

Marketplace:

CCC's next generation ecommerce site for the purchase of republication permissions launched in October 2019. One of the primary benefits to publishers is an easy-to-use workflow to process special requests received from customers using Marketplace. This quick reference guide is intended to provide an explanation of the multiple access points available and how a publisher enrolled in our republication service can utilize the new workflow to process these requests efficiently.

Log on by visiting: oportal.copyright.com

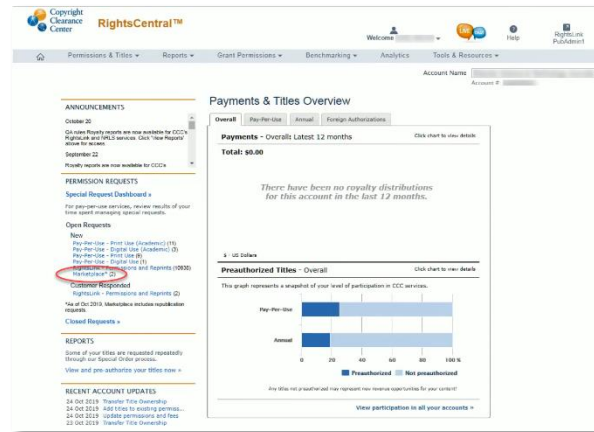
1. Access special requests through the RightsCentral dashboard

- From your RightsCentral dashboard, under Permission Requests, there is an aggregation point of the special requests submitted through RightsLink, Copyright.com and CCC's newest application, Marketplace.
- Processing the Marketplace special requests takes place in the Publisher Portal at oportal.copyright.com.
- Processing special requests for Pay-Per-Use permissions placed on copyright.com will continue to be processed from the "Grant Permissions" tab of the RightsCentral dashboard.

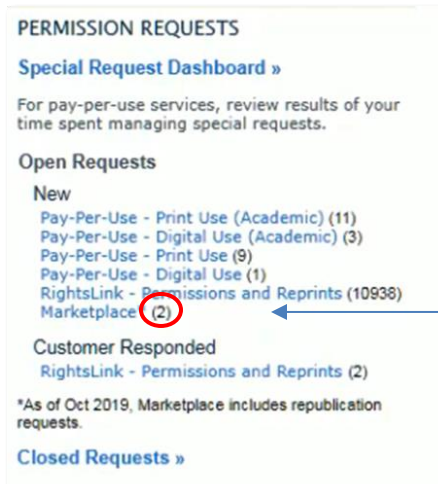


- RightsLink special requests, accessed through the link provided in the dashboard, are processed in the RightsLink workflow

application and directly at workflow.copyright.com

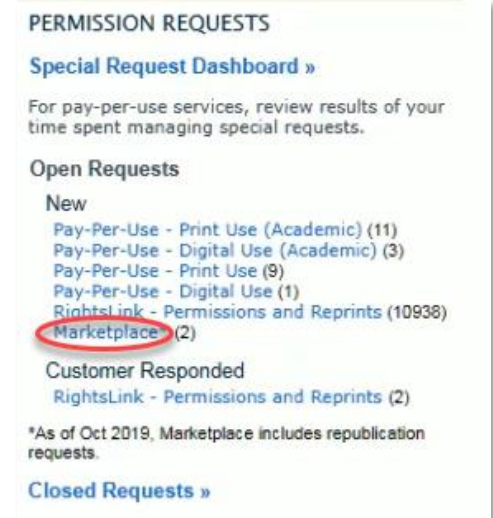


- The number of pending special requests will be displayed next to the "Marketplace" link in parenthesis.

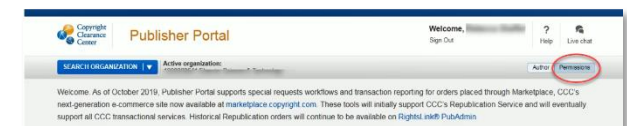


- If you do not see a link labelled "Marketplace" it indicates there are no requests to respond to at this time.

- Please note that in the future special requests will be centralized in the Publisher Portal.
- To process Marketplace special requests, click the Marketplace link to be redirected to the Publisher Portal.



- The Marketplace link leads to the permissions tab in the Publisher Portal.



2. Access the Publisher Portal directly

You may also access the Publisher Portal directly at oportal.copyright.com

3. Access the Publisher Portal through a link in the Notification email

- Each time a customer submits a special request, a notification is generated and sent to you.
- In the notification there is a link that redirects you to the Special Request Details page for that specific item to manage the pricing and approval and/or denial of these requests.
- Please note: If you have turned off notifications, this will not be an access option for you and you will need to access the Publisher Portal through the RightsCentral dashboard or directly as described here.

Get Help

Questions? Contact Customer Service

- RIGHTSHOLDERS@COPYRIGHT.COM
- 855-239-3415 (Toll free in US only)
- 978-646-2800
- Live Chat option within the application

