

RightsLink for Permissions

Release Notes: October 2020

TABLE OF CONTENTS

WHAT'S NEW WITH RIGHTSLINK FOR PERMISSIONS?	3
October 2020 Release	3
At-a-Glance Customer Order History	3
Reporting Enhancements	4
Foundational Work Towards a Single Destination for Managed Redirects.....	5

WHAT'S NEW WITH RIGHTSLINK FOR PERMISSIONS?

October 2020 Release

We are pleased to announce the release of RightsLink for Permissions, which released on 10 October 2020.

The focus of the October release is to surface critical buyer and transactional data to help publishers optimize their permissions revenue. We are also completing the foundational work required to surface RightsLink managed redirects in PubPortal, the future home for special requests from all CCC channels.

We continue to execute on the vision for the future of CCC Transactional Licensing Services mapping to the following goals:

- Deliver intuitive, modern workflows, and robust APIs
- Where possible, enable individual publishers to align permissions, reprints and document delivery offerings and pricing capabilities across channels as they deem appropriate
- Enable article-level rights, where available
- Give publishers a single destination for managing special requests
- Give buyers a single destination for managing their orders and special request details

In November 2019, we released our redesign of the buyer workflow in RightsLink. In March of this year, we began capturing from buyers their reasons for declining special request offers, giving us feature parity with Marketplace so that users have a consistent experience across channels. In June, we completed provisioning of RightsLink users on the new platform, an effort that lays the groundwork for providing publishers with a single destination to manage special requests across all channels.

At-a-Glance Customer Order History

As part of our continuing efforts to surface more information on buyers, we have added critical new data points to RightsLink Workflow. On our job ticket search results page (see below) we have added a column displaying the total revenue collected from that customer over the previous 18 months. This provides publishers with data to help prioritize special requests based on the recent purchasing history of each buyer.

PubAdmin Workflow is your home for managing special requests from RightsLink Permissions. Special requests from [Marketplace](#) can be managed in [PubPortal](#), the future home of special requests from all CCC Channels including [Copyright.com](#).

[Job Tickets](#) [Customers](#) [Aging Reports](#) [Administration](#)

[Search Results](#) [Job Ticket](#) [Customer](#) [Content](#) [Printable Job Ticket](#) [Job Ticket History](#) [Internal Comments](#)

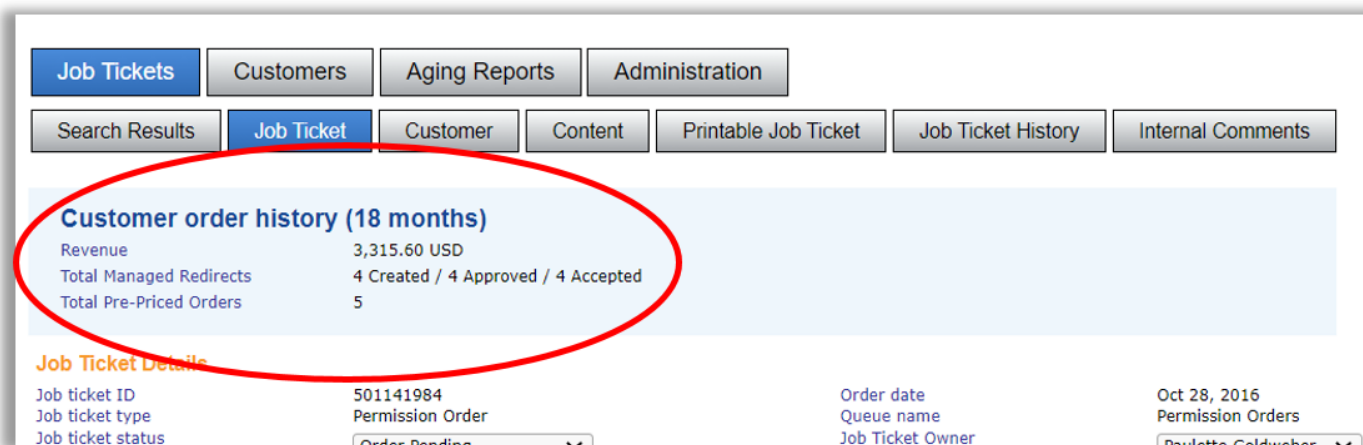
Job Tickets

Please select from the following Job Tickets.

[Activate filters](#)

<input type="checkbox"/>	Job Ticket	Owner	Status	Declined Reason	Offer Price	TOU	Requester Type	Company	Order Date	Revenue (18 mos)	Publication	Content Title
<input checked="" type="checkbox"/>	501141984		Order Pending		Not Available	Book/Textbook	Pharmaceutical/medical products company	ACME Inc.	Oct 28, 2016	3,315.60 \$	Science Journal	Sensory outcome of fingertip replantation without nerve repair
<input checked="" type="checkbox"/>	501141985		Order Pending		Not Available	Book/Textbook	Pharmaceutical/medical products company	ABCD Corp.	Oct 28, 2016	3,315.60 \$	Science Journal	Sensory outcome of fingertip replantation without nerve repair

In the release, we have added the Customer Order History section (see below) to the top of the job ticket details page. This section displays, at-a-glance, the total revenue and sales history for each customer over the previous 18 months. This data enables users to quickly recognize special requests from high value customers before pricing and approval.



The screenshot shows the 'Customer order history (18 months)' section. It includes a table with the following data:

Customer order history (18 months)	
Revenue	3,315.60 USD
Total Managed Redirects	4 Created / 4 Approved / 4 Accepted
Total Pre-Priced Orders	5

Below this section, the 'Job Ticket Details' are visible, including Job ticket ID (501141984), Job ticket type (Permission Order), Job ticket status (Order Pending), Order date (Oct 28, 2016), Queue name (Permission Orders), and Job Ticket Owner (Paulette Goldwasser).

Reporting Enhancements

To help publishers convert more of their special requests to paid orders, we have enhanced three RightsLink for Permissions reports with additional data points.

Aging Report

The Aging Report allows users to see special requests by the number of days they have been in process. In the October release we have added 'Approved fee,' 'Customer email' (hyperlinked); and 'Type of Use' to help publishers prioritize their special requests by key attributes. Users can prioritize their backlog by both days-in-process and potential revenue. This data can be used as part of a proactive campaign to close high value managed redirects and clear order backlogs.

Transaction and Distributions Reports

Many publishers allow customers to choose their preferred limit of use in RightsLink for Permissions. In this release, we have added new data points to these reports that allow publishers to sort transactions and distributions by 'Preferred limit of use,' 'duration of license,' and 'Audience size.'

These enhancements will help users:

- Monitor customer's preference for limit of use (duration or audience)
- Analyze relationship between preferred limit of use and price
- Understand relationship between type of use and preferred limit of use

Foundational Work Towards a Single Destination for Managed Redirects

As part of our efforts to provide a consistent experience across all transactional services, we are working to consolidate all special request management onto PubPortal. This will let publishers see RightsLink managed redirects alongside special requests from all other CCC services, in a single portal.

In June, we completed work provisioning RightsLink for Permissions users on the product platform so that they are recognized by PubPortal (and other applications). In October, we continue the infrastructure work needed to display RightsLink Managed Redirects in PubPortal and transmit changes made in PubPortal to the customer (via RightsLink My Account). This enables seamless communication between you and your customers.

Our objective is to surface special requests from the RightsLink for Permissions channel in the new Special Order Module in PubPortal, effectively giving you a single destination for managing special orders across all CCC channels.

We'll continue to pursue our shared goal of providing a consistent experience across transactional services and keep you updated on our progress.

Questions? Contact Eric Hall at ehall@copyright.com or your Account Manager.