



Ordering an Image on Demand (IOD)

IRON MOUNTAIN CONNECT™ RECORDS MANAGEMENT



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KEY:

1

Numbered steps that guide you through a workflow.

i

Infotip: Extra information

Image on Demand Overview

Image on Demand (IOD) is an imaging service that electronically delivers a copy of a document as a .pdf file.

You request an IOD as part of a retrieval order.

During the COVID-19 pandemic, Iron Mountain is making IOD available to customers to ensure safe delivery of files.

Use this guide to learn how to:

- Request an IOD from a file
- Request an IOD from an unlisted file
- Request an IOD from an unlisted open shelf file
- Edit and remove IOD requests

Section 1: Requesting an IOD from a File

The screenshot displays the IRON MOUNTAIN CONNECT web application interface. The top navigation bar includes the user name "Jennifer Stackhouse", "PROFILE", "ENGLISH (US)", "SUPPORT", and "LOG OUT". The main navigation menu shows "HOME" and "RECORDS MANAGEMENT". The search area includes a search bar, "Search Tools", and a "Search" button. Filter sections include "Record Type" (All, Boxes, Files), "Customer" (RC2C5 [RECORD CENTER 2]), "Division" (All), "Department" (All), "Status" (All), and "File Group" (Select). A sidebar menu on the left lists "SEARCH, RETRIEVE", "PICKUPS, ADD RECORDS", "BULK UPLOAD", "ORDER SUPPLIES", "ADMINISTRATION", and "TRACK ORDERS".

2 Search for the files:

- Set the Record Type to Files
- Select the customer and any other appropriate search filters

3 Click Search.

1 Select Search, Retrieve.

Refer to the *Searching* How To document for more detailed information on using the Search functionality.

Requesting an IOD from a File

SEARCH

Search Tools

549 SEARCH RESULTS

Help

Retrievals (0)

Reset View

Export

* [Search]

Record Type

All Boxes Files

Customer

RC2C5 [RECORD CENTER 2]

Division

All

Department

All

Status

All

File Group

Select

Search



Action

Request Unlisted Open Shel...

ITEM TYPE	SKP BARCODE	CUSTOMER	DIVISION	DEPARTMENT	STATUS	ACTION
FILE	Type here ther	Type here th	Type here th	Type here tr	All	Filter
FILE	12345678913-1	RC2C5 [RECORD CENTER 2]	11 [11]	12 [ONE TWO]	At Iron Mountain	Add to Cart Action View Details Edit Request IOD Request XOD
FILE	12345678913-10	RC2C5 [RECORD	11 [11]	12 [ONE TWO]	At Iron Mountain	Add to Cart Action
FILE	12345678913					Add to Cart Action
FILE	12345678913					Add to Cart Action
FILE	12345678913					Add to Cart Action
FILE	12345678913-26	RC2C5 [RECORD CENTER 2]	5 [5]	MASTER DEPARTMENT	At Iron Mountain	Add to Cart Action
FILE	12345678913-27	RC2C5 [RECORD CENTER 2]	5 [5]	MASTER DEPARTMENT	At Iron Mountain	Add to Cart Action
FILE	12345678913-28	RC2C5 [RECORD	5 [5]	MASTER DEPARTMENT	At Iron Mountain	Add to Cart

4

Click Action, then select Request IOD.

NOTE: You also have the option to add a file to the cart and then request an IOD later in the retrieval process from within the cart.

- SEARCH, RETRIEVE
- PICKUPS, ADD RECORDS
- BULK UPLOAD
- ORDER SUPPLIES
- ADMINISTRATION

Requesting an IOD from a File

IRON MOUNTAIN® CONNECT

Jennifer Stackhouse PROFILE ENGLISH (US) SUPPORT LOG OUT

HOME RECORDS MANAGEMENT

SEARCH Search Tools 549 SEARCH

Request Image on Demand for File 1

To place an IOD order, enter descriptive information in the Requested For field. Once saved, use the edit and delete buttons to modify the request.

Requested For (lock) *Document Description

JCS Form A-2069.1

(1) Documents to be Imaged

REQUESTED FOR	DOCUMENT DESCRIPTION	ACTION
JCS	Jason Smith 11/2020 Consent to release patient information form 1134-20	 

5 Enter information to locate the file:

- Requestor name or initials
- Description of the file to be imaged

Then, click Save to List.

Repeat to request multiple IODs from within the same file.

6 Click Add to Cart.

The IOD request is created. The number of items in the cart is incremented by one (multiple line items are grouped to form a single IOD request).

Save to List

Add to Cart Cancel

SEARCH, RETRIEVE PICKUPS, ADD RECORDS BULK UPLOAD ORDER SUPPLIES ADMINISTRATION TRACK ORDERS

Page 1 of 55 Per Page: 10

Displaying 1 - 10 of 549

Requesting an IOD from a File

* [input field]

Action Request Unlisted Open Shel...

Reset View Export

- Record Type
 All Boxes
- Customer
RC2C5 [RECORD C]
- Division
All
- Department
All
- Status
All
- File Group
Select

Request Image on Demand for File 12345678913-1

Close

To place an IOD order, enter descriptive information that will be used to locate the document, then click Save to List. Once saved, use the edit and delete buttons to modify the IOD request.

*Required field

Requested For (lock)

JCS

*Document Description (lock)

Form A-2069.1

Save to List

(1) Documents to be Imaged

REQUESTED FOR	DOCUMENT DESCRIPTION	ACTION
JCS	Jason Smith 11/2020 Consent to release patient information form 1134-20	 

 Your IOD line item displays here. Click  to edit or  to remove IOD requests.

Add to Cart Cancel

- SEARCH, RETRIEVE
- PICKUPS, ADD RE
- BULK UPLOAD
- ORDER SUPPLIES
- ADMINISTRATION
- TRACK ORDERS

Requesting an IOD from a File

IRON MOUNTAIN® CONNECT

Jennifer Stackhouse PROFILE ENGLISH (US) SUPPORT LOG OUT

HOME RECORDS MANAGEMENT ✕

SEARCH Search Tools 549 SEARCH RESULTS

Record Type: All Boxes Files

Customer: RC2C5 [RECORD CENTER 2]

Division: All

Department: All

Status: All

File Group: Select

Search

Retrievals (1)

Click your Retrieval cart.

The link to your IOD request displays on the Search Results screen.

ITEM TYPE	SKP BARCODE	CUSTOMER	DIVISION	DEPARTMENT	STATUS	ACTION
FILE	Type here th	Type here th	Type here th	Type here th	All	Filter
FILE	12345678913-1	RC2C5 [RECORD CENTER 2]	11 [11]	12 [ONE TWO]	At Iron Mountain	Remove
FILE	1234567891				At Iron Mountain	IOD Documents (2)
FILE	12345678913-2	RC2C5 [RECORD CENTER 2]	11 [11]	12 [ONE TWO]	At Iron Mountain	Add to Cart
FILE	12345678913-24	RC2C5 [RECORD CENTER 2]	11 [11]	12 [ONE TWO]	At Iron Mountain	Add to Cart
FILE	12345678913-25	RC2C5 [RECORD CENTER 2]	11 [11]	12 [ONE TWO]	At Iron Mountain	Add to Cart
FILE	12345678913-26	RC2C5 [RECORD CENTER 2]	5 [5]	MASTER DEPARTMENT	At Iron Mountain	Add to Cart
FILE	12345678913-27	RC2C5 [RECORD CENTER 2]	5 [5]	MASTER DEPARTMENT	At Iron Mountain	Add to Cart
FILE	12345678913-28	RC2C5 [RECORD CENTER 2]	5 [5]	MASTER DEPARTMENT	At Iron Mountain	Add to Cart

Page 1 of 55 Per Page: 10

Displaying 1 - 10 of 549

Requesting an IOD from a File

Retrievals (1)

Supplies (0)

Pickups (0)

Cart: (1) Item

8

Retrieval Details

Order Complete

Review retrieval order items and specify internal billing in

Select All Deselect All Set Retrieval Method

Review the items in your cart and enter all required fields, then click Next.

Next >

CUSTOMER : RC2C5 [RECORD CENTER 2]

LINE ITEM (1)

*Bill To TEST DIVID: A/P [ACCOUNTS PAYABLE]

*PO Number: 349839247

*Bill To TEST DEPTID: EAST/COAST [EAST COAST I]

Instructions:

TEST

At Iron Mountain

Remove

More >>

Requested for Stackhouse, Jennifer

Change

Item Instructions

Retrieval Method

Request IOD

IOD Documents (2)

SEARCH, RETRIEVE

PICKUPS, ADD RECORDS

BULK UPLOAD

ORDER SUPPLIES

ADMINISTRATION

Requesting an IOD from a File

Retrievals (1)

Supplies (0)

Pickups (0)

Cart Items

Retrieval Details

Order Complete

Review and edit the default delivery and shipping information before placing your order.

9

Information about your IOD displays at the bottom of the screen.

Click Place Your Order.

Place Your Order

Delivery Recipient

RC2C5 [RECORD CENTER 2]

USA

> Change Address

Delivery Contact

7676767676

7667676667

> Use My Contact Information

Items below delivered electronically.

Image

N

Scheduled by 5:00:00 PM on

Confirmation(s)

house@ironmot

Primary

Additional Email

Additional Email

Order Instructions

Enter text

60 characters remaining

CUSTOMER: RC2C5 [RECORD CENTER 2]

LINE ITEM (1)

Bill To TEST DIVID: ACCOUNTS PAYABLE

PO Number: 349839247

Bill To TEST DEPTID: EAST COAST DEPT

Instructions:

SEARCH, RETRIEVE

PICKUPS, ADD RECORDS

BULK UPLOAD

ORDER SUPPLIES

ADMINISTRATION

TRACK ORDERS

LINE ID REQUESTED FOR ITEM INSTRUCTIONS RETRIEVAL METHOD

Requesting an IOD from a File

Retrievals (0)

Supplies (0)

Pickups (0)

Cart Items

Retrieval Details

Order Complete



Thank you. Your order has been submitted.

An email confirmation will be sent to jen.stackhouse@ironmountain.com

[< Start a New Retrieval Order](#)

Delivery Address: Ele



Iron Mountain begins processing your IOD order. Once complete, you will receive an email with a link to your electronic files.

Phone & Phone: 78RT & 3535353

Carrier: Iron Mountain

On Demand 03/24/2020 5:00:00 PM EDT
Priority:

RC2C5 [RECORD CENT



Order Number
249468202

Order Type
Retrieval

Record Count
(2) IOD Documents

[View Order](#)

SEARCH, RETRIEVE

PICKUPS, ADD RECORDS

BULK UPLOAD

ORDER SUPPLIES

ADMINISTRATION

TRACK ORDERS

Section 2: Requesting an IOD from an Unlisted File

IRON MOUNTAIN® CONNECT

Jennifer Stackhouse PROFILE ENGLISH (US) SUPPORT LOG OUT

HOME RECORDS MANAGEMENT

SEARCH Search Tools SEARCH

Record Type
 All Boxes Files

Customer
RC2C4 [RECORD CENTER 2]

RC2C5 DIV
All

RC2C5 Dept
All

Status
All

File Group
Select

Search

Help Retrievals (0) Reset View Export

Searching records.

SEARCH, RETRIEVE
PICKUPS, ADD RECORDS
BULK UPLOAD
ORDER SUPPLIES
ADMINISTRATION
TRACK ORDERS

2 Search for the boxes containing the unlisted files from which you need to request an IOD:
• Set the Record Type to Boxes
• Select the customer and any other appropriate search filters

3 Click Search.

1 Select Search, Retrieve.

Refer to the *Searching How To* document for more detailed information on using the Search functionality.

Requesting an IOD from an Unlisted File

*

Record Type
 All Boxes Files

Customer
RC2C4 [RECORD CENTER 2 TEST CUST]

Department
All

Status
All

File Group
Select

Action Request Unlisted Open Shel... Reset View

ITEM TYPE	SKP BARCODE	CUSTOMER	DIVISION	DEPARTMENT	STATUS	ACTION
<input type="checkbox"/> BOX	Type here ther	Type here th	Type here th	Type here th	All	<input type="button" value="Filter"/> <input type="button" value="Add to Cart"/> <input type="button" value="Action"/>
<input type="checkbox"/> BOX	RC2C4BOX1	RC2C4 [RECORD CENTER 2 TEST CUSTOMER]	Customer Not Division-Enabled	12 [ONE TWO]	At Iron Mountain	<input type="button" value="View Details"/> <input type="button" value="Edit"/> <input type="button" value="Request Unlisted File"/> <input type="button" value="Add to Cart"/> <input type="button" value="Action"/>
<input type="checkbox"/> BOX	RC2C4BOX3	RC2C4 [RECORD CENTER 2 TEST CUSTOMER]	Customer Not Division-Enabled	12 [ONE TWO]	At Iron Mountain	<input type="button" value="View Details"/> <input type="button" value="Edit"/> <input type="button" value="Request Unlisted File"/> <input type="button" value="Add to Cart"/> <input type="button" value="Action"/>
<input type="checkbox"/> BOX	RC2C4BOX4	RC2C4 [RECORD CENTER 2 TEST CUSTOMER]	Customer Not Division-Enabled	1 [DEPARTMENT 1]	Checked Out from Iron Mountain	<input type="button" value="View Details"/> <input type="button" value="Edit"/> <input type="button" value="Request Unlisted File"/> <input type="button" value="Add to Cart"/> <input type="button" value="Action"/>
<input type="checkbox"/> BOX	RC2C4BOX2	RC2C4 [RECORD CENTER 2 TEST CUSTOMER]	Customer Not Division-Enabled	1 [DEPARTMENT 1]	Checked Out from Iron Mountain	<input type="button" value="View Details"/> <input type="button" value="Edit"/> <input type="button" value="Request Unlisted File"/> <input type="button" value="Add to Cart"/> <input type="button" value="Action"/>

4 Click Action, then select Request Unlisted File.

- SEARCH, RETRIEVE
- PICKUPS, ADD RECORDS
- BULK UPLOAD
- ORDER SUPPLIES
- ADMINISTRATION
- TRACK ORDERS

Requesting an IOD from an Unlisted File

IRON MOUNTAIN® CONNECT

Jennifer Stackhouse PROFILE ENGLISH (US) SUPPORT LOG OUT

HOME RECORDS MANAGEMENT

SEARCH Search Tools 4 SEARCH RESULTS

Request Unlisted File(s) from RC2C4

Request an unlisted file that is stored at [file], then click Save to List. Once saved, use the edit and delete buttons to modify the request.

5 Enter descriptive information to locate the file, then, click Save to List.
Repeat to request multiple unlisted files.

*File Description 1 (lock) Jason Smith
File Description 2 (lock) Health Chart

Save to List

(1) Unlisted File Request

FILE DESCRIPTION 1	FILE DESCRIPTION 2	ACTION
Jason Smith	Immunization Records 2020	 

6 Click Add to Cart.
The Unlisted File request is created.

Add to Cart **Cancel**

Requesting an IOD from an Unlisted File

SEARCH Search Tools 4 SEARCH RESULTS

*

Record Type
 All Boxes Files

Customer
RC2C4 [RECORD CENTER 2 TEST CUST]

Department
All

Status
All

File Group
Select

Action Request Unlisted Open Shel...

ITEM TYPE	SKP BARCODE	CUSTOMER	ACTION
<input type="checkbox"/> BOX	Type here th...	Type here th...	Type here th...
<input type="checkbox"/> BOX	RC2C4BOX1	RC2C4 [RECORD CENTER 2 TEST CUSTOMER]	Customer Not Division-Enabled 12 [ONE TWO] At Iron Mountain
<input type="checkbox"/> BOX	RC2C4BOX3	RC2C4 [RECORD CENTER 2 TEST CUSTOMER]	Customer Not Division-Enabled 12 [ONE TWO] At Iron Mountain
<input type="checkbox"/> BOX	RC2C4BOX4	RC2C4 [RECORD CENTER 2 TEST CUSTOMER]	Customer Not Division-Enabled 12 [ONE TWO] At Iron Mountain
<input type="checkbox"/> BOX	RC2C4BOX2	RC2C4 [RECORD CENTER 2 TEST CUSTOMER]	Customer Not Division-Enabled 1 [DEPARTMENT 1] Checked Out from Iron Mountain

Unlisted File Requests (2)

7 Click your Retrieval cart. Follow the slides on pages 9-11 to finish processing this IOD request.

i The link to your IOD request for the unlisted file displays on the Search Results screen.

- SEARCH, RETRIEVE
- PICKUPS, ADD RECORDS
- BULK UPLOAD
- ORDER SUPPLIES
- ADMINISTRATION
- TRACK ORDERS

Requesting an IOD from an Unlisted File

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Jennifer Stackhouse PROFILE ENGLISH (US) ▾ SUPPORT ▾ LOG OUT

HOME RECORDS MANAGEMENT ✕

CART RETRIEVAL CART Help

Retrievals (1)
Supplies (0)
Pickups (0)

Cart: (1) Item Retrieval Details Order Complete

Review retrieval order items and specify internal billing information. Update order as necessary.

Select All Deselect All Set Retrieval Method Empty Cart Add More Records Next >

CUSTOMER : RC2C3 [RECORD CENTER 2.0 CUSTOMER 3 HOTFIX] LINE ITEM (1)

Instructions: TEST CUSTOMER; DO NOT FULFILL ANY ORDERS!! *PO Number:

Accounting files Unlisted File Requested from MOJAHID

Requested for Stackhouse,Jennifer Change Item Instructions

Remove More >>

Retrieval Method

- Checkout
- Checkout request
- Permanently Withdraw
- Photocopy
- Fax
- Request IOD
- Fax & Checkout

8 Select Request IOD from the Retrieval Method dropdown.

Follow the slides on pages 6-11 to finish processing this IOD request.

SEARCH, RETRIEVE
PICKUPS, ADD RECORDS
BULK UPLOAD
ORDER SUPPLIES
ADMINISTRATION
TRACK ORDERS

Section 3: Requesting an IOD from an Unlisted Open Shelf File

The screenshot displays the Iron Mountain Connect web application interface. The top navigation bar includes the user name 'Jennifer Stackhouse', 'PROFILE', 'ENGLISH (US)', 'SUPPORT', and 'LOG OUT'. The main navigation menu shows 'HOME' and 'RECORDS MANAGEMENT'. The search interface includes a search bar with 'FD1' entered, a 'Search Tools' dropdown, and a 'SEARCH' button. Below the search bar are several filter sections: 'Record Type' with radio buttons for 'All', 'Boxes', and 'Files' (selected); 'Customer' with a dropdown menu showing 'RC2C3 [RECORD CENTER 2.0 CUSTOMI]'; 'Department' with a dropdown menu showing 'All'; 'Status' with a dropdown menu showing 'All'; and 'File Group' with a dropdown menu showing 'Select'. A 'Search' button is located below the filters. On the right side of the interface, there is a 'Retrievals (0)' indicator and a 'Reset View' button. A sidebar menu on the left contains options: 'SEARCH, RETRIEVE', 'PICKUPS, ADD RECORDS', 'BULK UPLOAD', 'ORDER SUPPLIES', 'ADMINISTRATION', and 'TRACK ORDERS'. Three numbered callouts provide instructions: 1. 'Select Search, Retrieve.' pointing to the sidebar menu. 2. 'Search for the files containing the unlisted open shelf files from which you need to request an IOD: • Enter a Keyword • Set the Record Type to Files • Select the customer and any other appropriate search filters' pointing to the search filters. 3. 'Click Search.' pointing to the 'Search' button.

IRON MOUNTAIN® CONNECT

Jennifer Stackhouse PROFILE ENGLISH (US) SUPPORT LOG OUT

HOME RECORDS MANAGEMENT

SEARCH Search Tools SEARCH

FD1

Record Type
 All Boxes Files

Customer
RC2C3 [RECORD CENTER 2.0 CUSTOMI]

Department
All

Status
All

File Group
Select

Search

Help Retrievals (0) Reset View Export

Searching records.

SEARCH, RETRIEVE
PICKUPS, ADD RECORDS
BULK UPLOAD
ORDER SUPPLIES
ADMINISTRATION
TRACK ORDERS

2 Search for the files containing the unlisted open shelf files from which you need to request an IOD:

- Enter a Keyword
- Set the Record Type to Files
- Select the customer and any other appropriate search filters

3 Click Search.

1 Select Search, Retrieve.

Refer to the *Searching How To* document for more detailed information on using the Search functionality.

Requesting an IOD from an Unlisted Open Shelf File

SEARCH Search Tools 16 SEARCH RESULTS

Help Retrievals (0)

test*

Record Type
 All Boxes Files

Customer
RC2C3 [RECORD CENTER 2.0 CUSTOMI

Department
All

Status
All

File Group
Select

Action

4

ITEM TYPE	SKP BARC	CUST...	DIVISI...	DEPA...	MAJOR DESCRIPTI...	STATUS	ACTION
FILE	Type h	Type	Type	Type	Type here then cli	All	<input type="button" value="Filter"/> <input type="button" value="Add to Cart"/> <input type="button" value="Action"/>
FILE	RC2C3BOX1-6	RC2C3 [RECORD CENTER 2.0 CUSTOMI 3 HOTFIX]	Custom 1 [1] Not Division-Enabled	TESTING	TEST 1	At Iron Mountain	<input type="button" value="Add to Cart"/> <input type="button" value="Action"/>
FILE	RC2C3BOX1-58	RC2C3 [RECORD CENTER 2.0 CUSTOMI 3 HOTFIX]	Custom 1 [1] Not Division-Enabled	TESTING	TESTING	At Iron Mountain	<input type="button" value="Add to Cart"/> <input type="button" value="Action"/>
FILE	RC2C3BOX1-5	RC2C3 [RECORD CENTER 2.0 CUSTOMI 3 HOTFIX]	Custom 1 [1] Not Division-Enabled	TEST FILE ADD	TESTING	At Iron Mountain	<input type="button" value="Add to Cart"/> <input type="button" value="Action"/>
FILE	RC2C3BOX1-59	RC2C3 [RECORD CENTER 2.0 CUSTOMI 3 HOTFIX]	Custom 1 [1] Not Division-Enabled	TESTING	TESTING	At Iron Mountain	<input type="button" value="Add to Cart"/> <input type="button" value="Action"/>

- SEARCH, RETRIEVE
- PICKUPS, ADD RECORDS
- BULK UPLOAD
- ORDER SUPPLIES
- ADMINISTRATION
- TRACK ORDERS

Requesting an IOD from an Unlisted Open Shelf File

IRON MOUNTAIN® CONNECT

Jennifer Stackhouse PROFILE ENGLISH (US) SUPPORT LOG OUT

HOME RECORDS MANAGEMENT

SEARCH Search Tools 0 RESULT

123456789

Record Type
All Boxes

Customer
RC2C3 [RECORD CENTER 2.0 CUSTOMER 3 HOTFIX]

Department
All

Status
All

File Group
Select

SEARCH, RETRIEVE PICKUPS, ADD RECORDS BULK UPLOAD ORDER SUPPLIES ADMINISTRATION TRACK ORDERS

Request Unlisted Open Shelf File

Request an unlisted file that is stored at Iron Mountain then click Save to List. Once saved, use the edit button to request an IOD.

5 Enter the customer, File Group and descriptive information to locate the file, then, click Save to List.

Repeat to request multiple IODs from within the same unlisted file.

*Customer (lock) RC2C3 [RECORD CENTER 2.0 CUSTOMER 3 HOTFIX]

*File Group (lock) Select

*File Description 1 (lock) 123456789

*File Description 2 (lock) E-Z Form 1044

Save to List

(1) Unlisted File Request

CUSTOMER	FILE GROUP	FILE DESCRIPTION 1	FILE DESCRIPTION 2	ACTION
RC2C3	RC2 FG1	123456789	Tax Returns 2020	 

6 Click Add to Cart.

The IOD request is created. The number of items in the cart is incremented by one (multiple line items are grouped to form a single IOD request).

Add to Cart Cancel

Help Retrievals (4) Close

*Required field

Export

looking for?

ION

Filter

Requesting an IOD from an Unlisted Open Shelf File

7

Click your Retrieval cart.

Retrievals (6)

SEARCH Search Tools 0 RESULT

123456789

Record Type
 All Boxes Files

Customer
RC2C3 [RECORD CENTER 2.0 CUSTOMI

Department
All

Status
All

File Group
Select

Search

Action Request Unlisted Open Shel...

Reset View Export

There are no results that match your search criteria. Please re-enter different criteria and search again. Why can't I find what I am looking for?

ITEM TYPE	SKP BARCODE	CUSTO...	DIVISI...	DEPAR...	MAJOR DESCRIPTI...	STATUS	ACTION
FILE	Type here ther	Type I	Type I	Type I	Type here then cli	All	Filter

- SEARCH, RETRIEVE
- PICKUPS, ADD RECORDS
- BULK UPLOAD
- ORDER SUPPLIES
- ADMINISTRATION
- TRACK ORDERS

Requesting an IOD from an Unlisted Open Shelf File

Cart: (4) Items

Retrieval Details

Order Complete

Review retrieval order items and specify internal billing information. Update order as necessary.

Select All

Deselect All

Set Retrieval Method

Empty Cart

Add More Records

Next >

CUSTOMER : RC2C3 [RECORD CENTER 2.0 CUSTOMER 3 HOTFIX]

LINE ITEMS (4)

Instructions:

TEST CUSTOMER; DO NOT FULFILL ANY ORDERS!!

*PO Number:

39489

123456789

Unlisted Open Shelf File Requested from RC2 FG1

Remove

More >>

Requested for Stackhouse, Jennifer

Change

Item Instructions

Retrieval Method

- Checkout
- Checkout
- Permanently Withdraw
- Photocopy
- Fax
- Request IOD
- Fax & Checkout

Edit/Review Unlisted Open Shelf File Request

Remove

More >>

123456789

Unlisted Open Shelf File Requested from RC2 FG2

Requested for Stackhouse, Jennifer

Change

Item Instructions

Retrieval Method

- Checkout

Edit/Review Unlisted Open Shelf File Request

8

Select Request IOD from the Retrieval Method dropdown.

Follow the slides on pages 6-11 to finish processing this IOD request.

SEARCH, RETRIEVE

PICKUPS, ADD RECORDS

BULK UPLOAD

ORDER SUPPLIES

ADMINISTRATION

TRACK ORDERS

Section 4: Editing & Removing IOD Orders

SEARCH Search Tools ▾

4 SEARCH RESULTS

Help

Retrievals (2)

Reset View

Export ▾

Record Type
 All Boxes Files

Customer
RC2C4 [RECORD CENTER 2 TEST CUST ▾]

Department
All ▾

Status
All ▾

File Group
Select ▾

Action ▾	Request Unlisted Open Shel...								
ITEM TYPE	SKP BARCOD	CUSTOMER	DIVISION	DEPARTMENT	STATUS				ACTION
<input type="checkbox"/> BOX	Type here the								<input type="button" value="Filter"/> <input type="button" value="Add to Cart"/> <input type="button" value="Action" ▾=""/>
<input type="checkbox"/> BOX	RC2C4BOX1				Iron Mountain				Unlisted File Requests (2) <input type="button" value="Add to Cart"/> <input type="button" value="Action" ▾=""/>
<input type="checkbox"/> BOX	RC2C4BOX3				Iron Mountain				<input type="button" value="Add to Cart"/> <input type="button" value="Action" ▾=""/>
<input type="checkbox"/> BOX	RC2C4BOX4	RC2C4 [RECORD CENTER 2 TEST CUSTOMER]	Customer Not Division-Enabled	12 [ONE TWO]	At Iron Mountain				<input type="button" value="Add to Cart"/> <input type="button" value="Action" ▾=""/>
<input type="checkbox"/> BOX	RC2C4BOX2	RC2C4 [RECORD CENTER 2 TEST CUSTOMER]	Customer Not Division-Enabled	1 [DEPARTMENT 1]	Checked Out from Iron Mountain				<input type="button" value="Add to Cart"/> <input type="button" value="Action" ▾=""/>

For Files and Unlisted Files from the Search Results screen:

Click the link under the action button. The appropriate IOD modal screen opens.

- SEARCH, RETRIEVE
- PICKUPS, ADD RECORDS
- BULK UPLOAD
- ORDER SUPPLIES
- ADMINISTRATION
- TRACK ORDERS

Section 4: Editing & Removing IOD Orders

Request Unlisted File(s) from RC2C4BOX1

Request an unlisted file that is stored at Iron Mountain. Enter identifying information to locate the unlisted file, then click Save to List. Once saved, use the edit and delete buttons to modify the request.

*File Description 1 (lock)

Jason Smith

File Description 2 (lock)

Health Chart

Save to List

(1) Unlisted File Request

FILE DESCRIPTION 1	FILE DESCRIPTION 2	ACTION
Jason Smith	Immunization Records 2020	 

Next, click the Edit  or Remove  icons.

Add to Cart

Cancel

Editing & Removing IOD Orders

Retrievals (1)

Supplies (0)

Pickups (0)

Cart: (1) Item

Retrieval Details

Order Complete

Review retrieval order items and specify internal billing information. Update order as necessary.

Select All

Deselect All

Set Retrieval Method

Empty Cart

Add More Records

Next >

CUSTOMER : RC2C5 [RECORD CENTER 2]

LINE ITEM (1)

*Bill To TEST DIVID: A/P [ACCOUNTS PAYABLE]

*PO Number: 349839247

*Bill To

Instruc

Request

Stackl

FOR ALL FILE TYPES from the Retrieval Order Cart Items screen:

Click the link below the Retrieval Method dropdown. The appropriate IOD modal screen opens. Click Edit or Remove.

Remove

More >>

Retrieval Method

Request IOD

IOD Documents (2)

SEARCH, RETRIEVE

PICKUPS, ADD RECORDS

BULK UPLOAD

ORDER SUPPLIES

ADMINISTRATION