Open a request in Loan Tracking

Learn how to open a request using a request number or local number in Relais ILL.

Open a request in Loan Tracking

1. Login to Loan Tracking (or open a request in Query and click Loan Tracking).
2. Key in the **Request Number**.
3. If the Request Number is not available, select **Local Number** from the drop-down box and enter the **Local Number** (the barcode number from the document that was entered at the time the book was loaned). See below for more details about using the Local Number to open a request in Loan Tracking.
4. If neither the Request Number nor Local Number is available then open the request via [wiki/spaces/ILL/pages/524894](https://help.oclc.org/Resource_Sharing/Relais_ILL/Loan_items_and_manage_loans/Open_a_request_in_Loan_Tracking) and click **Loan Tracking**.
5. The Request Number, Local Number, current Loan Status, and current Due Date display.

Use Local Number to open requests

- When using a local number to open a request in Loan Tracking only the open or current request is returned, i.e., documents that have not been returned/completed.
  Note: Prior to V2010.5 all requests for which a local number had been used were opened.
- The Local Number can still be used in Query Request to retrieve all requests for which that number has been assigned.
- If there are multiple open requests with the same Local Number a message displays:
  - Click Ok.
  - Login to Query Request, use Local Number to retrieve the request, and click Loan Tracking.