Tracking Orders
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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.
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.

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

Click the order number to open the Order Information screen. View order details, edit and cancel unprocessed orders.
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The Order History tab lists all changes to this order over time.

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

Cancel orders that have a status of Submitted for Processing.