

[\[back to Help Center \]](#)

Related Topics

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FAQs: Using Your Account

1. [Do you have any payment options besides credit cards?](#)
2. [How can I get a credit if I was overcharged or made a duplicate order?](#)
3. [How can I review, print a receipt for, or re-download from my previous orders?](#)
4. [My credit card statement doesn't match my receipts. What's going on?](#)
5. [What is the charge per patent document, and what payment methods do you accept?](#)
6. [How do I cancel my account if I am a registered user?](#)
7. [I'm registered, but I want to change my account information. How can I do that?](#)
8. [What is a running order?](#)
9. [Can two users log in with my User Name and Password at the same time?](#)

1. Do you have any payment options besides credit cards?

Credit card billing is our main method of payment. We use secure SSL to protect all financial transactions over the Internet, and keep credit card data in an encrypted format, to further protect your records on our server.

However, an invoice option is available for group and corporate accounts. If you are interested in this option, please contact our [sales department](#).

[\[back to top\]](#)

2. How can I get a credit if I was overcharged or made a duplicate order?

If you are due a credit, or suspect you are due a credit, please contact our customer support team as soon as possible. Forward your username, the relevant order number(s) (if known), and a brief explanation for the credit request to our helpdesk at ts.custserv@thomson.com.

[\[back to top\]](#)

3. How can I review, print a receipt for, or re-download from my previous orders?

To easily review the details of completed orders, print receipts for completed orders, or re-download patent information from completed orders, follow these steps:

1. Log in.
2. Click **My Account** on the main navigation bar.
3. Delphion returns the **My Account** page.
4. From the Order and Billing Information section on the My Account page, click the **Order status** link.
5. Delphion returns the **Order status** page.
6. From the list of completed orders on the Order Status page, choose the order you wish to examine and click the Details button for that order.
7. Delphion returns the **Completed Order** page from which you can view and print a receipt or re-download downloadable items.

[\[back to top\]](#)

4. My credit card statement doesn't match my receipts. What's going on?

There are a few points to be aware of. One is that the "transaction date" is actually the

date we submitted your order to the credit card company. Your actual order may have taken place weeks before that date. Also, if you placed more than one order on the same date, those orders were (almost definitely) submitted to your credit card as a single lump sum.

You can review your account activity online. Log in and go to the Order page. Click Order Status and you will get a summary listing of all activity since you registered for your account. The orders are listed in reverse order, with the most recent at the top, and the oldest at the bottom. Hopefully you will be able to use this list to reconcile your account.

If things still don't match up, contact us at ts.custserv@thomson.com for further assistance.

[\[back to top\]](#)

5. What is the charge per patent document, and what payment methods do you accept?

For Unlimited subscribers, all PDFs and TIFFs from the major collections (US, EP & WO) are free and those only available from the national collections are \$3.00. PDFs from the national collections are distinguished by the yellow icon with the checkmark through it.

For Premier subscribers and Basic registrants, PDF and TIFF downloads from both the major and national collections are \$3.00.

For all users, if a PDF is not available from one of the national collections, you will be given the opportunity to special order it for \$9.00. These images cannot be special ordered as TIFFs.

Faxes start at \$9.00 (for the first 20 pages) for destinations within the US. (Prices in US dollars.)

For a complete, up-to-date list of all ordering options and prices, see the [Order Form](#).

For more information, see [Availability of Patent Images](#).

Credit cards (Visa, Master Card, American Express, JCB, the EuroCard, and Diners Club) are accepted, as well as a group or corporate invoicing option. If you are interested in this option, please contact our [sales department](#).

[\[back to top\]](#)

6. How do I cancel my subscription?

Delphion subscriptions automatically renew on their anniversary date — every month for month-to-month subscriptions, once a year for annual accounts.

To stop your Delphion subscription from renewing on its next anniversary date, do the following:

1. Log in.
2. Go to **My Account**.
3. Scroll down to **Features and Products Information**.
4. Click **Cancel Subscription**.
5. Delphion returns the **Request Cancel Subscription** page displaying the type of subscription you have and the next date for renewal.
6. Check the **Select to Cancel** box to choose the subscription you want to cancel.
7. Click **Cancel Subscription(s)** to process your request.

Your subscription will not be renewed when the current subscription period expires. You can re-subscribe at any time.

[\[back to top\]](#)

7. I'm registered, but I want to change my account information. How can I do that?

First, log in. Then, click [My Account](#) to access the menu which will assist you in updating your account.

[\[back to top\]](#)

8. What is a running order?

A running order is an in-progress list or tally of the items you have purchased by viewing or using them one-at-a-time online.

If, when on a Result Set page, you check to select items and then click **Go**, the items go into your shopping cart for download and purchase at the end of your research session.

If, however, you want to see (example: PDF) or use (example: Derwent search) items one at a time during your session, then charges for those items are accrued as your running order. If you do not purposefully close out your running order, it will be kept open for a period of one hour after the last activity on it. At the end of one hour of inactivity (even if you are still logged in), the running order will be automatically closed and a billing transaction will be generated.

[\[back to top\]](#)

9. Can two users log in with my User Name and Password at the same time?

According to the terms of your Delphion user agreement, each user must have a separate User Name and Password. You cannot share a User Name and Password with another person whether you want to do it simultaneously or at different times.

If you need to purchase additional user IDs for your organization, please call 1.800.411.4811 (1.630.799.0600 International) or submit an inquiry through this convenient [email form](#).

[\[back to top\]](#)

