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# Tracking Orders

**IRON MOUNTAIN CONNECT™ RECORDS MANAGEMENT**



# Tracking Orders

Iron Mountain Connect Records Management's order tracking functionality enables you to search for and track orders with statuses that include:

- Submitted for Processing
- Processing Completed
- Cancelled

Access detailed order information and history by simply clicking on individual order items.

Edit and cancel orders that have been submitted, but have not been processed.

# Tracking Orders



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- Enter search criteria. Search by:
- **Order Number** - enter the entire number, a partial number followed by the wildcard symbol (\*) or leave this blank.
  - **Customer** – search for orders placed by a specific customer or by all customers.
  - **Request Date** – enter the specific date an order was placed, a range of dates, select from the past 30, 60 or 90 days, or leave this set to All.
  - **Order Type** – narrow your search by specifying an order type, or leave this set to All.
  - **Requested By** – select the user ID of the person who placed the order, or leave this set to All.

Click Search to find all orders that match your criteria.

Click  to clear your search criteria and begin a new search.

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Select Track Orders to search for retrieval, supply and pickup orders. Use the left-side navigation bar to move within the different functional areas in Iron Mountain Connect Records Management.

# Tracking Orders

Reset View

Search for and track completed orders. View order information and history, and cancel orders that have a status of Submitted for Processing.

Order Number

\*Customer  
RC2MB [RC2MB]

Request Date  
All

Order Type  
All

Requested By  
All

Search

ORDER NUMBER	REQUEST DATE	REQUESTED BY	ORDER TYPE	PRIORITY	STATUS	CUSTOMER
155451892	04/30/2019	bala		Tuesday - 019 at 11:00 AM	Cancelled	RC2MB [RC2MB]
155451895	04/30/2019	bala	Retrieval	Tuesday - 019 at 11:21 AM	Cancelled	RC2MB [RC2MB]
155451896	04/30/2019	bala	Retrieval	Tuesday - 019 at 11:43 AM	Cancelled	RC2MB [RC2MB]
155451899	04/30/2019	bala		Rush by Tuesday - 04/30/2019 at 12:05 PM (EDT)	Cancelled	RC2MB [RC2MB]
155451943	05/02/2019			Rush by Thursday - 05/02/2019 at 11:00 AM (EDT)	Cancelled	RC2MB [RC2MB]
155451947	05/02/2019			Rush by Thursday - 05/02/2019 at 11:00 AM (EDT)	Cancelled	RC2MB [RC2MB]
155451949	05/02/2019			Rush by Thursday - 05/02/2019 at 11:00 AM (EDT)	Cancelled	RC2MB [RC2MB]
155451954	05/02/2019	bala	Retrieval	Rush by Thursday - 05/02/2019 at 11:00 AM (EDT)	Cancelled	RC2MB [RC2MB]
155451955	05/02/2019			Rush by Thursday - 05/02/2019 at 11:00 AM (EDT)	Cancelled	RC2MB [RC2MB]
155451958	05/02/2019			Rush by Thursday - 05/02/2019 at 11:00 AM (EDT)	Cancelled	RC2MB [RC2MB]

Columns

- Request Date
- Requested By
- Order Type
- Priority
- Status
- Customer

**2** Customize your view by selecting the columns that will display. The system automatically saves and applies your changes to future sorts.

**3** Click the order number to open the Order Information screen. View order details, edit and cancel unprocessed orders.

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

# Tracking Orders

IRON MOUNTAIN® CONNECT

RECORDS MANAGEMENT

TRACK ORDERS

TRACK ORDERS

Order: 155493597 (Retrieval) Status: Submitted for Processing

ORDER INFO ORDER HISTORY

ORDER PLACED APR 1, 2019 BY RC2JEN

Delivery Address: SADHA, KING OF PRUSSIA, PA 19406, USA

Delivery Contact: JenStack, 6108312300

Carrier: Primary

4 Edit orders that YOU submitted and that have a status of Submitted for Processing. Cancel orders that have a status of Submitted for Processing.

Buttons: Edit Order, Cancel Order, Close