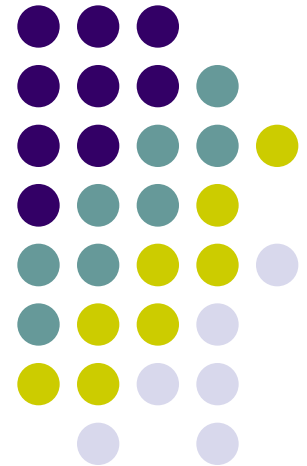


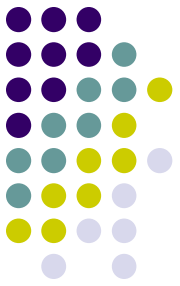
Manual de Reclamaciones de Revistas en



Preparado por:
Jeannette Lebrón Ramos, MPA
Septiembre 2010 (Rev. Febrero 2011)

(Aprobado por la Sra. Viviam Baltrusis y la Dra. Marilym Montalvo)





Contenido del Manual

- Ocho (8) pasos para hacer una reclamación de revistas en EBSCO
- Corroboración de reclamaciones
- Eliminación de reclamaciones hechas
- Cambio de cuenta

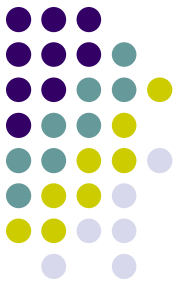
Instrucciones para reclamar números de revista



Recuerde tener a mano:

- Códigos de acceso a la cuenta de Ebsco de su unidad
- Título exacto de la revista a reclamar
- Número y volumen del título de la revista a reclamar

Paso # 1



- Entrar a la página de Ebconet: www.ebsconet.com
- Completar la información de acceso de su unidad, como se muestra en la siguiente pantalla.

**EBSCO
NET**
Login

Customer Code

User Name

Password

Language

[Login](#)

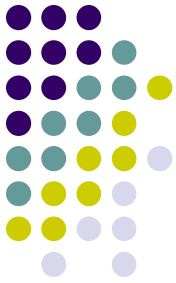
[Forgot Login Information?](#)

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If you do not have a user name and password, contact the [EBSCO regional office in your area.](#)
or call
Phone: [1-800-756-5995](#) (option 2 (USA and Canada)
 [+1-978-356-6500](#) (International)
00 - 800-3272-6000 (International Toll Free)

If you are a PubLinX publisher and do not have a PubLinX user name and password, contact PubLinX Support at publinx@ebSCO.com or call [1-205-980-5361](#)

Version: 2010.6.25.163 EIS-NETPROD2

Paso #2



- Seleccionar con doble clic la opción de **Title Search** para buscar el título de la revista que vamos a reclamar.

EBSCO NET *E-Journal Updates* (x) [Log Off Jeannette Lebrón](#)

[My Orders](#) [Title Search](#) [E-Journals](#) [Reports](#) [My Account](#) | [News](#) | [Support & Training](#) [? Help](#)

News

07/29/2010 **New EBSCONET® Printable User Documentation Available, Including EBSCONET User Guide**

New EBSCONET® Printable User Documentation Available, Including EBSCONET User Guide

A comprehensive EBSCONET User Guide is now available! This document provides an in-depth review of the essential functions of EBSCONET, including:

- Setting Up EBSCONET
- Placing and Modifying Orders
- Handling Renewals and E-Package Renewals
- Using EBSCONET Order Activation and E-Journal Updates
- Generating EBSCONET Reports.

[Click here to download and/or print the EBSCONET User Guide.](#)

In addition, EBSCONET Help Sheets have been created. These shorter documents focus on a specific area of the site. Available help sheets include:

- [Creating and Modify Orders](#)
- [Claiming Invoices](#)
- [EDI](#)
- [Searching](#)
- [Missing Copy Bank](#)
- [My Renewals](#)
- [E-Package Renewals User Guide](#)
- [E-Journal Updates](#)
- [Order Activation and Registration Guide](#)
- [Reports](#)

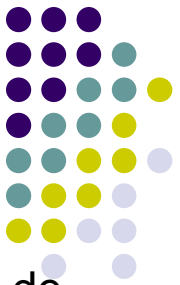
If you have any comments about these documents, please contact [EBSCO Customer Satisfaction](#).

Questions? Contact EBSCO Customer Satisfaction. Phone: [\(800\) 758-5995](#) (U.S.A. and Canada), 00-800-3272-6000 (International Toll-Free), [+1-978-356-6500](#), option 6 (International Toll). Support is available 24 hours a day, Monday through Friday. Email: support@ebSCO.com.

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Paso #3



- Verificar que la información de la cuenta de su unidad sea la correcta. Esto incluye el número de cuenta. Esta información se encuentra al lado derecho de la pantalla. (Ver instrucciones para **Cambiar Número de Cuenta** al final del Manual).
- Seleccionamos la opción de búsqueda deseada.
 1. En el encasillado **For** seleccionamos **Title name** y entramos el título de la revista a reclamar (como se muestra en el ejemplo).
 2. En el encasillado **And** seleccionamos **Title number** y entramos el número de título a reclamar (como se muestra en el ejemplo).
 3. Pulsamos sobre **Show Results**.

EBSCO NET E-Journal Updates [x] [My Account](#) | [News](#) | [Support & Training](#)

[My Orders](#) | [Title Search](#) | [E-Journals](#) | [Reports](#)

[Missing Copy Bank](#) | [Missing Copy Bank Titles on Order](#) | [EXCEL file of Missing Copy Bank Available Titles](#) [? Help](#)

Title Search

Search: Global Title List Titles Available for Selected Location
 All Titles EJS Titles Only Online Titles Open Access Journals

For: the asian pacific journal
And: 097-246-011

No Results Found

Account Number FB63022-17 17013
Subscriber Code 01 SISTEMA DE BIBLIOTECAS
[Select Another Location](#) BIB PLANIFICACION
SAN JUAN, PR 00931
United States

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EIS-NETPROD2 (FB63022/AP-44)

Paso #4



La pantalla siguiente muestra los detalles generales del título de la revista.

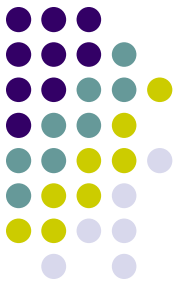
- Pulsamos sobre el año del título de la revista que vamos a reclamar en la opción de **Orders** localizada a la derecha de la pantalla.

The screenshot displays the EBSCO NET interface for the journal 'AUSTRALIAN JOURNAL OF PUBLIC ADMINISTRATION'. The page includes a navigation bar with options like 'My Orders', 'Title Search', 'E-Journals', and 'Reports'. The main content area is divided into several sections:

- Title Details:** A table listing general information such as Title Name, Title Notes, Title Number, Frequency, Format, Language, Country, Publisher Name, ISSN, Status, and Open Access Title.
- Subject/Classification:** A table listing classification codes like LC Code, MARC Record Number, Medical Subject Term, Subject Category, UDC, and DDC.
- Issues:** A section for viewing individual issues.
- Subscribers:** A section showing the subscriber ID '00896'.
- Orders:** A section showing the years '2010' and '2009', which are circled in the image to indicate the selection point.
- Alternative Format:** A section with links for 'Online' and 'Print + Online'.

Paso #5

- Corroboramos si el número a reclamar ya ha sido publicado, seleccionando la opción **Volume/Issue Information**.



EBSCO NET [E-Journal Updates](#) [My Orders](#) [Title Search](#) [E-Journals](#) [Reports](#) [My Account](#) | [News](#) | [Support & Training](#)

[Missing Copy Bank](#) | [Missing Copy Bank Titles on Order](#) | [EXCEL file of Missing Copy Bank Available Titles](#)

[Title Search](#) > [AUSTRALIAN JOURNAL OF PUBLIC A...](#) > Order - AUSTRALIAN JOURNAL OF ... [? Help](#)

Order - AUSTRALIAN JOURNAL OF PUBLIC ADMINISTRATION

[Claim this Order](#) | [Return to Search Results](#)

Order Details	Reference Information	Orders
<p>Title Name: AUSTRALIAN JOURNAL OF PUBLIC ADMINISTRATION</p> <p>Title Status: Active</p> <p>Title Notes: J ALL EXCEPT UK WILEY EUROPE/</p> <p>Format: Print</p> <p>Publisher Name: WILEY-BLACKWELL</p> <p>ISSN: 0313-6647</p> <p>Account Number: FB63022-44</p> <p>Subscriber Name: 00896</p> <p>Subscriber Address: SISTEMA DE BIBLIOTECAS BIB ADMINISTRACION PUBLICA SAN JUAN, PR 00931</p> <p>Quantity: 1</p> <p>Order Type: Renewal</p> <p>Start/Expiration Date: 01/01/2009 to 12/31/2009</p> <p>Term: 1 Year(s)</p> <p>Order Status: Expired</p>	<p>Title Number: 097-246-011</p> <p>ISSN: 0313-6647</p> <p>Subscriber Code: 17</p> <p>Publisher Identification: 0971112</p> <p>Purchase Order Number: 2009 RENEWAL</p> <p>Fund Code:</p> <p>Order Number: C7430923</p> <p>Registration ID:</p> <p>ILS Number:</p>	<p>2010</p> <p>2009</p>

Invoice Information
<p>Invoice Number: 5492072</p> <p>Date: 10/30/2008</p> <p>Line Item Amount: 227.90 US Dollars</p> <p>Line Item Tax:</p>

Links

Other EBSCO Information

[Index Services](#)

[Volume/Issue Information](#)

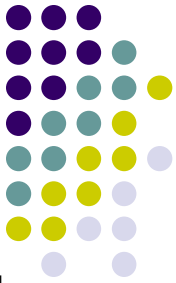
Other Information

[Library Of Congress](#)

[MARC Record](#)

[National Library Of Medicine Data](#)

Paso #6



- Verificamos en la lista que se muestra, si en efecto el número deseado ya ha sido publicado.
- En caso de que se haya publicado, procedemos a reclamarlo.
- Si **NO** se ha publicado, **NO** lo podemos reclamar aún.



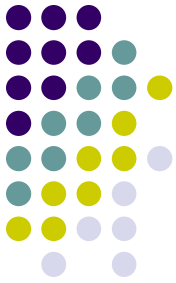
E-Journal Updates [x]

[My Account](#) | [News](#) | [Support & Training](#)

[Title Search](#) > [AUSTRALIAN JOURNAL OF PUBLIC A...](#) > [Order - AUSTRALIAN JOURNAL OF ...](#) > [Volume/Issue Detail: AUSTRALIA...](#)

Volume/Issue Detail: AUSTRALIAN JOURNAL OF PUBLIC ADMINISTRATION					
Description	Volume	Issue	Issue Date	Dispatched by Publisher	
(2010)	69	4	12/01/2010	01/10/2011	
(2010)	69	3	09/01/2010	10/06/2010	
(2010)	69	2	06/01/2010	07/05/2010	
(2010)	69	1	03/01/2010	03/24/2010	
(2009)	68	4	12/01/2009	12/13/2009	
(2009)	68	3	09/01/2009	09/27/2009	
(2009)	68	2	06/01/2009	06/08/2009	
(2009)	68	1	03/01/2009	03/19/2009	
(2008)	67	4	12/01/2008	12/10/2008	
(2008)	67	3	09/01/2008	09/07/2008	
(2008)	67	2	06/01/2008	06/25/2008	
(2008)	67	1	03/01/2008	03/26/2008	
DEC (2007)	66	4		12/12/2007	
SEP (2007)	66	3		09/21/2007	
JUN (2007)	66	2		06/14/2007	
MAR (2007)	66	1		04/13/2007	
DEC (2006)	65	4		12/28/2006	
SEP (2006)	65	3		09/27/2006	
JUN (2006)	65	2		07/06/2006	
MAR (2006)	65	1		05/01/2006	
DEC (2005)	64	4		01/09/2006	
SEP (2005)	64	3			
JUN (2005)	64	2		07/07/2005	
MAR (2005)	64	1		05/22/2005	
DEC (2004)	63	4		01/09/2005	
SEP (2004)	63	3		10/25/2004	
JUN (2004)	63	2		07/04/2004	
MAR (2004)	63	1		06/16/2004	
DEC (2003)	62	4		01/07/2004	
SEP (2003)	62	3		10/23/2003	
JUN (2003)	62	2		08/06/2003	
MAR (2003)	62	1		04/11/2003	
DEC (2002)	61	4		12/12/2002	

Paso #7



- Para reclamar, seleccionamos la opción ***Claim this Order.***

EBSCO NET *E-Journal Updates* (x) [My Orders](#) [Title Search](#) [E-Journals](#) [Reports](#) [My Account](#) | [News](#) | [Support & Training](#)

[Title Search](#) > [AUSTRALIAN JOURNAL OF PUBLIC A...](#) > Order - AUSTRALIAN JOURNAL OF ... [? Help](#)

Order - AUSTRALIAN JOURNAL OF PUBLIC ADMINISTRATION

[Claim this Order](#) [Return to Search Results](#)

Order Details	Reference Information
<p>Title Name AUSTRALIAN JOURNAL OF PUBLIC ADMINISTRATION</p> <p>Title Status Active</p> <p>Title Notes ALL EXCEPT UK WILEY EUROPE /</p> <p>Format Print</p> <p>Publisher Name WILEY-BLACKWELL</p> <p>ISSN 0313-6647</p> <p>Account Number FB63022-44</p> <p>Subscriber Name 00896</p> <p>Subscriber Address SISTEMA DE BIBLIOTECAS BIB ADMINISTRACION PUBLICA SAN JUAN, PR 00931</p> <p>Quantity 1</p> <p>Order Type Renewal</p> <p>Start/Expiration Date 01/01/2010 to 12/31/2010</p> <p>Term 1 Year(s)</p> <p>Order Status Active</p>	<p>Title Number 097-246-011</p> <p>ISSN 0313-6647</p> <p>Subscriber Code 17</p> <p>Publisher Identification 0971112</p> <p>Purchase Order Number 2010 RENEWAL</p> <p>Fund Code</p> <p>Order Number C7430923</p> <p>Registration ID</p> <p>ILS Number</p>

Invoice Information	Links
<p>Invoice Number 5502828</p> <p>Date 12/04/2009</p> <p>Line Item Amount 228.00 US Dollars</p> <p>Line Item Tax</p>	<p>Other EBSCO Information</p> <p>Index Services</p> <p>Volume/Issue Information</p> <p>Other Information</p>

Paso #8

- En la pantalla a continuación completamos la información de la revista, que incluye:
 1. Volumen, número y año de la revista
 2. Número de reclamación (se marca el número de veces que se ha hecho la reclamación).
 3. Razón de la reclamación (Ejemplo: Si la razón es que no se recibió algún numero de la revista, debemos seleccionar: **Listed Issues Not received**)
 4. Comentario adicional
 5. Con la información completa, presionamos **Submit**.



EBSCO E-Journal Updates (x)

My Orders | Title Search | E-Journals | Reports My Account | News | Support & Training

Missing Copy Bank | Missing Copy Bank Titles on Order | EXCEL file of Missing Copy Bank Available Titles

Title Search > AUSTRALIAN JOURNAL OF PUBLIC A... > New Claim - AUSTRALIAN JOURNAL...

New Claim - AUSTRALIAN JOURNAL OF PUBLIC ADMINISTRATION /ALL EXCEPT WILEY EUROPE UK/ ? Help

Please enter the volume/issue you are claiming or choose from the Volume/Issues listed below.

Submit

Publisher Terms and Conditions
Claim Policy Claims must be made within 6 mos

Claim Details

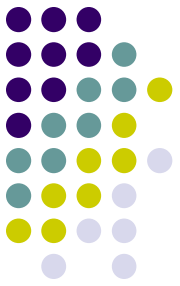
Title Name AUSTRALIAN JOURNAL OF PUBLIC ADMINISTRATION /ALL EXCEPT WILEY EUROPE UK/
Publisher Name WILEY-BLACKWELL
Volume/Issue Claimed
Reason for Claim Listed Issues Not Received
Claim Number 1
Comments to Publisher

Volume/Issue Information

Description	Volume	Issue	Issue Date	Dispatched by Publisher	Claim
(2010)	69	3	09/01/2010		<input type="checkbox"/>
(2010)	69	2	06/01/2010		<input type="checkbox"/>

Reference Information
Title Number 097-246-011
ISSN 0313-6647

Order Information
Account Number FB63022-44
Subscriber Name 00896



Corroboración de la reclamación

- Desde **My Orders** se pueden ver las reclamaciones hechas.
- La siguiente pantalla muestra la lista de las reclamaciones hechas.
- Desde ahí se puede exportar la lista en diferentes formatos como html, etc.

EBSCO NET *E-Journal Updates* [x] [My Account](#) | [News](#) | [Support & Training](#)

[My Orders](#) | [Title Search](#) | [E-Journals](#) | [Reports](#)

[Missing Copy Bank](#) | [Missing Copy Bank Titles on Order](#) | [EXCEL file of Missing Copy Bank Available Titles](#)

My Orders (New Claim)

In order to place a new claim, you must find the appropriate order.

Your claim for MUNICIPAL FINANCE JOURNAL on order number A8835199 has been submitted - thank you.

Search: All Accounts | 2009 | All Orders Online Titles Open Access Journals

For: Title Number | 601823016

And: Order Number |

[Show Results](#) [Clear Results](#)

Account Number **FB63022-18** 00896
Subscriber Code **17**
[Select Another Location](#)
[Set as Default](#)
SISTEMA DE BIBLIOTECAS
BIB ADMINISTRACION PUBLICA
SAN JUAN, PR 931
United States
 Limit Search to this Location

Page 1 of 1 (1 Results)

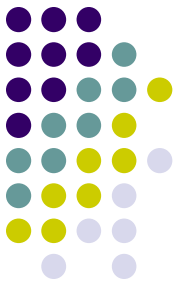
Title Name ▲	Format	Subscriber Code	Subscriber Name	Start Date	Quantity	Order Status	Fund Code	Account Number	Order Number
MUNICIPAL FINANCE JOURNAL	Print	17	00896	01/01/2009	1	Expired	00896	FB63022-44	A8835199

Page 1 of 1 (1 Results)

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- To Microsoft Excel File



Eliminar reclamación hecha

- Con la reclamación hecha, vamos a **My Claims** y buscamos el título de la revista a la cual le hemos hecho una reclamación que deseamos borrar.
- Si no aparece la lista de las reclamaciones, podemos hacer búsqueda por el **Title Number**.

The screenshot shows the EBSCO My Orders page. The 'My Claims' link in the navigation bar is circled. The search filters are set to 'All Accounts', '2009', and 'Title Number' with the value '047-818-992'. The search results table shows one entry for 'AMERICAN REVIEW OF PUBLIC ADMINISTRATION' with a quantity of 1 and an expired status.

EBSCO NET *E-Journal Updates* [x] [My Account](#) | [News](#) | [Support & Training](#)

[My Orders](#) | [Title Search](#) | [E-Journals](#) | [Reports](#)
[My Publisher Packages](#) | [My Claims](#) | [New Claim](#) ? [Help](#)

My Orders

Search: All Orders Online Titles Open Access Journals

For:

And:

Account Number FB63022-18 00896
Subscriber Code 17
[Select Another Location](#)
[Set as Default](#)
SISTEMA DE BIBLIOTECAS
BIB. ADMINISTRACION PUBLICA
SAN JUAN, PR 931
United States
 Limit Search to this Location

Page 1 of 1 (1 Results)

Title Name ▲	Format	Subscriber Code	Subscriber Name	Start Date	Quantity	Order Status	Fund Code	Account Number	Order Number
AMERICAN REVIEW OF PUBLIC ADMINISTRATION	Print	17	00896	01/01/2009	1	Expired		FB63022-44	A9420142

Page 1 of 1 (1 Results)

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EIS-NETPROD2 (FB63022/AP-44)



Eliminar reclamación hecha

- Pulsamos sobre el título de la revista a la cual le queremos borrar la reclamación hecha.

EBSCO NET *E-Journal Updates* [X] [My Account](#) | [News](#) | [Support & Training](#)

[My Orders](#) | [Title Search](#) | [E-Journals](#) | [Reports](#)
[My Publisher Packages](#) | [My Claims](#) | [New Claim](#)

My Claims

Search:
For:
And: [Show Results](#) [Clear Results](#)

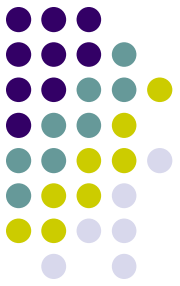
Account Number FB63022-18 00896
Subscriber Code 17 SISTEMA DE BIBLIOTECAS
[Select Another Location](#) BIB ADMINISTRACION PUBLICA
[Set as Default](#) SAN JUAN, PR 931
United States
 Limit Search to this Location

Page 1 of 1 (1 Results) [- To Microsoft Excel File](#) [Export](#)

Title Name ▲	Subscriber Code	Subscriber Name	Volume/Issue Claimed	Claim Date	Claim Status	Claim Number	Order Number	Start Date	Action
MUNICIPAL FINANCE JOURNAL	17	00896	Vol.30, no. 3, fall 2010	09/02/2010	Sent to Publisher	1	A8835199	01/01/2009	Received

Page 1 of 1 (1 Results) [- To Microsoft Excel File](#) [Export](#)

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EIS-NETPROD2 (FB63022/AP-44)



Eliminar reclamación hecha

- La siguiente pantalla muestra los detalles de la reclamación.
- Marcamos la opción **Delete Claim**.
- Luego volvemos a la lista para verificar si, efectivamente, borramos la reclamación del título.

The screenshot shows the EBSCO NET interface for managing claims. The main navigation bar includes 'My Orders', 'Title Search', 'E-Journals', and 'Reports'. The current page is titled 'Claim - MUNICIPAL FINANCE JOURNAL'. Below the title, there are four buttons: 'Received', 'New Claim', 'Delete Claim' (circled in red), and 'Claim Notes'. The page is divided into three main sections: 'Additional Information', 'Claim Details', and 'Order Information'. The 'Claim Details' section contains the following information:

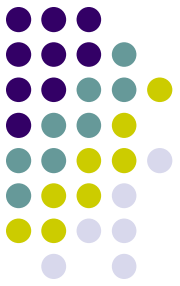
Title Name	MUNICIPAL FINANCE JOURNAL
Title Status	Active
Publisher Name	CIVIC RESEARCH INSTITUTE INC
Volume/Issue Claimed	Vol.30, no. 3, fall 2010
Comments to Publisher	
Date claimed	09/02/2010
Reason for Claim	Listed Issues Not Received
Claim Number	1
Claim Status	Sent to Publisher
Publisher Reply	

The 'Order Information' section includes:

Account Number	FB63022-44
Subscriber Name	00896
Start/Expiration Date	01/01/2009 to 12/31/2009
Order Type	Renewal
Quantity	1
Term	1 Year(s)
Order Status	Expired

The 'Reference Information' section includes:

Title Number	601-823-016
ISSN	0199-6134
Subscriber Code	17
Publisher Identification	
Purchase Order Number	2010 RENEWAL



Cambiar número de cuenta

Si la cuenta que aparece en la Página de Ebsconet no es la de su unidad:

- Presione la opción **Select Another Location**.

The screenshot shows the EBSCO NET interface. At the top left is the EBSCO NET logo. To its right is a link for 'E-Journal Updates [x]'. On the far right of the top navigation bar are links for 'My Account | News | Support & Training'. Below this is a secondary navigation bar with 'My Orders', 'Title Search', 'E-Journals', and 'Reports'. Underneath are links for 'Missing Copy Bank', 'Missing Copy Bank Titles on Order', and 'EXCEL file of Missing Copy Bank Available Titles'. A '? Help' link is on the right.

The main section is titled 'Title Search'. It contains a search form with the following elements:

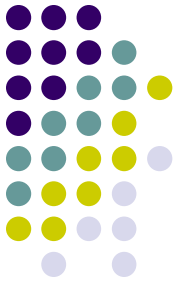
- Search: Global Title List Titles Available for Selected Location
- All Titles EJS Titles Only Online Titles Open Access Journals
- For: Title Name (dropdown) | the asian pacific journal
- And: Title Number (dropdown) | 097-246-011
- Buttons: Show Results, Clear Results

To the right of the search form is a callout box containing account information:

- Account Number ~~FB63022-17013~~ 17013
- Subscriber Code 01
- Select Another Location (link)
- SISTEMA DE BIBLIOTECAS
- EIB PLANIFICACION
- SAN JUAN, PR 00931
- United States

Below the search form, it says 'No Results Found'. At the bottom of the page, there are links for 'Email Us | Print Page', copyright information '© 2010 EBSCO Information Services, a division of EBSCO Industries, Inc. All rights reserved.', and links for 'Terms and Conditions | Privacy Policy'. The footer also includes the text 'EIS-NETPROD2 (FB63022/AP-44)'.

Cambiar número de cuenta



En esta pantalla:

- Localice su unidad.
- Seleccione el número de cuenta correcto.
- Presione **Select**.

EBSCO NET E-Journal Updates [x]

My Orders Title Search E-Journals Reports My Account | News | Support & Training

Missing Copy Bank Missing Copy Bank Titles on Order EXCEL file of Missing Copy Bank Available Titles ? Help

Search All Subscribers

Account Number:

Name:

Special Name:

Special Department:

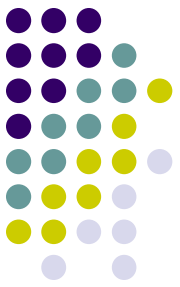
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Recomendaciones

- Ver tutoriales que ofrece Ebsco desde Support and Training:
<http://training.ebsco.com/flash/ebsconet/menus/claiming.html>
- Continuar explorando la cuenta para familiarizarse con ella y descubrir sus innumerables funciones relacionadas con las suscripciones de revistas.



Información de Contacto

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¡Mucho Éxito!