



GUIDE TO ARTEmail

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1. Introduction

This guide contains the instructions needed to send ARTEmail orders to us. Alternatively you can order online at ondemand.bl.uk where you may check the availability of items, see the price, place orders and track them.

With ARTEmail there is no limit on the number of orders you can send in one email message if you follow the simple ART formatting rules. This method is suitable for customers who send a high volume of orders to The British Library, or who have a Library Management System that automates ARTEmail ordering.

You can begin using ARTEmail as soon as you have registered for a business account. You should then have an account ID, and an authorisation code (customer code and password). If you have any questions about ARTEmail, or if you encounter any problems, please contact Customer Services.

T +44 (0)1937 546060

F +44 (0)1937 546333

customer-services@bl.uk

2. Creating and sending your orders

ARTEmail is a simple three-step process:

- 1. Type your orders, using the ART format (explained below) and save as an ASCII plain-text file (or type directly into an email message if you are confident with ARTEmail)**
We recommend that you prepare your file of orders offline, using a text editor or other word processing software. Save the file in ASCII plain-text format, to ensure that our system will accept it. If you use Windows®, you do this by specifying the file type as 'Text File (*.TXT)' or 'Text only' in the 'Save File as Type' box.
- 2. Paste the file into the body of a new plain text format email message (do not attach it)**
Once you are happy that your file is correct and that it follows ART format, copy it to your PC's clipboard. Then paste the file (do not attach it) into the body of your email message. The subject line is not read and may be left blank.
- 3. Send the message, in plain-text format, to: artemail@art.bl.uk**

We will then send a return message, either to confirm that your file has been accepted and confirming the order numbers, or informing you that your file has been rejected.

Please do not send anything other than orders to the ARTEmail email address. If you have any questions or problems, please contact Customer Services.

You should receive confirmation of receipt within a few minutes. It can, however, occasionally take longer, but although email can be delayed, it will not usually be lost.

If you ask for two-hour delivery and do not receive confirmation of receipt within one hour, telephone Customer Services on +44 (0)1937 546060.

Do not just resend the email.

3. Accepted files

If no formatting errors are detected, we will send you an email message confirming that your file has been accepted. The message will confirm your account details, the number of orders contained in your file and the first and last order numbers. It is important that you have a record of the number allocated to each order.

4. Rejected files

If we detect any formatting errors the whole file of orders will be rejected and we will send you an email message informing you of this. This message will give the reason for rejection, along with an error code.

The message will also include a copy of your file.

Use this information to correct your file of orders, and then resend it in the usual way.

Error codes

Code	Definition	Further information
ERR3	Request formatting error	This could be because: <ul style="list-style-type: none">• One or more orders exceed the maximum lines/characters allowed, i.e. 11 lines of 40 characters• One or more orders are incomplete, e.g. no order text received or no TX prefix• One or more orders have an invalid Message Keyword Code
ERR12	Duplicate batch	The system has detected a duplicate batch and the file will not be processed. Amend and resend the file if it is not an error.
ERR4	Contact Customer Services	This is the result of an On Demand system problem. BLDSS system problem. Telephone +44 (0)1937 546060 and quote ERROR 4.
ERR6	Cannot find related order	Please resubmit your order quoting either your order reference or the BL order line number after the TX.

Alternatively, if we detect any formatting errors, you can opt to only receive details of the incorrectly formatted order(s) and allow correctly formatted orders in the file to continue without delay. You can access details of rejected orders in the 'Invalid Requests' section of ondemand.bl.uk, correct the formatting error and resubmit orders online. To opt in, you need to update your business account's ARTEMail specific options by selecting 'Yes' in 'Continue to Reject Whole Batch of Requests if errors'.

5. Communicating with you about the status of orders

We will send computer readable information (suitable for ILL modules) about the status of your orders by email. We call this facility ARTEmail replies in-tray.

Reply codes

Reply code	Definition
CANC	Order cancelled
CAT*REAPPLY [<i>number of weeks</i>]	Unable to fulfil because not available for [<i>number of weeks</i>]
CRF*CANNOT MATCH ITEM	Unable to fulfil because cannot match to record

DIRECT	Unable to fulfil but suppliers found
DUE	Item overdue, please return
DUE*AUTOMATIC RENEWAL PENDING <i>[return date]</i>	Item due for return, automatic renewal pending
DUE WAIT	Item due back soon, no renewal available
*FINAL DEMAND	Return overdue item immediately
*INVALID ORDERING OPTIONS	Unable to fulfil because invalid ordering options
NCANC	Order not available for cancellation
NO RENEW	Item not available for renewal
NOT	Unable to fulfil because not held or no longer available
NOT*NUKL	Unable to fulfil because suppliers not found
RCOP	Unable to fulfil due to copyright restrictions
RENEWED* <i>[dd-mm-yyyy]</i>	Item renewed
SHIPPED COPY	Sent for despatch
SHIPPED ELECTRONICALLY	Ready for download
SHIPPED LOAN	Despatched
*TOTAL LIBRARY	Sent to Partner supplier
*TOTAL LIBRARY MAX COST <i>[amount]</i>	Unable to fulfil because price exceeds maximum cost
TOTAL LOAN*MORE THAN 1 VOLUME	Unable to fulfil because more than one volume
USE O/D	Revised estimated despatch date
USE* <i>[number]</i>	On waiting list

The coded reply will be matched to the order number, not bibliographic details, so it is important that you keep a record of which order number matches which order. Each replies in-tray message is consecutively numbered in the email's subject field, so you can check that you have not missed any.

You can update your business account alerting options and ARTEmail specific options at any time at ondemand.bl.uk.

In addition, we will send you plain English replies (administrator order events) for each order. You can select which plain English emails you want to receive by updating your business account's alerting options at ondemand.bl.uk.

You can track the progress of orders online in the 'Admin Order Tracking' section of our interface. You can check the current status and the order history, which includes additional information not covered by our computer readable email updates.

6. Formatting ARTEmail orders

The ART format

Your message is going to be read by a computer that has to be able to recognise who you are, where each new order starts, and where your file of orders ends. If your message does not correctly follow the ART format, your message may be rejected.

Quick Reference

The four simple rules for formatting your ARTEmail orders are:

1. Start the file with your On Demand account ID and authorisation code (customer code and password).
2. Begin each new order with the letters TX followed by your reference number and any message keyword codes.

3. Leave at least four blank lines, using the return key, between each order.
4. End the file with NNNN, and a single return key stroke.

Your reference number should follow TX immediately but be separated from your first Message Keyword Code by one space. Reference numbers should not contain spaces and some punctuation should be avoided as it causes problems during processing. Use only the following punctuation characters: _:/.- (though we recommend omitting punctuation from reference numbers).

When we confirm your order, we will always assign it our own unique order number too.

The first line of each order, because it must begin with 'TX', is called the 'TX Line'. The TX line must contain no more than 40 characters.

Example of ART file format

Your On Demand account ID	87-9999
Your authorisation code	ABC123D
Four blank lines	
First order TX line, reference, message keyword code(s)	TX87999901 S PHOTO COPYRT
Bibliographic details (maximum order length is 11 lines or 40 characters)	Canadian Veterinary Journal 2003 VOL 35 PT 2 PP 111- Bovine neonatal problems in ... Bryan, LA Canadian Med. Vet. Assn. 3046.10000
Four blank lines	
Second order TX line, reference, message keyword code(s)	TX87999902 SL LOAN
Bibliographic details (maximum order length is 11 lines or 40 characters)	Immunology: a comparative approach Turner, RJ (ed) 2003 0471944009
Four blank lines	
End of file code (must be upper case)	NNNN
Single return key stroke	

7. Ordering options using message keyword codes

To tell us how quickly you want an item, what delivery format you want it in and whether you want us to go to other suppliers if we cannot supply it, you need to use certain codes after the TX on the first line of the order. We call these message keyword codes.

Note: *The codes will be read by a computer, so it's important that you familiarise yourself with the codes and their meanings*

Service codes

Code	Service
S	British Library only search
SL	If the item is not immediately available from stock we will supply a full list of any locations from which you can source the item yourself.
BACKUP, SW or WWS	If the item is not immediately available from stock we will source and supply it on your behalf.

If we receive an order without a service code, we will assume you require the service preference stated in your business account settings and process your order under those terms and conditions.

The default service preference is a British Library search only. You can update your business account preferences at any time at ondemand.bl.uk.

Delivery formats and speed codes

Delivery format*	Speed	Code
Encrypted download	2 hours	SED99*2*
Encrypted download	24 hours	SED99*24*
Encrypted download	Within 4 days	SED99
Unencrypted download [†]	2 hours	PTW*2*
Unencrypted download [†]	24 hours	PTW*24*
Unencrypted download [†]	Within 4 days	PTW
Secure file transfer (Ariel)	2 hours	FXBK99*2*
Secure file transfer (Ariel)	24 hours	FXBK99*24*
Secure file transfer (Ariel)	Within 4 days	FXBK99
Paper	2 hours	PHOTO*2*
Paper	24 hours	PHOTO*24*
Paper	Within 4 days	PHOTO
Loan	24 hours	LOAN*24*
Loan	Within 4 days	LOAN

* Only quote one delivery format code per order

[†] To receive unencrypted download you must hold the relevant Copyright Licensing Agency licence.

If we receive an order without a delivery format or speed code, we will assume you require the delivery format and speed stated in your business account preferences and process your order under those terms and conditions.

The default delivery format is paper and the default Speed is within 4 days. You can update your account ordering options at any time at ondemand.bl.uk.

Other instructions and queries codes

Instruction or query	Code	Further information
Copyright fee paid service required	COPYRT	Alternatively, you can ask for this by prefixing your reference number with RZ, e.g. TXRZ890656/9 SED99.
Do not place order on a waiting list	WLX	
Item must be available for reading at home	HOME	
Request progress report if speed exceeded and no response received	CHASER	You must quote either your order reference number or the BL order line number after the TX. Alternatively you can report this in the 'Admin Order Tracking' section of ondemand.bl.uk . Find your order, select 'Report Problem' and select 'I haven't received this item'.

Request to renew a loan	RENEW	You must quote either your order reference number or the BL order line number after the TX. Alternatively you can renew loans in the 'Admin Order Tracking' section of ondemand.bl.uk . Find your order and select 'Renew Loan'.
Request to cancel an order on a waiting list	CANCEL	You must quote either your order reference number or the BL order line number after the TX. Alternatively you can Cancel orders in the 'Admin Order Tracking' section of ondemand.bl.uk . Find your order and select 'Cancel Order'.
Report that a recalled loan has already been returned	RECALL	You must quote either your order reference number or the BL order line number after the TX. Alternatively you can report this in the 'Admin Order Tracking' section of ondemand.bl.uk . Find your order, select 'Report Problem' and select 'I've already returned this item'.
Indicate that you accept the charges quoted by a partner supplier	COST OK	Only use this if we have sent you the code *TOTAL LIBRARY MAX COST.

Note: If you send a code that is not in the above lists, or is misquoted, your order is likely to be rejected.

8. Alternative document delivery address

Alternative document delivery (ADD) address is an optional facility. You can use it to ask us to send items to an address different to your registered address. For example, you may find it useful to have documents delivered straight to researchers. To opt in, you need to update your ARTEMail specific options, by selecting 'Yes' in 'Allow Me To Override Default Delivery Email Address'.

There are two types of ADD Address:

1. Whole File Address – the entire file of orders is to go to a different address.
2. Individual Order Address – one order in the file is to go to a different address.

The ADD address affects only the delivery of the ordered documents; any comments and replies about the status of these orders will be sent to your usual address. When sending chasers or other queries, you must always re-quote the ADD address.

Whole File Address

To have all items in your file supplied to a different address, prepare your file as usual, but at the very beginning, on the line after your authorisation code, type ':DELIVER ALL ITEMS TO:' including the colons. Follow this with the new address. Be sure to use no more than six lines, with a maximum of 40 characters per line. Leave no blank lines within the address.

This new address will take precedence over your registered address for all documents ordered in this file.

Follow the address with four blank lines and then complete your file as usual.

Example: whole file address with postal delivery required

On Demand account ID Authorisation code :DELIVER ALL ITEMS TO: Millfield Public Library Millfield Road
--

Sydney
NSW Z0012
Australia

TX87999903 SL PHOTO
Canadian Veterinary Journal
2003 VOL 35 PT 2 PP 111-
Bovine neonatal ...
Bryan, LA
3046.10000

NNNN

Example: whole file address with electronic delivery required

On Demand account ID
Authorisation code
:DELIVER ALL ITEMS TO:
a.researcher@business.xyz

TX87999904 SL SED99
Canadian Veterinary Journal
2003 VOL 35 PT 2 PP 111-
Bovine neonatal ...
Bryan, LA
3046.10000

NNNN

Individual order address

To have individual orders supplied to different addresses, prepare your file of orders in the usual way.

You will add the new address after the individual order it affects.

Type in the order details and leave the usual four blank lines after it. On the fifth line, type ':DELIVER ABOVE ITEM TO:' including the colons and follow this with the address. Again, use no more than six lines, with a maximum of 40 characters per line. There must be no blank lines within the address. Follow the new address with four blank lines before either ending the file or typing another order.

In the example below, the first item would be delivered to the new address, whereas the second item would go to the customer's registered address.

Example: individual order address with postal delivery required

On Demand account ID
Authorisation code

TX87999905 S PHOTO*24*
Canadian Veterinary Journal Canadian Veterinary Journal
2003 VOL 35 PT 2 PP 111- 2003 VOL 35 PT 2 PP 111-
Bovine neonatal ... Bovine neonatal ...
Bryan, LA Bryan, LA
3046.10000

:DELIVER ABOVE ITEM TO:
Millfield Public Library
Millfield Road
Sydney
NSW10020
Australia

TX87999906 SL LOAN
Immunology: a comparative approach
Turner, RJ (ed)
2003
0471944009
MO3/22191

NNNN

Example: individual order address with electronic delivery required

On Demand account ID
Authorisation code

TXRZ87999907 S SED99*24*
Canadian Veterinary Journal
2003 VOL 35 PT 2 PP 111-
Bovine neonatal ...
Bryan, LA
3046.10000

:DELIVER ABOVE ITEM TO:
a.researcher@mybusiness.com

TX87999908 S LOAN
Immunology: a comparative approach
Turner, RJ (ed)
2003
0471944009
MO3/22191

NNNN

9. Preferred order of bibliographic details

It is important that you type your orders in our preferred order of bibliographic details as these will be read by a computer. The more accurately you type them, the more chance we have of being able to successfully match your order against our holdings and route the job to the right place, first time.

Journal articles

1. Journal title	Canadian Veterinary Journal
2. Year, volume, part, pages required	2003 VOL 35 PT 2 PP 111-
3. Article title (first four or five words)	Bovine neonatal encephalomyelitis
And/or first author	Bryan, LA
4. ISSN/British Library shelfmark (if known)	3046.100000

Please prefix the volume number with 'VOL' followed by a single space, prefix the part number with 'PT' followed by a single space and prefix the page number with 'PP' followed by a single space. Ideally, all this information should be on a single line, as in the example above.

Book loans

1. Book title	Immunology: a comparative approach
2. Author editor	Turner, RJ (ed)
3. Publisher/place of publication	Wiley
4. Year, volume, part, edition	2003
5. ISBN/British Library shelfmark (if known)	0471944009

Conference papers

1. Conference/publication title	Proceedings of 4th International Porifera Congress: Sponges in time and space
2. Date, venue, sponsoring organisation	19 – 20 April 2002, Amsterdam
3. Year, volume, part, pages required	2003 PP 64-
4. Paper title (first four or five words)	Evolutionary genetics of marine sponges
5. ISBN/British Library shelfmark (if known)	m03/07435

If we are unable to uniquely match your order to an item in our stock, but have found up to ten possible matches, you can opt to review the possible matches first to ensure you receive the correct item. You can access details of possible matches in the 'Invalid Orders' section of ondemand.bl.uk, then view and confirm the correct match and resubmit the order. To opt in, you need to update your ARTEmail specific options, by selecting 'Yes' in 'Send Possible Matches To Me To Check'. If you remain opted out, our experts will review the possible matches and action orders as appropriate on your behalf.