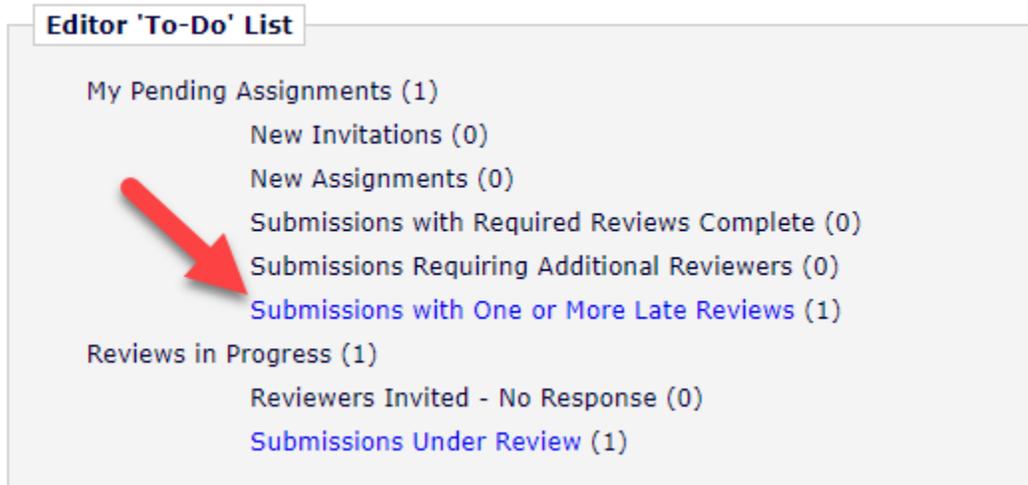


How to Contact a Late Reviewer

From your Editor Main Menu, go to “Submissions with One or More Late Reviews”

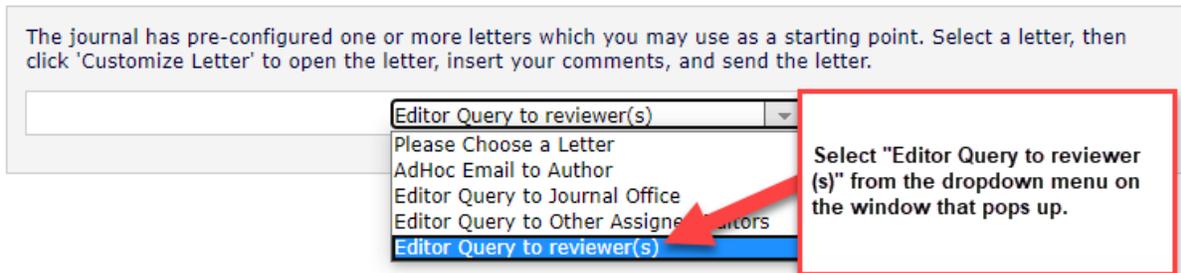


Find the paper with the late reviewer(s) that you wish to contact. Click on “Send E-mail.” Note that reviewers receive automated reminders 3 days before their due date, on their due date, and when they are 5 days late with their review.



A pop-up window will open and you will see “Send Ad Hoc Email” and a dropdown menu. You will need to select “Editor Query to reviewer(s)” from this menu.

Send Ad Hoc Email



Send Ad Hoc Email

The journal has pre-configured one or more letters which you may use as a starting point. Select a letter, then click 'Customize Letter' to open the letter, insert your comments, and send the letter.

Editor Query to reviewer(s) ▼

Cancel Customize Letter

Once you've selected the letter in the dropdown menu, press "Customize Letter" to continue.

Press “Customize Letter” to continue once you’ve selected the appropriate email template. The screenshot below shows what the next screen looks like.

Each reviewer on the paper you’ve selected is listed in the To: section – you will need to check the checkbox next to the reviewer you wish to email. Beside the reviewer name, you will be able to see the review status – in the screenshot it says (Reviewer Invited). Other status can be (Review Complete) or (Agreed to Review).

The letter text box is where you can write whatever you wish to convey to the reviewer. Please do not remove any of the existing text that is surrounded by %, as these are merge fields that pull information into the letter.

Customize Letter - Editor Query to reviewer(s)

Type any desired text into the 'Letter Body' area. Click 'Open in New Window' if you need extra space to enter your letter. To send the e-mail, click the 'Preview and Send' button, proofread the letter and click the 'Send' button on that page. Note: Any text bounded by % signs is a 'merge field' which will be populated with the appropriate information when the letter is sent.

Cancel Preview and Send

From: [Redacted]

To: Reviewer(s) [Redacted] (Reviewer Invited)
 [Redacted] (Reviewer Invited)
 [Redacted] (Reviewer Invited)

Letter Subject: Query on Review for %MS_NUMBER%

bcc:
 All Reviewers assigned to current Revision

Letter Body: [Insert Special Character](#) | [Insert Merge Field: Custom](#) [Open in New Window](#)

Ref.: Ms. No. %MS_NUMBER%
%ARTICLE_TITLE%

%JOURNALFULLTITLE%

Dear %FIRST_NAME% %LAST_NAME%,

I have the following query:

Regards

%EDITOR_NAME%
%EDITOR_ROLE%
%JOURNALFULLTITLE%

Check the box next to the reviewer you wish to contact. You can see the status next to their name.

You will now be able to customize the email to the reviewers here.

Press "Preview and Send" when ready to send.

Cancel Preview and Send

After you press "Preview and Send", the system will show you a preview of the email. If it looks good, press "Send E-Mail". If you need to make changes, press "Cancel" and it will take you back to the previous screen.

Preview Letter - Editor Query to reviewer(s)

Cancel

Print

Send E-Mail

Ref.: Ms. No. [REDACTED]
[REDACTED]
[REDACTED]

Dear %FIRST_NAME% %LAST_NAME%,

I have the following query:

Regards

[REDACTED]

In compliance with data protection regulations, you can remove your personal registration details at any time. (Use <https://www.editorialmanager.com/> to contact the publication office if you have any questions.)

After you preview the letter, press "Send E-Mail" to send it off to the reviewer.

If you need to make changes, click "Cancel" and it will take you back to the previous screen.

Cancel Print Send E-Mail

After you Send E-Mail, you will get a screen that says "E-mail Confirmation". This concludes the process of sending an email to a late reviewer.

E-mail Confirmation

Thank you. Your e-mail has been sent.

Close