

# RightsLink® for Scientific Communications

Release Notes: June 2020

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## **WHAT'S NEW WITH RIGHTSLINK FOR SCIENTIFIC COMMUNICATIONS?**

**We are pleased to share notes from the latest RightsLink for Scientific Communications release, which was rolled out on 17 June 2020.**

The RightsLink for Scientific Communications release introduces a major redesign of the payment workflow. This updated workflow pairs a modernized look and feel with a streamlined user experience that will improve the author experience at each stage of the payment process.

Continue reading to learn more about updates to this release and see the new design!

**Questions? Contact Shannon Reville at [sreville@copyright.com](mailto:sreville@copyright.com) or your Account Manager.**

## COMPLETE REDESIGN OF AUTHOR PAYMENT WORKFLOW

*Note: These new designs have been rolled out across all implementations. No enhancements or change requests are required.*

### New Styles, Updated Design Elements, and Modernized Page Outlines for All Payment Pages

The focus of the June release was a new design for the author workflow that will improve usability at each stage of the payment process. The interface has been updated on every page of the workflow to include a more prominent navigation bar, better positioning of custom messaging, consistent branding and coloring, and more. Here is a preview of what the “Charges Estimate” page looks like in this new design:

The screenshot shows the 'PAY AUTHOR CHARGES FOR' page for the manuscript 'Title\_Accupressure in Medicine' by Author: Prasad Joshi. The page has a navigation bar with four steps: 'Charges Estimate' (active), 'Billing Details', 'Order Review', and 'Confirmation'. Below the navigation bar, the 'Available Charges' section includes a welcome message and a table of charges. The table lists two main categories: 'Open Access charge' (optional) and 'Additional Services' (optional). The 'Open Access charge' section includes 'Open Access' (Standard OA Fee: 500.00 USD), 'CCC License Type' (CC BY-NC: 100.00 USD), and 'Time to delivery' (2 days: 50.00 USD). The 'Additional Services' section includes 'Services Charge' (Services Fee: 300.00 USD) and 'Subscription' (1 Month: 500.00 USD). The total due is 1,450.00 USD\*. A 'Next' button is located at the bottom right of the page.

Charge Category	Charge Item	Amount
Open Access charge (optional)	Open Access	
	Standard OA Fee	500.00 USD
	CCC License Type	
	CC BY-NC	100.00 USD
	Time to delivery	
	2 days	50.00 USD
Additional Services (optional)	Services Charge	
	Services Fee	300.00 USD
	Subscription	
	1 Month	500.00 USD

**TOTAL DUE: 1,450.00 USD\***

\* Does not include tax/VAT. Tax/VAT is applied in the Billing Details step during checkout.

[Apply Discounts](#)

[Next](#)

### Better Usability Options, Intuitive Reorganization of Information

The redesign of the payment workflow is not just about new styles and page outlines. The new author payment workflow streamlines the payment process. Working closely with our customer service team, we identified the following areas changes would reduce confusion for authors in the RightsLink payment workflow:

- Consistent placement of the next step button from page to page so the author is less apt to miss a step.
- Reduction of manuscript metadata presented on default, with the option to expand and see full details, so that the core transaction information sits above the fold and the author has minimal scrolling to view and complete the order.
- Presentation of the registration page first, with “login to an existing account” as the secondary option, and a fully branded login page (example below).
- Simplification of the registration page, removing select fields that can be added during the transaction if necessary.
- Option to use “same as billing address” on any additional addresses collected.
- A new, high-level “Order Confirmation” page at the end of a successful order (example below)

that clearly highlights what to expect next, provides potential additional service offerings, and presents an option to view full order details when needed.

*Please Note: No changes have been made to the questions your authors must answer in order to determine a price for their products/charges. Your pricing and discount rules will remain intact and will be presented as they always have, just in the updated style.*

The screenshot shows the RightsLink Sign in page. At the top left is the Copyright Clearance Center logo and the RightsLink® logo. The main content area is a light gray rectangle. In the center is a white box titled "Sign in". Inside this box, there are two input fields: "Username" with the placeholder text "jexample@email.com" and "Password" with a masked password "\*\*\*\*\*". Below the password field is a link "Forgot your password?". At the bottom of the sign-in box are two buttons: "Back" and "Sign in".

The screenshot shows the RightsLink Order Confirmation page. At the top left is the Copyright Clearance Center logo. At the top right are links for "? Help", "Live chat", and a user profile "Tatiana Mararyna". Below the header, it says "PAY AUTHOR CHARGES FOR" followed by the title "Diagnosis of osteoporosis in statin-treated patients is dose-dependent" and a link "Manuscript Details". Below the title is an "Author:" field with a redacted name. A progress bar shows five steps: "Funding Options", "Charges Estimate", "Billing Details", "Order Review", and "Confirmation" (which is highlighted in blue). Below the progress bar is a link "View all transactions associated with this manuscript". The main content area is titled "Order Confirmation" and contains a green checkmark icon followed by the text "Thank you for your order!". Below this text is a message: "Your payment will process immediately. You will receive separate order confirmation and payment receipt emails." Below the message are two lines of text: "Order number: Available in confirmation email" and "Order date: 27-Apr-2020". To the right of the message is a box titled "TOTAL DUE:" with the amount "2,090.00 USD". Below the total due is a link "Terms and conditions". At the bottom of the box are two buttons: "Order Details" and "Print Order". Below the main content area is a section titled "You may also be interested in" which contains a box for "RightsLink® Manage Account" with a link "View Orders and Download/Pay Invoices" and a paragraph: "Log in to RightsLink Manage Account - where you view your orders, download invoices, pay invoices by credit card and more."

## AGREEMENT LEVEL RELATIONSHIPS BETWEEN SPECIAL BILLING PROFILES

*Note: Engagement with the agreement management tools is required in order to benefit from this new functionality.*

### New Entry-Point for Building Out Agreements and Profiles in Our System

Many agreements, because of decentralized billing needs, decentralized funding approval needs, or other pricing needs related to journal groups, require multiple special billing profiles to honor the terms of the agreement. Although naming conventions can be used to group profiles already, we want to introduce a more formal mechanism that lays the foundation for easy filtering, analytics and more.

The Agreement Management tab in the Publisher Portal has a new page called “My Agreements” where publishers can first create an agreement (for now, this is just a name) and add special billing profiles to that agreement.

The screenshot shows the 'My Agreements' page in the Publisher Portal. The page has a navigation bar with tabs: OA Dashboard, Manuscripts, Reports, Promotions, Institutional Accounts, and Manage Configuration(s). Below the navigation bar, there are two tabs: My Agreements (selected) and My Profiles. The main content area contains a list of agreements. The table has the following columns: Agreement Names, Agreement notes, Status, Associated Profiles, Creation Details, and Actions. The table contains three rows of data. The first row is for 'FinELib' with a note 'This agreement will need a profile for each FinELib institution', status 'Inactive', and creation details '03-Mar-2020 jdoe@copyright.com'. The second row is for 'Agreement instance' with status 'Active', associated profiles 'Profile Instance', and creation details '31-Jan-2020 jdoe@copyright.com'. The third row is for 'Another agreement instance' with status 'Active', associated profiles 'Some Profile Another Billing Profile', and creation details '16-Jan-2020 jdoe@copyright.com'. Below the table, there are two callouts. The first callout is for the 'Add New Agreement' button, showing a form with fields for 'Agreement Name \*' and 'Note'. The second callout is for the 'Add a Special Billing Profile' action, showing a dropdown menu with the option 'Add a Special Billing Profile using this agreement'.

Agreement Names	Agreement notes	Status	Associated Profiles	Creation Details	Actions
FinELib	This agreement will need a profile for each FinELib institution	Inactive		03-Mar-2020 jdoe@copyright.com	
Agreement instance		Active	Profile Instance	31-Jan-2020 jdoe@copyright.com	
Another agreement instance		Active	Some Profile Another Billing Profile	16-Jan-2020 jdoe@copyright.com	

**Add New Agreement**

Agreement Name \*

Note

**Add a Special Billing Profile using this agreement**

The “My Profiles” section still displays your full list of special billing profiles exactly as it has in the past, and each profile can be clicked on from both the “My Agreements” page and the “My Profiles” page to view the profile’s full details. **For publishers with existing profiles, profiles will need to be updated to include their associated agreement name. Please watch for invites to upcoming trainings to assist you in making these account changes.**

## SUPPLEMENTARY MATERIALS & LINKS ADDED TO PUBLISHER PORTAL

*Note: No action is needed to take advantage of these changes in Publisher Portal.*

### Linking out to Release Notes & Other CCC Applications

We have expanded the Publisher Portal header area to include direct links to release notes, user guides, RightsCentral, RightsLink Pub Admin, and the RightsLink Workflow in a “Useful Links” drop down. Over time, we intend to make the Publisher Portal our central location for publishers to manage all their CCC and RightsLink business, but in the meantime, should you engage with any of these other products, you now have an easy link to access their current locations.

The screenshot shows the top section of the Publisher Portal. On the left is the Copyright Clearance Center logo. In the center is the text "Publisher Portal". On the right, it says "Welcome, Shannon Reville" with a "Manage Account" dropdown. Next to it is a "Useful Links" dropdown menu which is open, showing links to "Release Notes & User Guides", "RightsCentral", "RightsLink Pub Admin", and "RightsLink Workflow". To the right of the menu is a "Help" dropdown. Below the header is a grey bar with "ORGANIZATION" and a dropdown arrow, followed by "Active organization: 7001761654 Replica Publishing". Below this is a paragraph of text: "This portal offers tools for managing manuscripts, transactions, promotions, and configuration tools managing your RightsLink...". At the bottom is a navigation bar with links: "OA Dashboard", "Manuscripts", "Reports", "Promotions", "Institutional Accounts", and "Manage Configuration(s)".

Copyright Clearance Center

Publisher Portal

Welcome, Shannon Reville  
Manage Account ▼

Useful Links ▼  
Release Notes & User Guides  
RightsCentral  
RightsLink Pub Admin  
RightsLink Workflow

Help ▼

ORGANIZATION ▼ Active organization:  
7001761654 Replica Publishing

This portal offers tools for managing manuscripts, transactions, promotions, and configuration tools managing your RightsLink... note: the  
"Reports" tab provides all invoice, credit and distribution data for orders dated on or after February 3, 2018. RightsLink® PubAdmin contains historical invoice  
and credits reports for transactions prior to February 3, 2018; RightsCentral will pilot OA Benchmarking reports as of late March 2018.

OA Dashboard | Manuscripts | Reports | Promotions | Institutional Accounts | Manage Configuration(s)