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

Select “Editor Query to reviewer(s)” from the dropdown menu on the window that pops up.
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.
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.
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.