Ordering Articles via Information *Express*

INFORMATION *EXPRESS* wants to make ordering documents as simple as possible. Use the following information to guarantee the best and fastest service.

To Order Regular Documents:

E-mail: orders@ieonline.com
Fax: 1-650-812-3570
Phone: 1-650-812-3588
IE Online: www.ieonline.com

To Order Rush Documents:

E-mail: rush@ieonline.com
Fax: 1-650-812-3575
Phone: 1-650-812-3585
IE Online: www.ieonline.com
                (if available for your account, set the priority to be 'Urgent' on
                the Order List page)

Account Code:

Please include your 3-digit company account code in a clear separate paragraph at the beginning of the request when ordering via e-mail or fax. Created when you set up your account, this code is our reference to your account profile and includes information regarding shipping, handling and cost limits. Please also include the account code in the subject line of the e-mail or write it on each page of the fax. Orders placed through your IE Online account (including e-mail responses to TOC alerts) will automatically be linked to your 3-digit account code.

> **Tip**
>
> - To set up an account with us, contact our Service Quality department at service@ieonline.com or call 1-650-812-3588.

Tracking Numbers/Names:

If your account is set up for tracking numbers and/or names (also referred to as requester or reference names/numbers), add this information under your 3-digit code or next to the relevant citations. Call our Service Quality department to have this feature added to your account. Remember to identify the tracking names and numbers as such. If all the documents are for the same requester, please also if possible include the requester information in the subject line of the e-mail or on each page of the fax. When placing orders through IE Online, administrators will have the option to enter tracking names and numbers for different requesters.

> **Tip**
>
> - If you have forgotten your account code or your IE Online user ID and password, contact our Service Quality department and they will be able to provide the information. There is also a link at www.ieonline.com to request that your IE Online user ID and password be e-mailed to you.

INFORMATION *EXPRESS*™

IE-RR-1

Shipping Information:

If you are placing orders via e-mail or fax and would like your filled requests to be sent to you via e-mail or fax (instead of being mailed to the regular shipping address for your account), please include a clear separate paragraph in the e-mail or fax that provides this information.

For example: SHIP TO: library@company.com

Orders placed through IE Online will have the default shipping method for your account, usually e-mail delivery, unless your account has the option to select an alternative method and you choose that.

Deadlines For Rush Orders:

Our Rush Department handles orders with specific "need-by" dates and times. If you have a deadline for your rush orders, please include this information in a clear separate paragraph of the order (if ordering via e-mail or fax) or contact the Rush department with your online confirmation number.

Citation Information:

When ordering via e-mail or fax, please list citations clearly, numbered if possible, and separate each of them with a blank line. Please include as much information as is available for each citation (e.g. publication name, year, volume, issue, page range, article/chapter title, authors etc). If ordering from a list of references, please cross out any citations that you do not need and number those that you do need.

For Order Status or Changes to Orders:

• **Regular Orders:** Send an e-mail to service@ieonline.com or call 1-650-812-3588.

• **Rush Orders:** Send an e-mail to rush@ieonline.com or call 1-650-812-3585

The status of orders placed online will be shown in your IE Online account.

INFORMATION *EXPRESS*™

IE-RR-1

www.ieonline.com