is ILL, that that is what your issue is. You need to search for ILL if you are using the ILL number. If you are using TN, you need to search for the Transaction Number. If you are using ALL, then you are searching both.

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