

# Rightslink for Permissions

*Release Notes:*

*June 2021*



Copyright Clearance Center

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# WHAT'S NEW WITH RIGHTSLINK FOR PERMISSIONS?

## June 2021 Release

The focus of the June 2021 release is to:

1. Provide a **single destination for publishers to manage special requests**.
2. **Release an updated MedComms Type of Use**, which features an **expanded fee schedule**.
3. Enable **automatic assignment of special requests to specific staff** within your organization based on specific order attributes. Please see below for more details.

## Single Destination for Managing Special Requests

Providing a unified environment for publishers to manage special requests is an important milestone in CCC's transactional services roadmap. With the June release, we have transitioned RightsLink for Permissions special request management into Publisher Portal from RightsLink Workflow. 'PubPortal' provides common, innovative tools for managing special requests from any CCC channel and transactional service. You can filter requests from the RightsLink for Permissions channel or CCC's Marketplace website (which features all CCC transactional licensing services), depending on which services you participate in. Your account team will ensure you have access to the PubPortal Special Requests module.

These tools are designed to help you:

- Maximize revenue by converting more special requests into paid orders
- Provide better service to frequent permissions buyers by helping you flag orders from your top customers and assign them to a dedicated staff member
- Reduce costs by making it quick and easy to respond to special requests from any CCC channel

*Note: For the near-term, RightsLink for Permissions transactional reporting will remain in [RightsLink Pub Admin](#).*

## Customer Information and RightsLink Job Ticket ID on Special Request Details Page

To maintain consistency with the information you are accustomed to seeing in RightsLink Workflow, we have added some information to the Special Requests Details page in PubPortal. We have

introduced the Customer Details section that features the Customer’s Name, Organization, mailing address, phone number, and email (if provided). See screenshot below.

Page or page range of portion: N/A

serialB (optional):

Publication date of portion: 2018-09-07

**Reuse content details**

Order reference number (optional): ABC123

The requesting person/organization: Jane Doe at ABC Publishing

**Customer information**

Requester Name: Dzmitry Padskokau

Fax Number: fax test

Organization: Acme Inc.

Phone Number: 978-814-20-15

Address: test address 1  
test address 2  
test address 3  
test city, zip\_code test  
US

Email: test@test.com

Communication Internal Notes History

We have also added the RightsLink Job Ticket ID, which always begins with the number five. This enables you to quickly identify RightsLink special requests in PubPortal. See screenshot below.

🚩	601891721	test pub title	Pending	Differential brain response to alcohol cue di...	Jax1	ABC Publishing	30-Jan-2021	05-Feb-2021	seller_user_name		5
🚩	586958474	test pub title	Customer Responded	Differential brain response to alcohol cue di...	Jax1	ABC Publishing	30-Jan-2021	04-Feb-2021	Ihar Sniatkou		4
🚩	601891689	Portion=Page	Customer Responded	Portion=Page	Portion=Page	Portion=Page	28-Jan-2021	04-Feb-2021	Vadzim Pliuta		4
🚩	601891688	Portion=Page	Customer Responded	Portion=Page	Portion=Page	Portion=Page	28-Jan-2021	04-Feb-2021	Vadzim Pliuta		4

## Automatic Flagging of Your ‘Top Customers’

One component of our ‘Priority Flag’ feature (see below) that is unique to RightsLink for Permissions customers is the automatic flagging of special requests submitted by your top buyers.

- With the June release, we will automatically flag in PubPortal the special requests you receive from your top buyers.
- The flags will appear on the top 10 organizations that have contributed the most to your RightsLink revenue over the previous 18 months.
- Flags can be unset or set by clicking the flag icon in the special request search results or on the details page.

- This flag will enable you to quickly identify and prioritize special requests from your high value/high volume buyers.

## Quick Reference Guide for Managing Special Requests (All Users)

Users coming to Publisher Portal from other applications will notice some differences in workflow. The following is a quick reference guide to help you find and process your special requests.

### Finding Special Republication Requests in Publisher Portal

Select the tab labelled ‘Special Requests.’ The Publisher Portal defaults to the Special Request tab. There may also be a default to the Permissions tab if your organization is enrolled in RightsLink for Scientific Communications. To manage special requests, select the Special Request tab to get to this area of the application. See screenshot below.

Special Requests | Reports | Promotions

Search for Requests

Advanced Search ▲

Service ? Make a selection

Type of Use ? Begin typing and select from dropdown

Status ? Make a selection

Publication ?

Content Title ?

Requester Name ?

Organization ?

Request Date ? From To

Last Update Date ? From 13-Feb-2021 To 14-Apr-2021

Assignee ? Make a selection

Clear Search

Results per page: 25 Results 1 - 25 of 133

Customize Display Previous 1 2 3 4 5 Next

Request ID	Publication	Status	Type of Use	Requester Name	Organization	Request Date	Last Update Date	Assignee	Project Name	Price Quote
501141241	RefB1	Pending	MedComms project	Surbhi Malpani	Surbhi Malpani	14-Apr-2021	14-Apr-2021	Assign to me	RHR Demo	
501141198	RefB1	Awaiting Customer Reply	Book/Textbook	Test User	Miss. Test User	13-Apr-2021	14-Apr-2021	Dzina Fedasiuk	Test Title of new book	
501141197	RefB1	Approved	Book/Textbook	Vlad III	Vlad III	13-Apr-2021	13-Apr-2021	refB refB	qwe	1,50
501141196	RefB1	Approved	Book/Textbook	Vlad III	Vlad III	13-Apr-2021	13-Apr-2021	refB refB	qwe	1,50
501141195	RefB1	Approved	Book/Textbook	Vlad II	Mr. Vlad II	13-Apr-2021	14-Apr-2021	refB refB	qwe	1,40
501141192	RefB1	Pending	Book/Textbook	Test User	Miss. Test User	13-Apr-2021	13-Apr-2021	Assign to me	Test Title of new book	

- The default display is ‘All’ requests, but you can choose to view ‘Assigned to me’ or ‘Unassigned.’
- If you want to view a specific request and have the Request ID, enter it in the search field and click Search.
- Results are displayed below the search box. You can sort results by clicking on any of the column headers.
- You can increase the number of special requests per page from 25 to 50, 100 or 200 by clicking the Result per page dropdown.
- Total results for the selected tab are displayed alongside this dropdown.
- Pagination options are offered to navigate across the results set.
- If you would like to include completed and cancelled requests in your results set, tick the check box beneath the search field. **See more information about Customize Search above.**

## Advanced Search

Select ‘Advanced Search’ to search using other order information. See screenshot below. Advanced Search parameters include:

- Service
- Type of Use
- Status
- Publication
- Content Title
- Requestor Name
- Organization
- Request Date
- Last Update Date
- Assignee

(Cont’d.)

Special Requests | Reports | Promotions

Search for Requests

Advanced Search ▲

Service ? Make a selection Requester Name ?

Type of Use ? Begin typing and select from dropdown Organization ?

Status ? Make a selection Request Date ? From To

Publication ? Last Update Date ? From 13-Feb-2021 To 14-Apr-2021

Content Title ? Assignee ? Make a selection

Clear Search

Results per page: 25 Results 1 - 25 of 133 Customize Display Previous 1 2 3 4 5 Next

Request ID	Publication	Status	Type of Use	Requester Name	Organization	Request Date	Last Update Date	Assignee	Project Name	Price Quote
<a href="#">501141241</a>	RefB1	Pending	MedComms project	Surbhi Malpani	Surbhi Malpani	14-Apr-2021	14-Apr-2021	<a href="#">Assign to me</a>	RHR Demo	
<a href="#">501141198</a>	RefB1	Awaiting Customer Reply	Book/Textbook	Test User	Miss. Test User	13-Apr-2021	14-Apr-2021	Dzina Fedasiuk	Test Title of new book	
<a href="#">501141197</a>	RefB1	Approved	Book/Textbook	Vlad III	Vlad III	13-Apr-2021	13-Apr-2021	refB refB	qwe	1,50
<a href="#">501141196</a>	RefB1	Approved	Book/Textbook	Vlad III	Vlad III	13-Apr-2021	13-Apr-2021	refB refB	qwe	1,50
<a href="#">501141195</a>	RefB1	Approved	Book/Textbook	Vlad II	Mr. Vlad II	13-Apr-2021	14-Apr-2021	refB refB	qwe	1,40
<a href="#">501141192</a>	RefB1	Pending	Book/Textbook	Test User	Miss. Test User	13-Apr-2021	13-Apr-2021	<a href="#">Assign to me</a>	Test Title of new book	

## Reviewing Special Request Details

Click on the Request ID link to reveal the Special Request Details page containing all the information for the order. Click the All Details expand/collapse button (see below) to see all the order details neatly organized by the following sections:

- **General Information:** A summary of All Details
- **Content details:** Critical metadata for the content requested
- **Request details:** Type of use, Requestor Type, and other information about the order
- **New work details:** Information about the work your content will appear in
- **Additional details:** Order reference number and other optional information
- **Customer information (for RightsLink for Permissions orders only):** Name, organization, mailing/email address, and phone.

Communication history between you and the requestor is recorded in descending date order under this tab. The History tab provides a record of key changes to the request details. These tabs are found at the bottom of the Special Request Details page. See screenshots below.

Search Results > Special Request

Previous

Next

[✓ Price & Approve](#) [Deny](#)

 High Priority [Assign](#)

GENERAL INFORMATION

<b>Request ID:</b>	501140884	<b>Requester Name:</b>	Test Dina
<b>Request Date:</b>	26-Mar-2021	<b>Organization:</b>	Test KY Dina
<b>Status:</b>	Customer Responded	<b>Assignee:</b>	Dzina Fedasiuk

> ALL DETAILS

[Communication](#) [Internal Notes](#) [History](#)

[Contact Customer](#)

05-Apr-2021 09:29:32, by Test Dina  
Test comment

26-Mar-2021 11:27:23, by Dzina Fedasiuk  
Test comment from Publisher

[✓ Price & Approve](#) [Deny](#)

 High Priority [Assign](#)

Previous

Next

(Cont'd.)



ALL DETAILS			
<b>Content details</b>			
Title:	refB Title	Author:	Snoopy
Publication:	RefB1	RL content ID:	10.3945/ajcn.115.122937
Publication Type:	Article	RL publication name:	RefB1
Publisher:	refB Publishing Group Ltd.	Vol #:	34
Rightsholder:	Ref B PUBLISHING GROUP LTD	Issue #:	15
<b>Request details</b>			
Type of Use:	MedComms project	Preferred limit of use:	Total audience size
Requestor type:	Medical Communications Agency	Audience:	50000 or greater
Activity:	Congress / Satellite event	Portion:	Full article
Format:	Presentation, Mobile	Translation:	No
<b>New work details</b>			
Project Name:	New Project Name Med Comms	Product:	MedComms
Client / Sponsor:	MedComms	Expected start date:	Jan 2026
<b>Additional details</b>			
Distribution Territories/Countries:	jk hjk ghjk ghjk ghjk		
<b>Customer information</b>			

## Setting the Price and Terms and Conditions

Click on the 'Request ID' link to open the Special Request Details page and click 'Price & Approve.'

- **Enter a price for this permission. Record any Special Terms in the free text box provided.** They will be displayed in the workflow and within the printable License for the item.
- **Record any comments you would like to share with the customer.** This field is optional and is intended for the exchange of information between you and the requestor. This commentary will not be included in the printable license made available to the customer.
- **Click 'Approve' and the special request will remain visible in the Publisher Portal with an 'approved' status until the customer completes the steps to accept the price and finalize the transaction with a check out process.** If 60 days elapse without further activity, the system will automatically assign a new status of 'Closed-Expired Revising a Price and Terms.'
- **Once you have initially approved and priced an item, you may want to revise a price and/or a term of a previously approved item.** This can be done by clicking 'Revise Price & Terms' and making the desired changes.
- The status will automatically reflect the revised price and the status will revert to 'Approved.'
- The customer may accept this final price, add it to a shopping cart and pay by credit card or

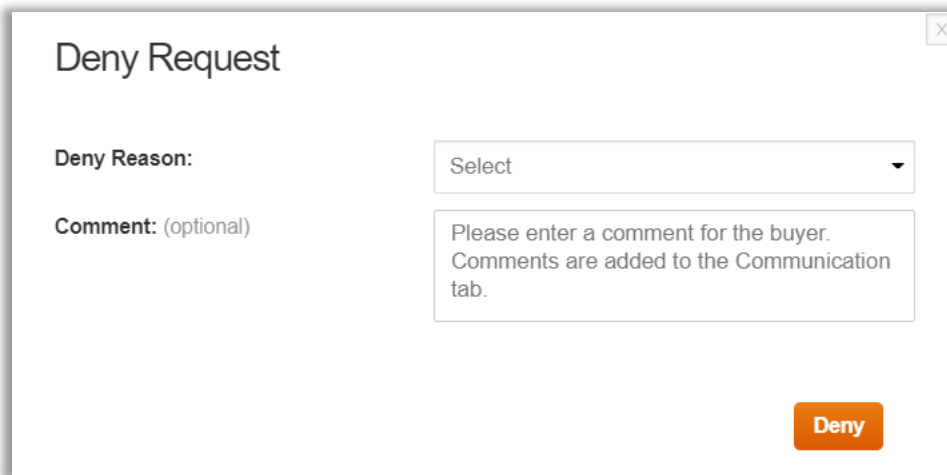
invoice to complete the order.

- If the customer has accepted the revised price, the opportunity to revise it again will not be available.

## Denying a Request

Clicking 'Deny' on the special request details page opens the Deny Request workflow where you have the option to select one of the reasons provided for the denial. See screenshot below.

- If you have another reason that is not on the list, select 'Other' and record the reason in the Comment box provided when that option is selected. Use of the Comment box is optional.
- Once you have completed the steps to deny a request you can review them under the General Information section of the Special Request details page.



The screenshot shows a 'Deny Request' form with the following elements:

- Deny Reason:** A dropdown menu with 'Select' as the current selection.
- Comment: (optional)** A text area containing the text: 'Please enter a comment for the buyer. Comments are added to the Communication tab.'
- Deny:** An orange button at the bottom right of the form.

## Contacting a Customer within the Special Request Workflow

Sometimes you will need to contact a customer to obtain more information before pricing a request. See screenshot below on next page.

- Click 'Contact Customer' to open the Contact customer workflow.
- You can provide comments to the customer and attach a file.
- Once you have added your comments and/or attached your file, click 'Send.'
- The status in the workflow reverts to Awaiting Customer response if the request has not been accepted by the customer.

Communication Internal Notes History

**Comments:**

Please enter a comment for the buyer. Comments are added to the Communication tab.

Attach file No file attached (.pdf, .jpg, .gif, .tiff, .png)

Cancel Send

## Assigning a Special Request Item

Managing work within your organization is made easier with the ability to assign work within the Publisher Portal. See screenshot below.

- Open any special request and click ‘Assign’ to open a window containing a dropdown showing all the individuals in your organization eligible to view special requests. Select a name and click ‘Assign.’

Assign Request

Assignee:

Select

Select

1 2

Aaron Reid

Alena Charniauskaya

Alexander Talstykh

Alexander Talstykh

Alexandru Comsa

Anna Buyer

Auto User

Auto User

Chloe Duchesne

Dmitriy Andreyev

## Get Help

**Questions? Please contact CCC Customer Service:**

- [rightsholders@copyright.com](mailto:rightsholders@copyright.com)
- 855-239-3415 (Toll free in US only)
- 978-646-2800
- Live Chat option within the application

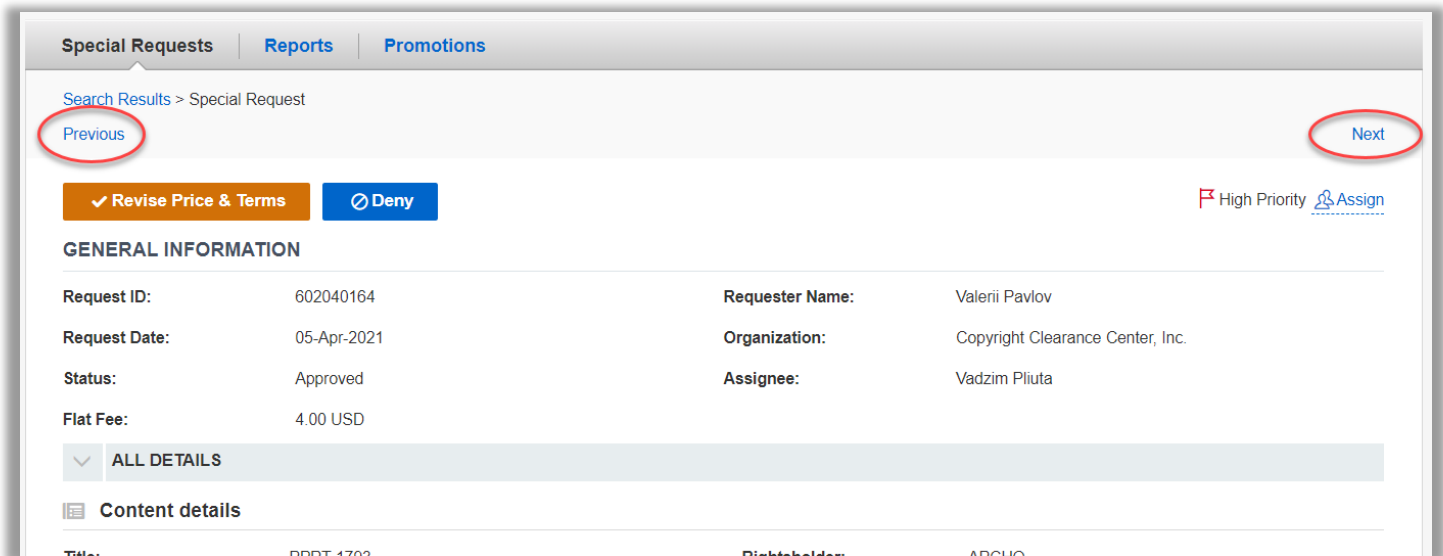
# New Features for Managing Special Requests

PubPortal has added the following new features to help you prioritize and process special requests for maximum efficiency.

## Enhanced Navigation Across Special Requests

To save you time, we've added the ability to navigate from one special request details page to the next without having to return to the search results page. See screenshot below.

- Simply open any one special request by clicking on the 'Request ID' link.
- On the special request details page, you will see links to move to the 'Next' or 'Previous' special request in your search results.
- Please note the 'Previous' link will not be available if you've opened the first special request in your search results. Similarly, the 'Next' link will be disabled when you've reached the last special request in your search results.



## Search by Service and Type of Use

We've added the 'Service' and 'Type of Use' fields to Advanced Search to help you differentiate special requests from the different services; and give you another attribute by which to sort and filter your special requests. See screenshots below on next page.

- You can select from the 'Service' dropdown all the CCC services you currently participate in.

- You can also search your special requests by ‘Type of Use.’
- You can enable this field by first selecting a ‘Service.’ Select a ‘Type of Use’ from the dropdown or begin typing the name of a Type of Use and select from the matches that appear below.

The screenshot shows the 'Search for Requests' interface. At the top, there are tabs for 'Special Requests', 'Reports', and 'Promotions'. Below the tabs, the title 'Search for Requests' is displayed. On the right side, there is a link for 'Advanced Search'. The form contains several search criteria:

- Service**: A dropdown menu with the text 'Make a selection'. This field is circled in red.
- Type of Use**: A dropdown menu with the text 'Begin typing and select from dropdown'. This field is also circled in red.
- Status**: A dropdown menu with the text 'Make a selection'.
- Publication**: A text input field.
- Content Title**: A text input field.
- Requester Name**: A text input field.
- Organization**: A text input field.
- Request Date**: A date range selector with 'From' and 'To' fields.
- Last Update Date**: A date range selector with 'From' and 'To' fields, showing '04-Feb-2021' and '05-Apr-2021' respectively.
- Assignee**: A dropdown menu with the text 'Make a selection'.

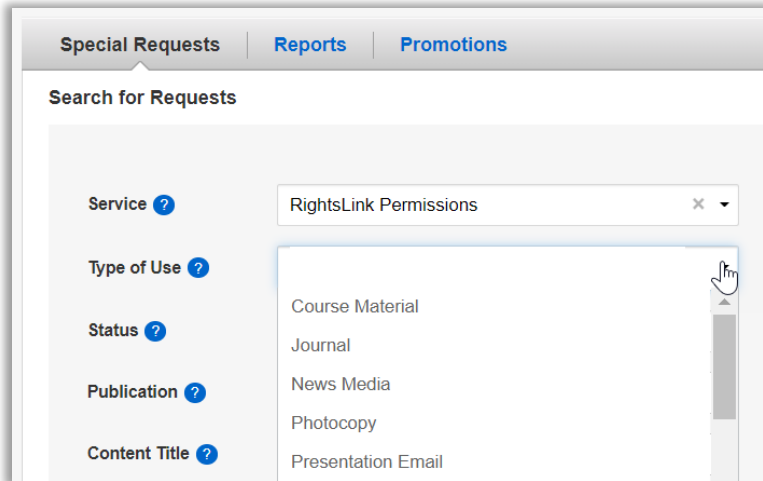
At the bottom right of the form, there are two buttons: 'Clear' (blue) and 'Search' (orange).

This screenshot shows the 'Search for Requests' interface with the 'Service' dropdown menu open. The dropdown menu displays the following options:

- Make a selection
- Academic Pay-Per-Use Services
- Republication
- RightsLink Permissions

The other search criteria are visible but not interacted with:

- Type of Use**: A dropdown menu with the text 'Begin typing and select from dropdown'.
- Status**: A dropdown menu with the text 'Make a selection'.
- Publication**: A text input field.
- Content Title**: A text input field.



## Sort Special Requests by Key Attributes

To help you quickly sort and prioritize your special requests, we have added new columns to the search results page. See screenshot below:

- **Flag status:** Sort by special requests with set/unset flags. See more information in the Priority Flag section below.
- **Types of Use:** These are the options available to your buyers for each service.
- **Days to Expiry Column:** The number of days before a special request expires and is automatically closed (max. 60 days).
- **Project Name Column:** CCC Marketplace customers can purchase permissions as part of a project. This column allows users to sort special requests by project so they can see the relationship between different requests. Special requests can be sorted by any column by simply clicking on the column header. Click again to sort in reverse order.

(Cont'd.)

Special Requests | Reports | Promotions

Search for Requests

All Assigned to me Unassigned Please type to search by Request ID Search Clear Advanced Search

Show Completed and Canceled Requests

Results per page: 25 Results 1 - 25 of 1338 Customize Display Previous 1 2 3 4 5 Next

Request ID	Publication	Status	Type of Use	Organization	Request Date	Last Update Date	Project Name	Days to Expiry	Price Quoted
602040174	Getting Started in Options	Pending	Photocopy for a coursepack	Copyright Clearance Center, Inc.	05-Apr-2021	05-Apr-2021	coursepack with all fields	60	
602040173	Getting Started in Options	Pending	Photocopy for a coursepack	Copyright Clearance Center, Inc.	05-Apr-2021	05-Apr-2021	coursepack with all fields	60	
602040172	Getting Started in Options	Pending	Photocopy for a coursepack	Copyright Clearance	05-Apr-2021	05-Apr-2021	coursepack with all fields	60	

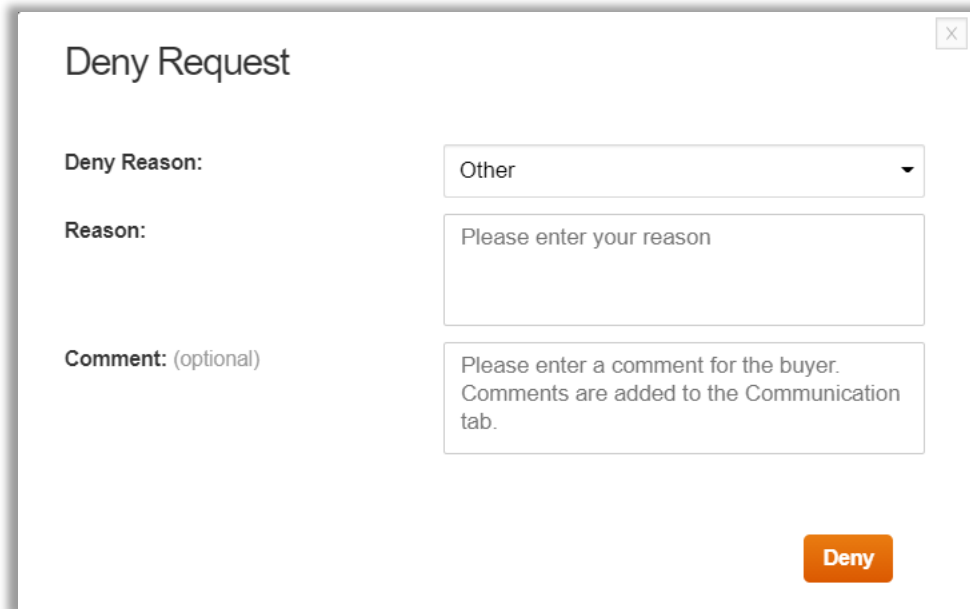
## Four New Deny Reasons

We have added four new deny reasons (in **bold** below) to provide you with more options for responding to special requests. The full list of deny reasons are listed below and are reflected in related reports.

- Do not own material requested
- Permission is not allowed for this type of use
- Do not own/manage rights to all the material requested
- Do not provide content through this CCC service
- Permission may not be needed for this request
- Duplicate request
- Cannot determine ownership for all the material requested
- Requested information from you and did not receive a response
- **Rights belong to the following author or publisher**
- **Rights have reverted to the author and no other info is available**
- **Selected title(s) is in the Public Doman**
- **We have no knowledge of the current rightsholder**
- Other

(Cont'd.)

If you choose 'Other,' you will be provided with a Reason field to enter your message. For all the options above, you will have the option to add a comment to the buyer. See screenshot below.



**Deny Request**

**Deny Reason:** Other

**Reason:** Please enter your reason

**Comment: (optional)** Please enter a comment for the buyer. Comments are added to the Communication tab.

**Deny**

## Customize Display

To enable you to organize special requests in ways that are meaningful to you and your organization, we have added the 'Customize Display' feature that allows you to choose which special request attributes to display on the search results page. See screenshot below.

- By clicking the 'Customize Display' link (see below), you will be presented with a list of columns from which to choose.
- The default is indicated in the tick boxes below, but you can choose whichever attributes are most useful to you (Request ID and Price Quoted are fixed).
- By clicking 'Save,' your display will be preserved for future sessions or until you decide to make changes.

(Cont'd.)



Special Requests | Reports | Promotions

Search for Requests

All Assigned to me Unassigned Please type to search by Request ID Search Clear Advanced Search ▾

Show Completed and Canceled Requests ?

Results per page: 25 Results 1 - 25 of 1338 ⚙️ Customize Display Previous 1 2 3 4 5 Next

Request ID	Status	Requester Name	Organization	Request Date	Last Update Date	Assignee	Price Quoted
602040174	Pending	mnesterenko@copyright.com	Copyright Clearance Center, Inc.	05-Apr-2021	05-Apr-2021		
602040173	Pending	mnesterenko@copyright.com	Copyright Clearance	05-Apr-2021	05-Apr-2021		

Special Requests

Search for Requests

All Assigned Show Completed and Canceled Requests ?

Results per page: 25 Results 1 - 25 of 1338

**Customize Display**

Alter the display of the results by selecting columns

<input checked="" type="checkbox"/> Status	<input checked="" type="checkbox"/> Requester Name	<input type="checkbox"/> Flag Status	<input type="checkbox"/> Publication
<input checked="" type="checkbox"/> Organization	<input checked="" type="checkbox"/> Request Date	<input type="checkbox"/> Content Title	<input type="checkbox"/> Project Name
<input checked="" type="checkbox"/> Last Update Date	<input checked="" type="checkbox"/> Assignee	<input type="checkbox"/> Days to Expiry	<input type="checkbox"/> Type of Use

[Reset to Default](#) **Save**

Request ID	Status	Requester Name	Organization	Request Date	Last Update Date	Assignee	Price Quoted
602040174	Pending	mnesterenko@copyright.com	Copyright Clearance Center, Inc.	05-Apr-2021	05-Apr-2021		
602040173	Pending	mnesterenko@copyright.com	Copyright Clearance Center, Inc.	05-Apr-2021	05-Apr-2021		
602040172	Pending	mnesterenko@copyright.com	Copyright Clearance Center, Inc.	05-Apr-2021	05-Apr-2021		
602040167	Pending	Ihar Sniatkou	Annual Reviews, Inc.	05-Apr-2021	05-Apr-2021	seller_user_name	
602040164	Approved	Valerii Pavlov	Copyright	05-Apr-2021	05-Apr-2021	Vadzim Piluta	4.00 USD

Please note, if you are associated with multiple organizations, your display preferences will only be applied to the CCC Account you are using. For example, if you are viewing Account A and save preferences, you will need to save these same preferences again when you view Account B.

## Priority Flagging

In addition to customizing the landing page, you can now flag high-priority special requests. See screenshots below.

- On the Publisher Portal landing page, the flag icon for each item can be clicked on or off, depending on the status. There is also a flag option within each special request details view.
- **Please note that RightsLink for Permissions special requests from top customers are automatically flagged.** Top customers are those organizations that contribute the most to your RightsLink revenue in the previous 18 months.

Special Requests | Reports | Promotions

Search for Requests

All Assigned to me Unassigned  Search Clear Advanced Search ▾

Show Completed and Canceled Requests ?

Results per page: 25 Results 1 - 25 of 1688 [Customize Display](#) Previous 1 2 3 4 5 Next

Request ID	Publication	Status	Type of Use	Content Title	Requester Name	Organization	Request Date	Last Update Date	Assignee	Project Name
600985641		Pending	Photocopy		Veronika Diadina	Copyright Clearance Center, Inc.	05-Apr-2021	05-Apr-2021		
600985637		Pending	Photocopy		Veronika Diadina	Copyright Clearance Center, Inc.	05-Apr-2021	05-Apr-2021		
600985636		Pending	Photocopy		Veronika Diadina	Copyright Clearance Center, Inc.	05-Apr-2021	05-Apr-2021		
600985640		Pending	Photocopy		Veronika Diadina	Copyright Clearance Center, Inc.	05-Apr-2021	05-Apr-2021		
600970385		Approved	product_localization		test	(Association	30-Mar-2021	05-Apr-2021		

Special Requests | Reports | Promotions

Search Results > Special Request

Previous Next

✓ Price & Approve Deny **High Priority** Assign

**GENERAL INFORMATION**

Request ID: 600985640 Requester Name: Veronika Diadina  
 Request Date: 05-Apr-2021 Organization: Copyright Clearance Center, Inc.  
 Status: Pending

ALL DETAILS

Content details

Publication Type: e-Journal Date: All

## New Version of MedComms TOU (Featuring new fee schedule and Fee Builder tool)

We are excited to launch an update to MedComms Type of Use (or Reuse in Medical

Communication Project) that incorporates important learnings from you and your buyers. New features in this release are:

- Support for discounted pricing for multiple format and multiple units of a portion
- Additional levers to set pricing to align with your organization's pricing policies
- Flexible pricing options so you can pre-set prices for more transaction options
- The 'Fee Builder' tool that eliminates the need for you to calculate surcharges and discounts. Fee Builder will help you efficiently set the prices your customers will see in the payment workflow (before taxes)

Note: The Fee Builder tool is in beta/pilot phase; we will begin testing with you very soon.

Stay tuned for more information on these features in an upcoming release communication.

## Automatic Assignment of Special Requests

To save you and your staff time, we have enabled automatic routing of special requests to specific staff based on key order attributes such as requestor, order quantity or the type of reuse requested, etc.

- This is a configurable feature in your implementation.
- Please reach out to your account manager for more details.

### Questions?

Contact **Surbhi Malpani** at [smalpani@copyright.com](mailto:smalpani@copyright.com), **Eric Hall** at [ehall@copyright.com](mailto:ehall@copyright.com), or your CCC Account Manager



Copyright Clearance Center

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