RightsCentral™ User’s Guide

About this guide

RightsCentral™ is the online platform that thousands of creators, agents and publishers use on a regular basis to manage their CCC business. Our goal is to give you as much transparency as possible and to make it simple for you to use the tools and reports available in RightsCentral. This guide serves as an overview of the capabilities available to users so you get the most value out of your royalty reporting, titles and fees management, and online permissions granting through RightsCentral.

Questions? For assistance managing your CCC business through RightsCentral, please contact our rightsholder team at rightsholders@copyright.com or call us at +1-978-646-2800.
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Home page at a glance

Custom dashboard

Upon logging into rightscentral.com you will see a custom dashboard.

- The dashboard provides interactive graphs of your royalties earned overall and by service for the last 12 months.
- It also provides interactive graphs of your participation level in CCC services (located under “Preauthorized Titles”).
- Use the tabs to view royalties earned and participation in each service.
- Click on a slice of the pie to drill down to the corresponding royalty report.
- Click on the bar graphs to view your permissions and fees by service.

Any titles not preauthorized may represent new revenue opportunities for your content!
Home page at a glance

Navigation
The top navigation directs you to Tools and Resources as well as the three core modules of RightsCentral: Manage Permissions and Titles, Royalty Reports and Grant Permissions Online. Depending on your user access, you will see one or more of these modules. These functions are outlined in more detail in this User’s Guide.

The left navigation bar on the custom dashboard houses important RightsCentral announcements, open permissions requests, and account updates that track any title, permission or fee changes you have requested through RightsCentral. View your most frequently requested titles to see your current list of candidates to enroll in CCC services.
Manage permissions and titles

RightsCentral offers you a suite of self-service tools for managing your permissions business through CCC. The “Manage Permissions and Titles” module provides you with immediate access to your title lists, to instructions for submitting title updates or title transfers, and to enrollment tools and related documents.

If you or your colleagues are authorized users of “Update Titles, Rights & Fees,” you can add titles to services, update permissions and fees associated with titles, enroll in new services and alert us to title transfers.

Please note: Enhanced Republication (i.e., Repub 2.0) does not have the same “manage permissions” and “title tools” as our other services; we will remedy this in the near future. In the interim, please work directly with your account manager.
Drill down to summary & detailed views

The “Your Permissions and Fees” tab allows you to:

- View your enrollment status in each service. A check mark denotes that you are enrolled and have a signed agreement on file.
- Click on any service name for a brief description of the service. For a full description, see the “Licensing Service Overview” under Tools and Resources.
- The “Recent Account Updates” link takes you to a list of your recent title, permission or fee requests submitted to CCC through RightsCentral. You can check the status and drill into the details of any request. We will implement the requests within 7 business days; if we have questions, your account manager will contact you.

<table>
<thead>
<tr>
<th>Enrollment</th>
<th>Service</th>
<th>Permissions and fees</th>
<th>View all</th>
<th>Hide all</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Pay-Per-Use - Print Use (Academic)</td>
<td>☑ View your permissions and fees (1 group)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Pay-Per-Use - Digital Use (Academic)</td>
<td>☑ View your permissions and fees (1 group)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Pay-Per-Use - Print Use</td>
<td>☑ View your permissions and fees (2 group)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Pay-Per-Use - Digital Use</td>
<td>☑ View your permissions and fees (1 group)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Enroll Now!</td>
<td>Pay-Per-Use - Republication 2.0</td>
<td>No titles</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Academic Annual - Print/Digital Use</td>
<td>☑ View your permissions and fees (1 group)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Drill down to summary & detailed views (continued)

- View all of your permissions and fees across CCC services by clicking the “View All” option at the top of the Permissions and Fees column.
- Click the plus sign (+) next to “view your permissions and fees” within each service. When you open up the detailed views, you will see your permissions, your fees and the number of titles sharing these pricing and permission rules. If you have user privileges to update your company’s permissions and fees, you will see an update link.

Note: Throughout the application, we urge you to send us your titles (frontlist, backlist or any title not previously registered with CCC). Keeping your titles current improves the customer experience and directly correlates to increased royalties. Use the “Do we have all of your titles? Send them to us” link for instructions on CCC’s preferred methods for receiving your titles.
Update your permissions and fees

To update your permissions and/or fees for a specific service, click the "Update" button. If an update button doesn’t appear, it means you have read-only privileges. (To obtain editing privileges, please contact your internal RightsCentral administrator. Updates can be made at any time.)

- When you arrive at the "Update Permissions & Fees" screen, you are presented with several pieces of data creating context for your new request.
- First you will see the service name and the specific group of permissions and fees you are updating. You will also see brief instructions on how to update your permissions and/or fees.
- Fields are available for entering your fees. If you want to offer permissions at zero dollar fees, you may do so. If you do not wish to offer a certain type of use, enter ‘deny’ instead of a fee. Note: all fees are in U.S. dollars.
- Use the “Special Instructions” box to provide additional instructions to our data team, as needed. If you need help, you can use the instant chat feature on the horizontal menu bar or the ‘contact an account manager’ link next to the Special Instructions box.
- You have two choices for when we implement your new fees and/or permissions. Choose the first radio button for implementing your fees as soon as possible or the second radio button to specify a date. When you select, “No, do not implement before,” a field appears to specify your implementation date.
- Our Data Systems and Services group will implement the requests within 7 business days; if we have questions, your account manager will contact you.
- To update your titles and fees for the enhanced Republication License at this time, please contact your account manager.

**Note:** If you have an agreement on file, then you can enroll in a new service by using the “enroll now” link(s) on the “Update Permissions and Fees” tab. Once you specify your permissions and fees for this service, an agreement addendum check box will appear with the following wording: “The rightsholder is adding this service to its authorization agreement with CCC for the current account.”

To complete enrollment, you must check off this box.
Add titles to services

- When you search for titles using the “Your Title” menu option, or if you drill down to a list of titles from the permissions and fees page, you will get a list of titles with brief bibliographic data and a reflection of that specific title’s participation in each of our pay-per-use and annual services.

- When you want to act on titles – for instance, adding them to existing services and permissions and fees groups — choose an option from the “Selected titles” field. Then choose the Service and the Group as appropriate. You can use the check box function to the left of each title to select and deselect the titles you want to act on.

- You can download your title lists by using the download titles link.

- You can page through the results using the page forward and page back functions underneath the “Download titles” link.

- To refine your search, use the “Refine Search” link.

- These search results also list the total number of titles you have registered with CCC. If this number looks too low, please use the “Do we have all of your titles; send them to us” link.

- Note: the search results have arrows for closing and opening the columns.

- Our Data Systems and Services group will implement the requests within 7 business days; if we have questions, your account manager will contact you.

- At this time, you cannot review or update your titles and fees for the enhanced Republication License through RightsCentral. Contact your account manager to make any changes.
Specify title updates
When rights have reverted from you to your author(s) or another publisher, please let us know.

- Search for your titles and then select the titles from the results list. When you select the option for “Transfer Title Ownership,” you’ll arrive at the screen below.
- Please fill out as many of the fields as you can.

Enroll online
- When RightsCentral does not recognize that you have an agreement on file, an “Enroll in CCC Services” tab will appear.
- Download the forms and follow the submission instructions on this page.
- Once we have your signed agreement on file, you can update your permissions and fees online using the full suite of new tools.
- If we can assist you, please contact us via instant chat, available on the horizontal menu bar or email us at rightsholders@copyright.com.
- If we have your signed agreement on file, then you can enroll in new services using the “enroll now” link(s) on the Permissions and Fees tab. Once you specify your permissions and fees for this service, an agreement addendum check box will appear with the following wording: “The rightsholder is adding this service to its authorization agreement with CCC for the current account.” To complete enrollment, you must check that box.
- To enroll in the enhanced Republication license, click on “enroll now” and follow the instructions to set and submit your pricing and terms.

Manage permissions and titles
Manage permissions and titles

View recent account updates

- You can track the progress of your requests, including when you submit title, permission and/or fee updates or enroll in new services, through the “Recent Account Updates” page.
- Links to this page are available throughout the “Manage Permissions and Titles” module.
- Only updates submitted through RightsCentral are visible. Updates submitted outside of RightsCentral (for example, via fax or email) are not included here.

![Recent Account Updates Table]

Note: This list includes only requests made online through RightsCentral. It does not include offline requests made by phone, email or fax.

<table>
<thead>
<tr>
<th>Request Date</th>
<th>Request ID</th>
<th>Account No.</th>
<th>Account name</th>
<th>Request Description</th>
<th>Requestor Email</th>
<th>Status</th>
<th>Completed Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>03 May 2011</td>
<td>18665</td>
<td>123456789</td>
<td>Acme Pub Inc.</td>
<td>Update permissions and fees</td>
<td><a href="mailto:fakeaccount@copyright.com">fakeaccount@copyright.com</a></td>
<td>Submitted</td>
<td></td>
</tr>
<tr>
<td>30 Apr 2011</td>
<td>18481</td>
<td>123456789</td>
<td>Acme Pub Inc.</td>
<td>Add titles to new permissions and fees</td>
<td><a href="mailto:fakeaccount@copyright.com">fakeaccount@copyright.com</a></td>
<td>Submitted</td>
<td></td>
</tr>
<tr>
<td>29 Apr 2011</td>
<td>18477</td>
<td>123456789</td>
<td>Acme Pub Inc.</td>
<td>Add titles to new permissions and fees</td>
<td><a href="mailto:fakeaccount@copyright.com">fakeaccount@copyright.com</a></td>
<td>Submitted</td>
<td></td>
</tr>
<tr>
<td>29 Apr 2011</td>
<td>18476</td>
<td>123456789</td>
<td>Acme Pub Inc.</td>
<td>Add titles to new permissions and fees</td>
<td><a href="mailto:fakeaccount@copyright.com">fakeaccount@copyright.com</a></td>
<td>Submitted</td>
<td></td>
</tr>
</tbody>
</table>
View reports

To provide you with tools to easily analyze your royalties across all services by title, service, time period, usage and account, CCC has developed a robust set of reports, located under the View Reports Module. These reports are intended to help you better understand your revenue streams from CCC and disseminate this information throughout your organization.

There are 8 primary custom royalty reports:
1. Distribution reports for all services (formerly the “royalties earned” report)
2. Royalties by publication title (non-RightsLink)
3. Royalties by publication title (RightsLink)
4. Royalties by licensed portion (RightsLink)
5. Royalties by service
6. Order details by publication title (formerly “details by time period” report)
7. Order details by publication title (RightsLink)
8. Royalty comparisons
9. Corporate annual service by business sector

There are 3 additional types of reports:
10. Title usage and summary (accessible via the “Distribution reports for all services” screen)
11. Order status
12. Frequently requested titles

RightsLink is CCC’s point-of-content licensing solution that enables you to automate permissions requests, reprint and e-print orders, content rental and much more. For more information, click here.
RightsCentral data

RightsCentral reports display a rolling four years of royalty data. All royalty reports reflect royalties at the publication and service levels, and additionally for RightsLink, royalties at the article, chapter or image level.

**Note:** When you run the custom reports for royalties by period, remember that the period reflects when CCC paid you the royalties and not the period in which the royalties were earned. For example, if you search for Royalties by Service for 1/1/11-12/31/11, your search results will display all royalties with payment dates between 1/1/11 and 12/31/11.

When CCC voids an original payment and reissues a new payment to you, the Service column on the Distribution Reports for All Services screen displays “Other”. If you have any questions, please contact your Account Manager or email rightsholders@copyright.com.

Royalty Allocation Toolkit

To assist you in mapping our royalty reports to your royalty management systems we have developed the Royalty Allocation Toolkit which explains the reports available to you, a list of fields available in each, plus a glossary defining each field and it’s data characteristics. Click here to review our Royalty Allocation Toolkit.

If we can assist you further, please let us know.
View reports

View options

Organizational views
When you run custom reports on the Run Royalty Reports tab, use the Accounts section on the query screens to check off the accounts of interest. Please note the “select all” and “unselect all” links.

Multiple Accounts View

Calendar vs. fiscal year views
- We have also made it possible for you to specify a time frame by date range or by your own fiscal year.
- “By Date” gives you a single to and from date range.
- “By Fiscal Yr(s)” gives you the ability to specify one or multiple fiscal years.
  
  **Note:** “By Fiscal Yr(s)” will remain selected for any custom report you run throughout your session unless you revert back to “By Date”.

  **Note:** Fiscal years are labeled according to the month they end in; for instance, a fiscal year that begins in July 2011 and ends in June 2012 is considered FY12.

- Specify the start month of the years you’re interested in and the quarters (the default is all four quarters).

Fiscal Year View

Calendar Year View

If you would like assistance running these reports, please do not hesitate to contact us at rightsholders@copyright.com.
Features: Custom reports

1. Distribution Reports for all Services

Purpose: Use this report to research payments by service as well as any payments that have been voided in a specified time period. The royalties are displayed in reverse chronological order, with the most recent royalties listed first.

- Select one, multiple or all of your CCC accounts.
- The default time period is calendar year-to-date, but you may specify a custom time period (e.g. your fiscal year, two years, etc.).
- Voided checks reflect the original payment date; not the date the payment was voided.
- You may filter on a single service or search for a single royalty event number.
- These payment amounts reflect CCC’s service charge but do not reflect tax withholdings or other deductions.
- You may download your reports in CSV format.

To reconcile CCC orders with your own rights management systems, we recommend that you run these reports on a monthly basis. If you would like assistance running these new reports, please do not hesitate to contact your Account Manager at rightsholders@copyright.com.
Features: Custom reports

2. Royalties by Publication Title

Purpose: Use this report to research how specific titles perform over time, by service.

- The report defaults to a current calendar year-to-date view; to change the criteria, click the “Revise Search” button.
- Select one, multiple or all of your CCC accounts.
- View your reports on-screen in table or bar-graph format or download them in CSV format.
- Use the No. of top titles filter to review your top performing titles.
- You may limit your query by title, ISSN/ISBN, royalty event #, single CCC service or your rightsholder accounting identifier.

Note: At this time, royalties by publication title doesn’t include the Permissions Acquisition Service.
Features: Custom reports

3. Royalties by Publication Title (RightsLink)

Purpose: Use this report to research how specific RightsLink publications perform over time.

- The report defaults to a current calendar year-to-date view; to change the criteria, click the “Revise Search” button.
- Select one, multiple or all of your CCC accounts.
- View your reports on-screen in table or bar-graph format or download them in CSV format.
- Use the No. of top titles filter to review your top performing publications.
- You may limit your query by title or royalty event #.
Features: Custom reports

4. Royalties by Licensed Portion (RightsLink)

Purpose: Use this report to research which portions of your content, such as journal articles, images and book chapters were used within a time period and which ones earned the most revenue.

- The report defaults to a current calendar year-to-date view; to change the criteria, click the “Revise Search” button.
- Select one, multiple, or all of your CCC accounts.
- View your reports on-screen in table format or download them in CSV format.
- Use the No. of top titles filter to review your top-performing articles, images, and chapters.
- You may limit your query by licensed portion name, content ID, publication title, or royalty event #.

RightsLink Royalties by Licensed Portion (in USD)
Acme Publishing Company, Inc. - Books

Time Period: May 2011 through May 2012
Titles: 3

Note: These royalty amounts reflect CCC’s service charge but do not reflect any tax withholdings or other deductions, which are applied to a total payment and thus are not reflected at the title or service level. To avoid tax withholdings be sure CCC has a current W-8B-E Form on file. Account or title transfers will impact your historical views of an account. Please contact your account manager with any questions.

<table>
<thead>
<tr>
<th>Account</th>
<th>Content Id</th>
<th>Publication Title</th>
<th>Licensed Portion Name</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>12345678</td>
<td>123456AAAA</td>
<td>JOURNAL 1</td>
<td>Lorem ipsum dolor sit amet, consectetur adipiscing elit. Nullam porttitor, sem ac.</td>
<td>$7,000</td>
</tr>
<tr>
<td>12345679</td>
<td>1123457AAAA</td>
<td>JOURNAL 2</td>
<td>Amet, consectetur adipiscing elit. Nullam porttitor, sem ac blandit convallis, nullam porttitor, sem ac.</td>
<td>$6,000</td>
</tr>
<tr>
<td>12345671</td>
<td>1234568AAAA</td>
<td>JOURNAL 3</td>
<td>Lorem ipsum dolor sit amet, consectetur adipiscing elit. Nullam porttitor, sem ac blandit convallis.</td>
<td>$5,000</td>
</tr>
</tbody>
</table>

Total: $18,000
Features: Custom reports

5. Royalties by Service

Purpose: Use this report to research your royalties earned by specific service over time.

- The report defaults to a current calendar year-to-date view. To change the criteria, click the “Criteria” button.
- Select one, multiple or all of your CCC accounts.
- You may view your reports on-screen in table, pie chart or bar graph format or download them in CSV format.
Features: Custom reports

6. Order Details by Publication Title (formerly “Details by Time Period” report)

Purpose: Use this report to research details about a specific order, to trace the source of royalty spikes and to discover subscription opportunities.

- Select one, multiple or all of your CCC accounts.
- The default time period is calendar year-to-date, but you may specify a custom time period (e.g., your fiscal year, two years).
- You may download your reports in CSV format.
- You may limit your query by title, author, ISSN/ISBN, Royalty Event #, single CCC service or your Rightsholder Accounting Identifier.

Note: At this time, order details by publication title does not include the Permissions Acquisition Service.

Orders Details (in USD)
Acme Publishing Company, Inc. - Books

Time Period: May 2011 through May 2012
No. of Titles: 150

Title: ACME TITLE 1
ISBN: 123456
Author/Editor: D. Donahue
Publication Date(s): 1 Oct 2000

<table>
<thead>
<tr>
<th>License #</th>
<th>Royalty amount</th>
<th>Account No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>0101010101010</td>
<td>$75.00</td>
<td>1234567</td>
</tr>
<tr>
<td>Payment date: 07 Jan 2012</td>
<td>Service: Pay-Per-Use – Reproduction 2.0</td>
<td></td>
</tr>
<tr>
<td>Payment #: 123456</td>
<td>Royalty Event #: 1234</td>
<td></td>
</tr>
<tr>
<td>Order Date: 31 Dec 2011</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**PUBLIC DATA**
Standard #: 12345678
Content ID: 2012.10.31.45
Article/Chapter: Article 123
Portion used: excerpt

**USER DATA**
Licensee: S. Smith
Requestor type: Publisher
Organization: Any Publisher Inc.
Type of new work: book
Name of new work: New Book 1
Publisher of new work: Any Publisher Imprint
Publication date of new work: Jan 1, 2013

Total for ACME TITLE 1: $75.00
Features: Custom reports

7. Order Details by Publication Title (RightsLink)

Purpose: Use this report to research details about a particular order, to trace the source of royalty spikes and to find patterns in buyer behavior such as large order volumes from a single customer.

- You may limit your query by license #, payment #, content ID, publication title, licensed portion, portion type, author, licensee, requestor type, organization, type of use or name of new work.
  - Filter by "type of use" to isolate your earnings for services such as Get It Now and Content Rental
- Select one, multiple or all of your CCC accounts.
- The default time period is calendar year-to-date, but you may specify a custom time period (e.g., your fiscal year, two years).
- You may download your reports in CSV format.

Sample Results Page
Features: Custom reports

8. Royalty Comparisons

Purpose: You can run up to five distinct royalty comparisons. You can compare royalties paid by calendar year or by your fiscal year for one or more of your accounts. Use the Royalty Comparisons query to specify the account(s) of interest, the time periods (date range or fiscal year(s)) and the report delivery.

- Select one, multiple or all of your CCC accounts.
- The default time period is calendar year-to-date, but you may specify a custom time period (e.g. your fiscal year, two years, etc.).
- You may download your reports in CSV format.

The report delivery options include:

- Aggregated royalties year-over-year
- Royalties by account year-over-year
- Yearly royalties broken down by quarter
- Quarterly royalties broken down by year
- Royalties by service year-over-year

**Remember:** Current calendar year reflects royalties paid year-to-date.

Note: In the above reports, royalties are reflected in the period in which they were distributed to you, and not when they were earned. For clarity, royalty dollars are reflected in table format under each graph.
Features: Custom reports

9. Corporate Annual Service Royalty Reports by Business Sector

We offer two custom royalty reports in support of the Corporate Annual License. You can find these reports under Royalty Reports by choosing the option called “Corp Annual – Royalties by Business Sector.”

The reports reflect royalties earned by business sector through two main lenses:

**Royalties by Time Period:**
Reflects royalties earned in each business sector broken down by print and digital reuse.
- Use these reports to track the shift in reuse from print to digital.

**Royalty Comparisons Year-over-Year:**
Reflects year-over-year or period-over-period use by business sector.
- Use these reports to track the impact of acquisitions, divestments, sales and marketing activities, increased editorial focus in specific subject areas, etc.

The reports are very flexible. You can run and download reports for:
- 4+ years of payments
- Any or all accounts associated with your login
- All or select groups of business sectors
- Custom timeframes – fiscal or calendar year
- Print-only use, digital-only use or both

The business sectors fall into 17 main categories.

- **Aircraft and Aerospace**
- **Business Services** including membership organizations
- **Communications** including publishing and telecommunications services
- **Computers** including software & systems design
- **Consumer Services**
- **Electric and Gas Utilities**
- **Electronics** including radio, TV, communications equipment, electronic components, electronic equipment
- **Financial** including banks, insurance, real estate and construction, holding companies, security and commodity brokers
- **Food and Tobacco**
- **Government**
- **Law Firms**
- **Machinery**
- **Materials** including textiles, apparel, lumber, paper, chemicals, fuels, rubber products, stone, clay and glass, scientific instruments
- **Medical** including health care and pharmaceuticals, doctors offices, general hospitals; other health services including consulting & research
- **Metals** including primary metals and fabricated metal products
- **Transportation** including transportation equipment and transportation services
- **Wholesale and Retail Trade**
Below is a sample **Royalties by Time Period** report. In your report, you will see only those business sectors for which you publish content.

<table>
<thead>
<tr>
<th>Business Sector</th>
<th>Print Use (Corp)</th>
<th>Digital Use (Corp)</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>BUSINESS SERVICES</td>
<td>$656.06</td>
<td>$612.06</td>
<td>$1,268.12</td>
</tr>
<tr>
<td>COMPUTERS</td>
<td>$726.01</td>
<td>$896.66</td>
<td>$1,622.67</td>
</tr>
<tr>
<td>CONSUMER SERVICES</td>
<td>$613.65</td>
<td>$631.94</td>
<td>$1,245.59</td>
</tr>
<tr>
<td>ELECTRONICS</td>
<td>$738.70</td>
<td>$729.42</td>
<td>$1,468.12</td>
</tr>
<tr>
<td>FINANCIAL</td>
<td>$723.96</td>
<td>$686.19</td>
<td>$1,410.15</td>
</tr>
<tr>
<td>GOVERNMENT</td>
<td>$591.17</td>
<td>$539.18</td>
<td>$1,130.35</td>
</tr>
<tr>
<td>LAW FIRMS</td>
<td>$678.23</td>
<td>$631.74</td>
<td>$1,309.97</td>
</tr>
<tr>
<td>MATERIALS</td>
<td>$561.63</td>
<td>$442.07</td>
<td>$1,003.70</td>
</tr>
<tr>
<td>MEDICAL</td>
<td>$831.27</td>
<td>$826.03</td>
<td>$1,657.30</td>
</tr>
<tr>
<td>TRANSPORTATION</td>
<td>$797.07</td>
<td>$737.35</td>
<td>$1,534.42</td>
</tr>
<tr>
<td>WHOLESALE &amp; RETAIL TRADE</td>
<td>$655.37</td>
<td>$634.91</td>
<td>$1,290.28</td>
</tr>
</tbody>
</table>

**Totals:**
- Print Use (Corp): $7,573.12
- Digital Use (Corp): $7,367.55
- Total: $14,940.67

A sample report for **Royalties Comparisons Year-over-Year** might look like this:

![Graph showing royalties by business sector and year]
Features: additional reports

10. Title Usage and Summary Reports

Purpose: These reports, available on the “Distribution reports for all services” screen, provide you with payment data sorted by account, date and service that correspond directly to each of your respective payments. Use the title usage reports to see who’s using your content and the title summary reports to allocate royalties to your authors or contributors.

- New! Access title usage snapshots for RightsLink and the enhanced Republication License. To research your complete set of usage data, link to PubAdmin from within RightsCentral.
- The reports are available in CSV and PDF formats.
- For multiple accounts, only users with access to payment accounts will be able to view title usage and summary reports; otherwise, you will see an “N/A” in the title usage and title summary columns. However, you may still research royalties earned by running any of the custom royalty reports.
- Title Usage reports are not available for the Annual Copyright Licenses or the Pay-Per-Use: Print License.

<table>
<thead>
<tr>
<th>Account</th>
<th>Payment Date</th>
<th>Service</th>
<th>Payment Number</th>
<th>Royalty Event #</th>
<th>Payment Amount</th>
<th>Voided Amount</th>
<th>Title Summary</th>
<th>Title Usage</th>
<th>Account Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>12345678</td>
<td>01 May 2012</td>
<td>Pay-Per-Use - RightsLink</td>
<td>12345</td>
<td>1234</td>
<td>$9,000</td>
<td>$0.00</td>
<td>PDF</td>
<td>PDF</td>
<td>N/A</td>
</tr>
<tr>
<td>25 April 2012</td>
<td>Pay-Per-Use - Digital Use (Academic)</td>
<td>12346</td>
<td>1235</td>
<td></td>
<td>$2,000</td>
<td>$0.00</td>
<td>PDF CSV</td>
<td>PDF CSV</td>
<td></td>
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<tr>
<td></td>
<td>Pay-Per-Use - Print Use (Academic)</td>
<td>12347</td>
<td>1236</td>
<td></td>
<td>$2,300</td>
<td>$0.00</td>
<td>PDF CSV</td>
<td>PDF CSV</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Pay-Per-Use - Republication 2.0</td>
<td>12348</td>
<td>1237</td>
<td></td>
<td>$75</td>
<td>$0.00</td>
<td>PDF</td>
<td>PDF</td>
<td>N/A</td>
</tr>
</tbody>
</table>

Note: These royalty amounts reflect CCC’s service charge but do not reflect any tax withholdings or other deductions, which are applied to a total payment and thus are not reflected at the title or service level. To avoid tax withholdings be sure CCC has a current W-9/W-8 Form on file.
Features: additional reports

11. Order Status

- Use this report to verify the status of any order.
- Search by one or multiple CCC Order Detail Number(s), your Rightsholder Reference Number(s) OR search for all open, cancelled or paid orders in the past 30, 60 or 90 days.
- When you search for orders by CCC Order Detail Number or your Rightsholder Reference Number, the system searches for any match since 1/1/06.
- Download the results in CSV format.
- We recommend that you run this report once or twice a month to reconcile permissions requests recorded in your system.
Features: additional reports

12. Frequently Requested Titles

Purpose: Use this report to research revenue opportunities through titles that you have granted permissions for on two or more occasions, but are not yet enrolled in CCC Services. These titles may represent some of your best candidates for immediately enrolling in CCC licensing services. Look up your rights one last time; then automate all future requests by using the service-specific enrollment tools.

- Search by one or multiple accounts, by time frame (past 6 months, past 1 year, past 2 years) and by service (all or a specific pay-per-use service).
- Download the results in CSV format.
- The results reflect the number of times you have granted permissions for each title in the specified time frame, and the revenue generated based on royalties paid to date.
  - Use the results to identify candidates to enroll in CCC’s licensing services. You can now enroll your titles in each service directly from the search results.
  - For assistance, please contact us at +1-978-646-2800, Mon - Fri, 8am - 6pm ET or e-mail us at rightsholders@copyright.com.
Grant Permissions

Grant Permissions is the module of RightsCentral where you can respond to orders requiring a manual review through a quick and efficient online workflow.

You may sort your permission requests by title, author, type of use, etc. Additionally, you are able to view real-time permission requests, including requests customers have cancelled, and your permission request history for up to 12 months.

Open and closed requests
An open request means that someone has requested the rights to use and share your material through one of Copyright Clearance Center’s pay-per-use services.

A closed request is one that has been responded to or has expired. You can reference permissions once they are complete. Completed permissions are available online in the “Closed Requests” section of Grant Permissions. They will be available online for 12 months after the date the permission was closed.

You can change the sort order of either your open or closed permission requests. Use the “Sort by” drop down to select the sort option of your choice.

When to respond to requests
When you get a new permission request, please respond as soon as possible. CCC will send an email to individuals in your organization who have registered to use the Grant Permissions service to advise that there are new and outstanding requests for permissions. Or, when you log into RightsCentral, you can view your open requests from the Home Page.

To unsubscribe from receiving emailed notifications of new permission requests, contact CCC Customer Service at rightsholders@copyright.com or call +1-978-646-2800 Monday through Friday, 8:00am to 6:00pm (ET).

Response options
When responding to online permission requests, you have the following options:

Grant: If you hold the rights to the publication and will grant the permission request.

Deny: If you will not grant the permission request.

Do not hold rights: If you do not hold the rights to the requested publication or the requested material/passage. Here you can advise CCC whether or not you have any knowledge of the current copyright holder. If you do, you can provide the name and contact information for the copyright holder.

Any individual entering a permission response online can provide his or her name in the “Entered By” field so you can see who responded to requests.
Setting terms/conditions and instructions

You can provide unique terms and conditions on each permission request. Choose from a standardized list of responses or you can enter your own unique terms and conditions on each permission request.

You also have the option of providing specific instructions for CCC for each request. You can provide CCC with special instructions relating to your permission request, publication title or other rights management issue in a “Special Instructions to CCC” text field offered on every permission request.
Cancelled requests

You have the ability to see if a customer cancels a permission request after you grant permission. If a customer cancels a request for permission to use your material, this request can be viewed in your list of “Closed Requests” or you can use the Research Order Status report under View Reports where you will see a reason why the order was cancelled.

Pre-authorizing titles

During the online permission process you will be given the opportunity to advise CCC to automatically authorize future uses of your material for specific uses. From that time forward any permission requests for your title(s) will be automatically permissioned at the fee you provided under CCC’s standard terms for the service(s) selected.

Updating royalty fees

We encourage you to review your pricing from time to time and update as necessary. Contact CCC Customer Service at rightsholders@copyright.com or call +1-978-646-2800 Monday through Friday, 8:00am to 6:00pm (ET) to make any changes to the royalty fees CCC passes along to requestors.

Shared accounts

Multiple staff members can respond to permissions requests using the same or different usernames and passwords. All users will have access to the same list of open and closed permission requests. Call CCC Customer Service at +1-978-646-2800 Monday through Friday, 8:00am to 6:00pm (ET) if you require assistance with creating new usernames and passwords to access your account.

CCC service charge

CCC currently retains a 15% service charge where royalty fees are applied and the title is “pre-authorized,” meaning the rightsholder has registered the title with CCC. For non pre-authorized titles, CCC applies an additional 12% service charge for users of Grant Permissions Online or if a rightsholder wishes to receive paper requests, CCC will apply an additional 15% service charge for permissions that are not “pre-authorized”. Service charges are subject to change.