

Administrator's Tipsheet

Order Status

There are three distinct ways to get information about your orders: two via IEOnline and one via our document delivery system.

1. If you want to know where something is right now, use the online Order Status page in the Admin area of IEOnline. To get there, look for "Admin" in the toolbar or under the My Account page at the bottom of the screen. You can search by confirmation number or other distinct fields or just Get Status on everything we have. This information is updated several times a day. For more up-to-the-minute information, please contact Service Quality (service@ieonline.com).
2. If you just want to be reminded of your order status on an ongoing basis, use the Status Alert function. You can set up as many as three different email alerts about your orders, and get the information on a variety of frequencies based on your needs.
3. If you want to track outliers—orders that are still outstanding after a specific period of time (say, all regular orders more than 10 days old and/or all rush orders older than 3 days), talk to Service Quality about their status alert function. You'll receive separate emails for each order that meets the outlier criteria.

User Information

Want to know who's signed up to use your IEOnline account? In the IEOnline Admin area, there is a listing of all of your users. Select an individual user to view and make changes to his/her account details and alert profile. To delete a user account, select one and mark it for deletion.

You can download a report of all of your users under the Reports area—look for the report titled "User Report" and open the downloaded file in Excel. If you need to make a widespread change to your user accounts (batch deletion or a batch update of some of the information), please contact Service Quality for instructions on how to do so, as we have tools that can help (service@ieonline.com).

Tip

- When you make an online delete user request, the actual deletion happens by our Service Quality department in the next few hours. So if you make a mistake, please call them immediately so they can delete your request (and not the user!)



INFORMATION EXPRESS™

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service@ieonline.com
(650) 494-8787

Ordering for Others

Do you need to place an order that will be delivered to someone else? If you have an administrative account you can do so under your own login. On the final screen before you submit your order (we call it the “Order List” page), you’ll see three boxes below each order: Requester Name, Requester Number, and Requester Email.

If you want to reference the end user but still have the order delivered to you, fill in the requester name and number fields (for chargeback). The order details will list that name and number, but the order will be delivered to your email account.

If you want the order delivered directly to the end user, fill in the end user’s email address in the Requester Email box and it will override your address for order delivery.

Retrieve

If you have the redirect service enabled and IEOnline detects that an order placed by a user should be filled by your library, we’ll send you a redirect email. If after reviewing the order you wish for us to fill it after all, you can communicate this to us by forwarding that email to the address retrieve@ieonline.com. You will receive your own confirmation message verifying that the retrieve was successful.

Reports

The IEOnline Admin area includes a Reports page. From that page you can download the following information on IEOnline usage: who your users are (“User Report”), what titles they have in their profiles (“Subscription Report”), and what they’ve ordered via IEOnline for a given time period (“Order Report” and “Redirect Report”).

All of the reports can be opened in Excel. Some of them are available immediately from that page by clicking on the appropriate button; others are sent to your email address after you place the request on the site.

Tip

- You can only retrieve from an email address that has been enabled (that is, the email you send to retrieve@ieonline.com must come from an authorized sender). If our system doesn’t recognize your email address as authorized for your account, you will receive an error. We only need to authorize the address once.
- If you have a bunch of orders you want us to fill, you can send a single email listing the confirmation numbers to retrieve@ieonline.com.

Tip

- Review the User Report annually and request deletion of any inactive accounts--for example, users who have left your company or who have not used the service in the past year (the report shows the date they last “Logged On” to interact with IEOnline). If you want to delete a batch of users, please contact Service Quality for easy instructions (service@ieonline.com).

FAQ's:

Want to order something not listed in the tables of contents?

The table of contents does not function as a catalog of our holdings. It is an adjunct service that provides notice of new material available from publishers. We are able to obtain a far larger number of journal articles, conference papers, reports, books, and other published materials than are reflected in the contents. You can order from the TOC listings, but also from the blank order form (if you know the citation) or via a number of different third party gateways, like PubMed and Ovid. We have other tipsheets available for all of these ordering methods.

Want to create a new user account?

We encourage all users to sign up for their own accounts online, but if you want to do it for them, just do it that very same way, starting at your customized home page. If you need to sign up a batch of users--5 or more--please give us a call. We have programs to create batches of accounts and can send you details on creating a spreadsheet that would allow us to upload new accounts more easily.

Want to modify a list?

IEOnline uses a variety of title lists to show holdings information, to redirect orders back to you, to show fulltext links, and to show links to your link resolver. It's important that we accurately reflect your holdings, in order to give users the best possible experience and information when using the TOC and placing orders. Please send us your updated holdings lists at least once a year (after you've done your major subscription renewals) in an Excel file, with the ISSNs included.

If you need to make adjustments to the list, please send that information to Service Quality (service@ieonline.com).

Want to get a report that isn't listed (especially reports on document delivery fills, volume, or invoicing)?

While IEOnline contains a number of reports about ordering activity, it does not contain information about document delivery fulfillment. If you need more details about what we filled for you via our document delivery services, including any information about the costs, please contact Service Quality (service@ieonline.com).

Want more status information?

Our online status function is only updated a couple of times during the day. If you need more up-to-the-minute information or more details about the status of an order, please contact Service Quality by email (service@ieonline.com) or phone.