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

IRON MOUNTAIN® CONNECT

RECORDS MANAGEMENT

Welcome rc2jen   USA   SUPPORT ▾   LOG OUT

TRACK ORDERS «

TRACK ORDERS

Search for and track completed orders. View order information and history, and cancel orders that have a status o...   set View

ℹ Enter an order number or set the filters, then click Search to view the list of matchi...

Order Number ▶

*Customer
- Select a Customer -

Request Date
All

Order Type
All

Requested By
All

Search ↩

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

1

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.

2

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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