Loan requests that were not able to be filled through Document Delivery are sent to a queue called *Forwarded from Doc Del*. These could be items that are checked out, on hold for a different patron, or a rejected purchase request. We process these requests like any other manual request.

1. Open up the request.
   a. It should have an OCLC number and ISBN, meaning it is opened up to the correct record. If something is off, click on the **OCLC** tab and find the right record for the book you are requesting.
2. After you confirm that the record is correct, or you find the correct record, click on the **Holdings** button and the request form will automatically populate with the necessary information.
3. Click **Create Work Form**, then **Send Request**, and finally **Request Sent**.