Marketplace Update

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WHAT'S NEW WITH MARKETPLACE?

We are pleased to announce the December 2019 Marketplace release, which went live 17 December 2019.

Recap of October 2019 Release

Marketplace, a new, comprehensive, next-generation ecommerce site which leverages the power of shared capabilities including a robust pricing engine, workflow tools, and article-level rights management was released in October 2019.

Marketplace will serve as the online hub for the purchase of republication permissions through the Republication Licensing Service (RLS) and article reprints requests. Marketplace provides an advanced workflow and intuitive buying experience allowing customers to easily search, find and purchase permissions and request article reprints from CCC. Customers using copyright.com are redirected to Marketplace.
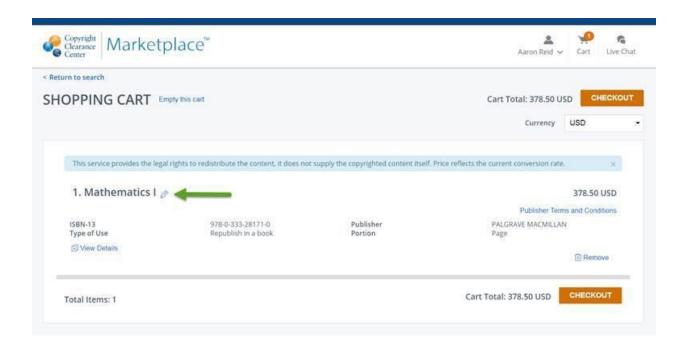
The initial launch included the following improvements to what was supported on copyright.com:

- **Improved Search:** Article and chapter-level search, advanced search and filter options
- **Updated design and order workflow:** Streamlined pricing questions, pre-populated questions when metadata available, automatic/responsive pricing
- **Project template:** Pre-population of reuse and new work details, increasing efficiency when purchasing multiple permissions
- **Intuitive Special Requests workflow:** Streamlined customer-to-publisher communication workflow
- **Flexible invoicing and billing:** Invoices in preferred currency, ability to consolidate orders, order-level billing address, ability to purchase on behalf of multiple clients
- **License view:** License generated and viewable for each item ordered
- **Reprints request form:** Submit pricing inquiries from within Marketplace search results

Marketplace: December 2019 Release

The December release of Marketplace includes the following enhancements:

Edit Items in Cart: Customers can now edit items in their cart by selecting the Edit option. There they will be taken to the Request Details page to make any required changes. Any changes to the details that still result in a price decision, whether the price remains the same or changes, will be reflected within the cart. Any changes to the details that results in a Special Request decision will allow the customer to submit a Special Request and remove the original item from the cart.

View/Delete Projects in Manage Account: Customers can now view and delete projects within Manage Account. A new Projects tab within Manage Account enables customers to view and delete projects. In the Projects tab customers can view projects by Creation Date, Project Name and Type of Use. Projects can be sorted by Creation Date and Project Name

WHAT'S NEW WITH PUBLISHER PORTAL?
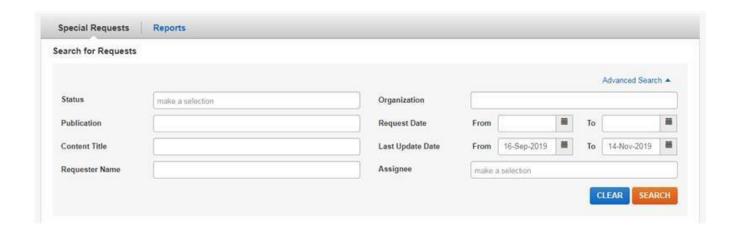
Recap of October 2019 Release

With the launch of Marketplace on 18 October 2019, the Publisher Portal was enhanced to support the new Special Request workflow and offer real time Republication transactional reporting for orders placed on Marketplace. The initial launch includes the following improvements to what was supported on copyright.com:

Special Request workflow: Introduced a modernized and streamlined workflow, and an improved publisher and buyer communication feature.

Reporting: Introduced real-time Marketplace reporting for publishers enrolled in the Republication Licensing Service (RLS)

PubPortal: December 2019 Release

Advanced Search: As part of the December release, publishers will be able to perform an advanced search for special requests. Advanced Search parameters include Status, Publication, Content Title, Requestor Name, Organization, Request Date, Last Update Date and Assignee.

Questions? Contact Aaron Reid at areid@copyright.com or your Account Manager.